

**Information Communication Technology Self-Efficacy, Capacity Building and Service
Quality of Secretaries in Private Tertiary Institutions Osun State, Nigeria**

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**Being a Thesis Submitted to the Department of Office and Information Management,
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Certification

This is to certify that **Mobolaji Mojisola ADEWALE** with matriculation number **LCU/PG/005846** carried out this study titled “**Information Communication Technology Self-efficacy, Capacity Building and Service Quality of Secretaries in Private Tertiary Institutions in Osun State, Nigeria**” in the Department of Office and Information Management, Faculty of Communication and Information Sciences, Lead City University, Ibadan, Oyo State, For the Award of Master’s of Science (MSc) in Office and Information Management and that this work has not been previously submitted elsewhere.

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Date

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(Head of Department)

Date

Dedication

I dedicate this Thesis to Jehovah, my Maker and the Redemer of my soul.

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Abstract

Service quality in administrative functions is a critical aspect of the overall reputation and operational efficiency of tertiary institutions. In today's increasingly digital and knowledge-driven economy, the roles and expectations of secretarial professionals have evolved dramatically. The study investigates information communication technology self-efficacy, capacity building and service quality of secretaries in private tertiary institutions in Osun State, Nigeria. Descriptive survey design was adopted for the study, and the population comprised 195 secretaries in all private tertiary institutions in Osun State, Nigeria. The sample size was 195 which was determined using total enumeration technique. The questionnaire was used for data collection; and the reliability test of the instrument was service quality = 0.89; information and communication technology self-efficacy = 0.82; and capacity building = 0.80. Data was analysed using descriptive and inferential statistics. Findings showed that the level of service quality of secretaries in private tertiary institutions in Osun State, Nigeria was moderate ($\bar{x} = 2.97$). The level of ICT self-efficacy among secretaries was moderate ($\bar{x} = 2.99$). The level of capacity building among secretaries was moderate ($\bar{x} = 3.92$). There was significant influence of information communication technology self-efficacy on service quality of secretaries ($F_{(1, 178)} = 20.239, p < 0.05$). There was significant influence of capacity building on service quality of secretaries ($F_{(1, 178)} = 9.503, p < 0.05$). There was a significant combined influence of information communication technology self-efficacy and capacity building on service quality of secretaries ($F_{(2, 177)} = 14.901, p < 0.05$). The study found ICT self-efficacy and capacity building positively influence service quality of secretaries, recommending time management and proactive communication to enhance service quality. The study concluded that information communication technology self-efficacy and capacity building had positive influence on service quality of secretaries in private tertiary institutions in Osun State, Nigeria. It was recommended that to enhance the service quality of secretaries, they should develop personal time management strategies to meet deadlines and deliver services as promised. They should adopt proactive communication by informing stakeholders in advance about service timelines or delays.

Keywords: Capacity Building, Information Communication Technology Self-efficacy, Service Quality, Secretaries, Nigeria

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Table of Contents

Content	Page
Title Page	i
Certification	ii
Dedication	iii
Acknowledgment	iv
Abstract	vi
Table of Contents	vi
List of Tables	x
List of Figure	xi

Chapter One: Introduction

1.1 Background to the Study	1
1.2 Statement of the Problem	10
1.3 Aim and Objectives of the Study	11
1.4 Research Questions	12
1.5 Hypotheses	13
1.6 Significance of the Study	13
1.7 Scope of the Study	14
1.8 Limitation to the Study	16
1.9 Operational Definition of Terms	16
Endnotes	19

Chapter Two: Review of Related Literature

2.1	Conceptual Review	22
2.1.1	Concept of Service Quality	22
2.1.2	Concept of ICT Self-Efficacy	29
2.1.3	Concept of Capacity Building	43
2.2	Theoretical Framework	53
2.2.1	SERVQUAL Theory	53
2.2.2	Bandura's Theory of Self efficacy	57
2.2.3	Human Capital Theory	60
2.3	Review of Empirical Studies	64
2.3.1	ICT self-efficacy and Service Quality	64
2.3.2	Capacity Building and Service Quality	76
2.4	Conceptual Model	90
2.5	Summary of Reviewed Literature	91
	Endnotes	96

Chapter Three: Methodology

3.1	Research Design	108
3.2	Population of the Study	108
3.3	Sample and Sampling Techniques	109
3.4	Description of the Research Instrument	110
3.5	Validity of Research Instrument	111
3.6	Reliability of the Research Instrument	112
3.7	Method of Data Collection	112

3.8	Method of Data Analysis	113
	Endnotes	114

Chapter Four: Results and Discussion of Findings

4.1	Analysis of Demographic Data	116
4.2	Presentation of Data	118
4.2.1	Answers to Research Questions	118
4.2.2	Test of Hypotheses	126
4.3	Discussion of Findings	131
	Endnotes	139

Chapter Five: Summary, Conclusion and Recommendations

5.1	Summary of Findings	141
5.2	Conclusion	142
5.3	Recommendations	142
5.4	Contribution to Knowledge	144
5.5	Suggestions for Further Studies	145
	Bibliography	146
	Appendix	159

List of Tables

Table	Title	Page
3.1	Population of Secretaries	109
4.1	Response rate	115
4.2	Demographic Information of the Respondents	116
4.3	Level of in Ogun service quality of secretaries in private tertiary institutions in Osun State, Nigeria	118
4.4	Level of information communication technology self-efficacy of secretaries in private tertiary institutions in Osun State, Nigeria	121
4.5	Level of capacity building of secretaries in private tertiary institutions in Osun State, Nigeria	124
4.6	Influence of information communication technology self-efficacy on service quality of secretaries	126
4.7	Influence of capacity building on service quality of secretaries	128
4.8	Combined influence of information communication technology self-efficacy and capacity building on service quality of secretaries	129

List of Figure

Figure	Title	Page
2.1	Conceptual Model showing the Relationship and Interaction of the Independent variables on the Dependent variable	90

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