INTRANET TECHNOLOGY: A TOOL FOR ENHANCING JOB PERFORMANCE OF SECRETARIES IN COLLEGES OF EDUCATION

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Abstract
The study examined the need for intranet technology as tool for enhancing job performance of secretaries in a world of information overload consequent on changes in office procedures due to technological advancement. The descriptive survey designed was adopted. Three research questions and two hypotheses were raised. A validated questionnaire was administered on 20 secretaries from College of Education, Warri. The generated data were analysed using the Mean Scores and t-test. Findings revealed that intranet technology can assist in proper record management, the level of data and information processing through the use of intranet was rated very high extent and the extent to which intranet aid in disseminating large volume of information was also rated very high extent. Also there is significant relationship between secretaries' job performance and intranet usage. The study, therefore, recommends that academic institutions should adopt intranet technology in office administration for efficient service delivery. Efforts should made by school administrators to train and re-train office workers especially secretaries in ICT hardware and software mostly the internet to enhance their knowledge base.

Keywords: Intranet technology, Job performance

Introduction
The wind of new technologies blowing across the globe has brought with it rapid changes in work patterns and procedures of secretaries in academic institutions. The intranet one of such technologies is increasingly implore in organization for quick delivery of services, thus erasing barriers to free, easy flow of inter-communication, business commitment (appointment, superior itinerary, board meetings, contract schedule). This has made obsolete the use of traditional (manual) methods of record keeping, memo delivery, notice of meeting, information dispatched etc. The level of efficient service delivery and quick decision making in organization in this 21st century will depend on the technological know-how of its labour force. It is the level of technical skills of its workforce that create room for sound innovations, creativity, resourcefulness and high productivity. Today, information and communication technology has tremendously impacted our society which is visible in institutions of learning, banking, insurance, aviation, construction companies etc. these impact has
influenced the roles, duties, responsibilities and functions of the office workers (secretaries); it has redefined, reshaped and restructure methods of discharging functions; as the management of records, preparation of source documents (reports, letters, memos, exam materials, lecture hours, mail handling, document filing, appointment schedule etc.), information on employees, suppliers, customers, contractors, students, and the environment of operation are all done through the computer (intranet network). This new trend according to Olise (2013) is that “the office worker in an organization of yester-years was dealing with papers, worked with manual machines, relied on postal services for external communication and kept office records in files placed in cabinet”. Similarly, Becta (2013) stated that “an office worker such as a secretary does not deal with papers or carry out office duties manually because virtually all office tasks are handled with electronic and telecommunication gadgets”. This implies concerted office functions are carried out through wireless tools or sophisticated machines. Many types of telecommunication tools can be used to support and enhance job performance of office workers (secretaries) ranging from internet chatting, e-mail, video conferencing and electronic data interchange to internet telephony /voice over IP(VOIP), teleconferencing, e-commerce, facsimile, laptop computing. Also, handheld technologies like iPhone, iPad, mobile phone, pc support, macs, pc revers etc. are constantly evolving. Intranet according to Goertze (2014) is a hook up of all computers in a company to allow for the speedy delivery of messages and other information on a computer. Similarly, Wikipedia, the free encyclopedia define **intranet** as a computer network that uses internet protocol technology to share information, operational systems, or computing services within an organization. It is one of the new innovation in office technology where several computers are attached to a local area network known as internal website which allow easy access, free flow and sharing of information and data from any other computer anywhere at any time within the organization. As a key information technologist, secretaries need to be equipped and acquainted with the necessary technological knowledge and skills to scrutinize the bulk of information and data emanating from the various positions, units, departments, sections and schools (faculties) to enhance their performance and to put in place sound network of communication for timely service delivery necessary for the smooth operation of the day-day administration of the organization as well informed decision-making. In other word, secretaries need to be re-positioned to catch up with the present day network technologies (internet connectivity) for efficiency and effectiveness of managerial approaches in information handling. The issue of job performance is a crucial condition for organizational efforts and achievement. Productivity level is a function of individual performance, which is predicated on other influencing factors that determines it such as behaviors, observable actions, Utility, motivation, technology, etc. these factors when present in the work environment stimulate and support workers performance. Therefore, to accomplish daily tasks, set goals, quick information and service delivery, office workers (secretaries) need appropriate technology skills which can be acquired through the application of ICT in office/work
procedure. Modern secretaries should be exposed to new office technology being applied to virtually all aspect of office organization/administration for better performance. According Ibeneme, (2009), Nigeria needs a workforce that has the right skills, knowledge and attitude of the workplace in order to develop industrially. Braue (2013) observed sharing files, collaborating on files, connections online and mobile collaboration tool that are designed to facilitate easier online communication are simple things taken for granted. In view of the above, this paper examine the necessity of intranet in boosting job performance of secretaries since it plays a critical role in record keeping and easy transfer of information.

