

**Digital Adoption, Self-Efficacy and Skill Development of Secretaries in Public Universities in Oyo State, Nigeria**

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**Being M.Sc Thesis Submitted to the Department of Office and Information Management, Faculty of Communication and Information Sciences, Lead City University, Ibadan, Oyo State, Nigeria.**

**In Partial Fulfillment of the Requirements for the Award of Master of Science Degree (M.Sc) in Office and Information Management**

**2024**

## Certification

This is to certify that **Helen Bamidele, ABU** with matriculation number **LCU/PG/002601** carried out this study titled **Digital Adoption, Self-Efficacy and Skill Development of Secretaries in Public Universities 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 Degree (M.Sc) in Office and Information Management and that this work has not been previously submitted.

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## **Dedication**

This project is dedicated to the Almighty God.

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## **Acknowledgement**

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## Abstract

*Skill development is the policies, practices, and procedures used to develop the knowledge, skills and competencies of employee to improve the effectiveness and efficiency in institutions. With this understanding, it is deemed okay to investigate the influence of digital adoption and self-efficacy on Skill Development of Secretaries in Public Universities in Oyo State, Nigeria. Six (6) specific objectives were formulated for this study and Three (3) Research Questions were raised and Three (3) null hypotheses were tested at the 0.05 level of significance. Descriptive research design was adopted. Population consists of 227 secretaries of Public Universities in Oyo State, Nigeria was given questionnaire. Total enumeration sampling technique was adopted after which 180 secretaries served as the sample size for this study. The reliability coefficient for each of the variable ranged from 0.710 to 0.904. Data collected were analyzed using descriptive and inferential statistics. Findings revealed that Digital Adoption had significant influence on Skill Development (Adj.  $R^2 = 0.331$ ,  $F(2,210) = 38.287$ ,  $p = 0.000$ ), Self-Efficacy was also found to significantly influence Skill Development (Adj.  $R^2 = 0.467$ ,  $F(3,209) = 45.183$ ,  $p = 0.000$ ). Jointly, Digital Adoption and Self-Efficacy were found to statistically significantly influence Skill Development (Adj.  $R^2 = 0.342$ ,  $p = 0.000$ ). The study concluded that both Digital Adoption and Self-Efficacy did independently and jointly influence Skill Development. Despite a moderately high level of skill development (mean = 3.35), more efforts are needed to optimize secretaries' performance in public universities in Oyo State. Also, Digital adoption in these universities is also moderately high, but significant improvements are needed to create a consistent digital environment for skill development. It was however recommended that management of public universities in Oyo State should continue to adopt appropriate measures towards improving the*

*technological equipment and also organize training programmes for them to upgrade appropriate digital skills for effectiveness and efficiency.*

**Key Words:** Skill Development, (SD) Digital Adoption, (DA) Self-Efficacy (SE)

**Word Count:** 300

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## List of Acronyms

<b>Abbreviations</b>		<b>Meaning</b>
SD	-	Skill Development
DA	-	Digital Adoption
SE	-	Self - Efficacy
DASESD	-	Digital Adoption, Self-Efficacy and Skill Development

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