

Certification

This is to certify that Oluyemisi Omowumi FASIPE with matriculation number LCUPG004029 carried out this study titled "Organisational Culture, Computer Self-Efficacy And Administrative Effectiveness Of Secretaries In Public Polytechnics In Oyo State, Nigeria" in the Department of Information Management, Faculty of Communication and Information Sciences, Lead City University, Ibadan, Oyo State, for the Award of Master of Science Degree (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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Date

Dedication

This study is dedicated to God Almighty for His grace and sustenance throughout this study.

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Acknowledgement

I wish to express my gratitude to God Almighty, for all His goodness, mercy and provisions during the course of my study.

My appreciation goes to the management and staff of Lead City University, Ibadan for providing the needed support and conducive environment for learning during the course of my study and in conducting this research. I am also grateful to staff and management of the institutions of study that provided data for this study as well as the services provided by staff of the Library in Lead City University, Ibadan, Oyo State.

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Even though the above-mentioned institutions and persons have assisted in the process of this project work, I alone stand responsible for the error(s) if any, found in this work”.

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Abstract

Organizational culture, computer self-efficacy, and administrative effectiveness are crucial aspects of public polytechnics in Oyo State, Nigeria, that are interrelated and can impact the performance of secretaries; however, these areas have been perceived as major challenges, leading to several administrative inefficiencies. The study, therefore, examined the influence of organizational culture, computer self-efficacy, and administrative effectiveness of secretaries in public polytechnics in Oyo State, Nigeria. The descriptive survey design was adopted, with a sample size of 149 secretaries drawn from public polytechnics in the state. Data were collected using a questionnaire, with reliability tests yielding 0.65 for administrative effectiveness, 0.69 for organizational culture, and 0.72 for computer self-efficacy. Descriptive and inferential statistics were used for data analysis. Utilizing a sample of 149 respondents, findings indicate a moderately high level of administrative effectiveness among secretaries, as reflected by a weighted mean score of 3.254 ($\bar{x} = 3.25$), with low variability in responses. The prevalent organizational culture in these polytechnics emphasizes Basic Underlying Assumptions (mean = 3.268), ($\bar{x} = 3.27$), surpassing Artefacts (mean = 3.182) and Espoused Values (mean = 3.098). This highlights a strong focus on core beliefs guiding organizational behavior. Additionally, the secretaries exhibit high computer self-efficacy, with a weighted mean of 3.72 ($\bar{x} = 3.72$) across mastery experience, social persuasion, and vicarious learning, suggesting strong confidence in using technology for administrative tasks. Regression analysis demonstrates a significant combined influence of organizational culture ($F = 30.071$, $p < 0.000$), and computer self-efficacy ($F = 10.015$, $p < 0.000$) on administrative effectiveness, with specific elements of culture, such as Artefacts and Espoused Values, playing key roles. The study concluded that organizational culture and computer self-efficacy significantly influence secretaries' administrative effectiveness in Oyo State polytechnics. Continuous training and promoting a strong organizational culture were recommended to enhance computer self-efficacy and improve administrative outcomes.

Keywords: Administrative effectiveness, Computer self-efficacy, Organizational Culture, Public polytechnics, Oyo State, Secretaries,

Word Count: 300

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List of Acronyms

S/N	Abbreviation	Meaning
1	TQM	Total Quality Management
2	MIS	management Information System
3	SOCs	State Owned Companies
4	ICT	Information Communication Technology
5	SME	Small and Medium –Sized Enterprises
6	RBV	Resource-Based View
7	SET	Social Exchange Theory
8	PM	Performance Management
9	GSCM	Green Supply Chain Management
10	SCLT	Social Cognitive Learning Theory
11	SLT	Social Learning Theory
12	TO	Task Orientation
13	RO	Relationship Orientation
14	LSSSP	Leadership Style Scale of School Principals
15	SSC	Scale for School Culture
16	SOI	Scale of Organisational Image
17	OCAI	Organizational Culture Assessment Instrument
18	BAO	Belief-Action-Outcome
19	IWB	Innovative Work Behaviour
20	WM	Work Motivation
21	OC	Organizational Culture
22	SSC	Soft Skill Competence
23	PLS	Partial Least Squares – Structure Equation Modelling
24	CA	Computer Anxiety

25	CSE	Computer Self-efficacy
26	LMS	Learning Management Systems
27	TAM	Technology Acceptance Model
28	SRS	Stratified Random Sampling
29	ERP	Enterprise Resource Planning.

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