Statement of the problem

Improvement in telecommunication technology has boosted the processing of information and communication in the business world especially academic institutions, internet connectivity has revolutionized the manner and method of information handling in offices, this trend calls for active involvement of this technologies in office procedures if workers must be relevant in this age of globalization and institutional dynamics. That secretaries can apply some software packages (Microsoft word, excel etc.) is insufficient to meet up with the information overload of today's business. Sourcing and dissemination of information within a negligible time is still a problem which is yet unresolved in organizations, where time used in information is rated high; it tends to increase cost of information maintenance, hence, it behooves this study to explore the likelihood of the use of intranet as measure to curb time usage in information management of organizations. If intranet is employed in organizations, what would be the possible improvement in data processing and record management of secretaries? Thus, the objective of the study was to examine the need of intranet technology in enhancing job performance of secretaries in colleges of education. The specific include:

1. To find out the extent to which intranet can enhance record management
2. To find out the extent to which intranet facility can assist secretaries in timely processing of data and information.
3. To find out the magnitude of information dissemination
4. To find out the relationship between job performance of secretaries and the use of intranet facility.

To guide the study, the following research questions were formulated
5. To what extent can the intranet facility enhance record management?
6. To what extent can the intranet assist secretaries in timely processing of data and information?
7. Can the intranet assist secretaries in disseminating large volume of information?

Hypotheses

The formulated hypothesis for this study were:
1. There is no significant relationship between job performance of secretaries and the
use of intranet facility.
2. There is no significant relationship between the use of intranet and secretaries' coordination of information workflow

Review of Related Literature
The emergence of intranet in office environment dates back to 1994 when it becomes necessary to boost information handling capability of employees to facilitate teamwork that will advance information overload of office workers for improved productivity. According to Rouse (2014) Intranet is a private network that is contained within an enterprise. She further explained that it consists of many interlinked local area networks which uses leased lines in the wide area network. In the context of this definition, it is a collection of computer network through the use of internet technology to receive, record, manipulate, process, interpret, send and retrieve data and information. In essence the intranet is nothing more than a small chunk of internet capabilities, a hook up of all computers in a company to allow for the speedy delivery of messages and other information on a computer. Goertz (2014). Wikipedia, the free encyclopedia define intranet as a private analog of the internet or as a private extension of the Internet confined to an organization. It is an ICT tool that provide secretaries with a rich platform for information management – quick means of finding, assessing, processing, recording and communicating. The central focus is to allow sharing organization information and resources among employees. Through this medium, secretaries are able to deal with lots of correspondence regarding appointments, school, department, unit meetings, interviews, conferences, superior itinerary, documentation, memo, reports, as well proposals, these tasks can be accomplish effortlessly, timely with a click on the mouse and without having to leave the office. With constant changes taking place in work environment due to technological advancement driven by information overload of today's business world, quick communication among office workers – superiors, managers, supervisors, technicians, junior staff, within and outside offices becomes imperative, hence, performance which is reflected in the quality of employee's outcome determined by amount of interactions with other staff could be enhance through appropriate utilization of office technology (intranet), this will generate accurate, prompt information for efficient and effective job performance of office workers.

