

**Personal Ethical Conducts and Job Performance of Secretaries at The Polytechnic Ibadan
Oyo State, Nigeria**

**Kehinde Olayinka BABAWIBE
LCU/PG/002340**

**A Thesis Submitted to the Department of Information Management, Faculty of
Communication and Information Science, Lead City University, Ibadan, Oyo State, Nigeria**

**In partial Fulfilment of the Requirements for the Award of Post Graduate Diploma Degree
(PGD) in Office and Information Management**

2022

Certification

This is to certify that **Kehinde Olayinka BABAWIBE** with matriculation number **LCU/UG/PG/002340** carried out this study titled **“Personal Ethical Conduct and Job Performance of Secretaries at The Polytechnic Ibadan”** in the department of Information Management Faculty of Communication and Information Management, Lead City University, Ibadan, Oyo State, for the Award of Postgraduate Diploma Degree (PGD) in Office and Information Management and that this work has not been previously submitted elsewhere.

.....

Mrs K.O Popoola

Supervisor

.....

Date

.....

Dr. Sophia V Adeyeye

Head of Department

.....

Date

Dedication

This project is dedicated to Almighty God for his protection over me during the carrying out of this research.

DO NOT COPY. LEAD CITY UNIVERSITY, NIGERIA

Acknowledgement

My gratitude goes to the Management of Lead City University Ibadan, for the opportunity given me to successfully complete my Postgraduate Diploma programme and also to The Polytechnic Ibadan where I carried out this research work for their understanding and allowing me to be able to administered the questionnaire.

My sincere appreciation goes to my able and energetic supervisor, Mrs K.O Popoola for her patience, support, encouragement and suggestions throughout the study. To the Head of the department, Dr. S.V Adeyeye, I say a big thank you for your advice and support. I also say a big thank you to Prof. Afolakemi Oredein (Provost, Postgraduate College) for her moral support during the course of my study at the college.

I appreciate the Dean of Faculty of Communication and Information Science, Lead City University, Ibadan for his show of concern. I appreciate all staff of Information Management Department, Professor E.A Erwat, Dr. L.A Awobenu, Dr. T.E Adenekan, Dr, T. D Samuel, Dr. O.D Bakare, Dr. S.O Tunmibi (PG Coordinator) Dr. K.O Lateef, Dr. F.B Oguntoye, Mrs O.A Ologbosere, Mrs O.R Oboh, Mr. I.A Adeniran, Mrs O.E Ibronke, Mrs V.O Ahamze and Mrs Balogun (Department Administrator) for their show of kindness during this study.

Then to my family members, My Husband, Mobolaji Oladipupo and my Children, Mololuwa and Babasogo for their prayers, love, support and encouragement during the course of this study. Thank you always. I appreciate my colleagues in the office for their support during this study.

Even though the above-mentioned people and institutions have helped in one way or the other, all errors in this research work are solely mine.

Abstract

The unprecedented pressure in the higher institution of learning in the current global economic distress calls for employees to perform optimally in their designated roles and responsibilities more importantly the confidentiality of the secretaries in respect to achieving institutional objectives. The prevalence of low job performance of polytechnics has been disturbing to authorities concerned. This low performance motivated an investigation on personal ethical conducts and job performance of secretaries at the Polytechnic Ibadan Oyo State, Nigeria. John Campbell's theory on performance provided the framework for the study. The study adopted descriptive survey design. Population comprises of 440 secretaries in Ibadan and Eruwa Polytechnic. Krejcie and Morgan sampling technique was used to select 205 sample size of which 195 was used for final data analysis indicating 88.6% response rate. Data was collected using reliable instrument. Two research questions and one hypothesis were raised and tested at 0.05 level of significance. Data collected were analyzed using simple percentage, frequency counts and Pearson's Product Moment Correlation (PPMC). It was discovered that there was a statistical significance influence of ethical conduct on job performance ($r = .323$, $p < 0.01$; $r^2 = .104$). Job performance of secretaries in respect to specific behaviour ($M = 2.5$) and efforts ($M = 2.6$) is low. Also, Integrity dimension of ethical conducts recorded lower score ($M = 2.3$). Findings reveal that there is high prevalence of low job performance among secretaries in Polytechnics in Oyo State. It was recommended that managements of the institution should put in place rules that will serve as guidelines on how appropriate secretary staffs should be ethically condone. The managements should set out criteria when employing secretaries whether at the faculty levels, departments, or units of the institution level.

Key word: Job Performance, Ethical Conduct, Secretaries, Polytechnic of Ibadan

Word count: 296

Table of Contents

Preliminary Pages	
Title Page	
Certification	ii
Dedication	iii
Acknowledgement	iv
Abstract	v
Table of Content	vi-viii
List of Tables	ix
Chapter one – Introduction	
1.1 Background of the Study	1
1.2 Statement of the Problem	5
1.3 Aim and Objectives	6
1.4 Research Questions	6
1.5 Hypothesis	7
1.6 Significance of the Study	7
1.7 The Scope of the Study	7
1.8 Operational Definition of Terms	8
Endnotes	10
Chapter Two – Literature Review	
2.1 Conceptual Review	11
2.1.1 Overview of Job Performance	12
2.1.2 Overview of Personal Ethical Conduct	14
2.1.3 Overview of Secretary	26

2.2 Theoretical Review	
2.2.1 John Campbell Theory	33
2.3 Empirical Review	
2.3.1 Personal Ethical Conduct and Job Performance	37
2.4 Conceptual Frame Work	41
2.5 Summary of the Literature Reviewed	42
Endnotes	44
Chapter Three – Methodology	
3.1 Research Design	50
3.2 Population of the Study	50
3.3 Sample and Sampling Techniques	51
3.4 Description of Research Instrument	53
3.5 Validation of Research Instrument	54
3.6 Reliability of the Research Instrument	54
3.7 Method of Data Collection	54
3.8 Method of Data Analysis	55
Endnotes	56
Chapter Four – Results and discussion of findings	
4.1 Presentation of Data	57
4.2 Descriptive Statistics	68
4.2.1 Response Research Questions	61
4.2.2 Test of Hypotheses	69
4.3 Discussion of findings	70
Endnotes	72

Chapter Five – Conclusion

5.1 Summary Findings	78
5.2 Conclusion	78
5.3 Recommendation	79
5.4 Contribution of Knowledge	79
5.5 Area of Further Studies	80
Bibliography	81
Appendices	90
Biodata	93

List of Tables

Tables	Title	Page
3.1	Population Distribution	50
3.2	Table for Determining Sample Size of a Known Population	51
3.3	Sample Size Distribution across the Selected Schools	53
4.1	Response Rate	57
4.2	Percentage Distribution of Respondents by Gender	58
4.3	Percentage Distribution of Respondents by Age	59
4.4	Percentage Distribution of Respondents by Marital Status	60
4.5	Responses to the Research Questions	61
4.6	Responses of Respondents Based on Personal Ethical Conducts	66
4.7	Summary Showing the Relationship between Personal Ethical Conducts and Job Performance	69