

**Information Communication Technology (ICT) Use, Capacity Building and Service
Quality of Secretaries in Universities, Osun State, Nigeria**

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Certification

This is to certify that this thesis was carried out by **Abimbola Abosede BABAWALE** with Matriculation Number **LCU/PG/005192**, in the Department of Office and Information Management under my supervision in the Faculty of Communication and Information Science, Lead City University, Ibadan, Nigeria and that the work has not been previously submitted.

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Dedication

This thesis is dedicated to God Almighty for His sufficient grace over my life.

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Abstract

The quality of service delivered by secretaries is highly important as they can affect the effectiveness of their principals as well as the achievement of overall goal of tertiary institutions. However, there are various factors that determine service quality among secretaries. In line with this, the study examines the influence of ICT skills and Capacity Building on service quality of secretaries in Osun State universities. The study is guided by a theoretical framework which combined the SERVQUAL model, the unified theory of acceptance and use of technology, and human capacity theory. The population of this study include four hundred and twenty-four (424) secretaries in universities in Osun State, Nigeria. The descriptive survey research method was adopted with a total enumeration of the sample. The research instrument was a structured questionnaire adapted from theories and previous studies. Data analysis was conducted using descriptive and inferential statistics. The results showed a high level of service quality (Mean =3.75), high level of ICT skills (Mean =3.63), and high exposure to capacity building (Mean =3.60), among the respondents. The test of hypothesis also revealed that ICT skills is strong predictor of service quality ($R^2 = 0.434$; $p \leq 0.05$). Capacity building was also found to exercise a significant influence on service quality among the respondents quality ($R^2 = 0.393$; $p \leq 0.05$). In addition, there is a combined significant influence of both ICT skills and capacity building on service quality (Adj $R^2 = 0.479$; $F(2, 193) = 90.533$, $p \leq 0.05$). The study concluded that optimal service quality among secretaries is best achieved when ICT skills development and capacity building are both robust and supported by enabling institutional environments. It was therefore recommended that universities should incorporate reliability-related Key Performance Indicators (KPIs) into performance appraisal of secretaries to incentivize accuracy.

Keywords: Capacity building, Employee motivation, ICT skills, Service quality, Organisational Performance,

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