

**Information Handling Capability, Emotional Intelligence and Service Quality of
Secretaries in Public Teaching Hospitals, Oyo State, Nigeria**

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Faculty of Communication and Information Sciences, Lead City University, Ibadan. Oyo
State, Nigeria**

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Science (M.Sc) Degree in Office and Information Management**

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This is to certify that this thesis was carried out by **Grace Olusola ALUKO** with Matriculation Number **LCU/PG/005254**, a student in the Department of Information Management under my supervision in the Faculty of Communication and Information Science, Lead City University, Ibadan, Nigeria, for the award of Master of Science Degree (Msc) in Office Information Management and that this has not been previously submitted.

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Dedication

This thesis is dedicated to the Almighty God.

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Abstract

Service quality delivered by secretaries is critical for effective operation and efficient administrative support within public teaching hospitals. Service quality, however, is shaped by several underlying factors. This study examined the relationship between information handling capability, emotional intelligence, and service quality by secretaries in public teaching hospitals in Oyo State, Nigeria. A descriptive survey design was employed, targeting secretaries from the two public teaching hospitals in the state. The study was anchored on SERVQUAL Theory, Frank Upward's Record Life Cycle Theory, and Goleman's Emotional Intelligence Theory. Data were gathered through structured questionnaires administered to all secretaries, and the results were analyzed using Pearson correlation and multiple regression. The findings revealed high levels of service quality (Mean = 3.3), information handling capability (Mean = 3.2), and emotional intelligence (Mean = 3.0) among respondents. Statistical analysis showed that both information handling capability ($\text{Adj } R^2 = .517$, $F(1,110) = 119.701$, $p = .000$) and emotional intelligence ($\text{Adj } R^2 = .492$, $F(1,110) = 108.318$, $p = .000$) significantly predicted service quality. When considered together, the two factors contributed substantially to service quality ($\text{Adj } R^2 = .576$, $F(2,109) = 76.325$, $p < 0.05$), explaining 57.6% of the variance. The study concluded that information handling capability and emotional intelligence are critical determinants of service quality among secretaries in public teaching hospitals. The findings showed that secretaries who exhibit high level of information handling capability and emotional competence are more likely to deliver quality service. It recommended continuous professional development and targeted emotional intelligence training to improve secretaries' performance and enhance administrative effectiveness in healthcare. Overall, the findings enrich existing literature on service quality and administrative efficiency in healthcare management.

Keywords: *Emotional Intelligence, Information Handling Capability, Public Teaching Hospitals, Oyo State, Secretaries, Service Quality.*

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List of Acronyms

Abbreviation	Meaning
EI	Emotional Intelligence
AI	Artificial Intelligence
IR	Information Retrieval
EHRs	Electronic Health Records
ICT	Information & Communication Technology
EQ	Emotional Quotient
IQ	Intelligent Quotient
UK	United Kingdom
US	United States
PMIS	Performance Management Information System
SEA	Self Emotion Appraisal
OEA	Other Emotion Appraisal
UOE	Use of Emotions
ROE	Regulation of Emotions
IT	Information Technology
SEM	Structural Equation Modelling