Intranet and Job Performance of Secretaries
Communication is the lifeblood of any institution. Improved communication technology puts an institution ahead of others when it comes to service delivery, establishing cordial work relationships, meeting customers' demands, etc. in today's fast-paced business world, traditional method of communicating and information management where messages were enclosed in envelopes or just folded sheets, stapled and dropped into the “incoming tray” on the desk or slipped under the doors of employees are gradually fading out with advanced technology such as emails, mobile text messages. This study is clinometric which seeks to establish the correlation between intranet technology and job performance of secretaries in colleges of
education. It is established that job performance is determined by employee effort which in itself is accomplish by appropriate abilities, needs, and personal traits (Nwachukwu, 1988). Similarly, Sabine and Michael (2001) opined that motivation is essential for performance. Campbell (1990) describes job performance as an individual level variable, or something a single person does. This implies the totality of duties expected of an employee and whether he/she performs assigned duties satisfactorily. Successful accomplishment of duties/responsibilities to an extent depend on the availability of all necessary working tools and materials provided. The relationship between intranet and job performance of secretaries stems from the fact that among the different determinants of productivity and satisfaction, technology factor influences more on employee's productivity (Nwachukwu, 1988). The types of technology employed by institutions stimulate production outcomes, where obsolete tools are used, performance is hindered – output is reduced but when innovative facilities are employ, performance is enhance resulting to increase output. Performance is crucial to the effectiveness and efficiency of institutions, especially in this age of globalization and technological changes. The application of intranet technology in secretarial duties has great potentials for timely transmission of information and complementing the traditional methods of record management to more scientific and modernized method, as (Borgatti and Cross 2003) puts it, timely access to important knowledge or advice plays a critical role in affecting knowledge seeking. It is an avenue for overcoming problem of inaccurate, incomplete, irrelevant, untimely and unreliable information which are major impediment to management decision making. Similarly, Vidgen and Wang (2009) stated that in contemporary educational system, shorter time-to-deliver information to staff, students and school environment are salient. This implication of this, is that whenever academic and non-academic staff have questions about work-related issues (lecture time-table, examination schedule, examination materials, staff mails, salaries, admission criteria, etc.) it is the secretaries they call on for answer, it becomes imperative for secretaries to be abreast in a timely manner such that they can proffer solution and accomplish their assignments before deadline.

Integrating intranet into office procedures will go a long way in enhancing output of secretaries by eliminating the conventional 'stencil cutting' method to an internet connectivity. Connectivity in terms of managing documents and communicating the data for individuals or groups, connecting the organization to external world (customers, suppliers, government regulator), connecting to work of local information workers with all levels and functions of the organization and coordinating the workflow of data with focus on building up competencies in information and communication technologies (Ewarawon, 2013). Incorporating intranet facilitates demands that the mode and channel of communication in institutions should be remodel to house digitalize devices, whose storage capacity are strong, safe, and reliable for hung amount of data to be store, this make it a lot much easier and quicker for secretaries to find required information unlike manual method,
where records in files kept on cabinet cannot easily be retrieved, in some cases are not found. Again, as information managers, they are constantly conversing with different groups, the possibility of forgetting some of the information discussed is wide/certain, loss of idea in this sense is a barrier to communication, can hinder exchange and transfer of vital idea, consequently outcome is affected, this situation can be avoided through communication network like wireless network, computer network, mobile phone etc. these help to keep track of information history, making it stress less in retrieving relevant idea needed for future assignment, thus enhancing job performance. There is a considerable believe that motivation is essential for performance. The ability of secretaries to perform task is depended on independent and dependent variables, the independent variable in this case is the intranet technology, one of the environmental factors in the workplace. Every institution need highly performing secretary to meet set goals, deliver products/services they specialized in, achieve competitive advantage over others; accomplishing such tasks and performing at a high level to great extent rely on communication facilities. Intranet technology in an academic environment stimulate and support performance because it allows quick access to other people, sharing of knowledge, instant messaging, information integrity, safe record management etc. but absence of it may hinder performance. The dependent variable is the job performance of secretaries. As earlier stated outcome is a function of effort which in itself is accomplish by appropriate abilities, needs, and personal traits. Ewarawon, (2014) stated that output is a result that can be measured quantifiably, while an outcome is a visible effect that is the result of effort but cannot necessarily be measured in quantified terms. Exposure of secretaries to communication technology make it possible for him/her to process, securitize, organize, coordinate, and communicate vital and relevant knowledge required for better administration of the whole system.

The Necessity for Intranet Facilities in an Academic Institution

Utilizing intranet facilities help secretaries to organize work flow, coordinate unit work, assess and analyze significant facts from broad database useful for quality, efficient and effective operation of the institution. Some of the need for intranet technology are enumerated below:

Intranet a Tool for Increase Productivity

The intranet makes it possible for secretaries to execute responsibilities with minimal effort. Easy access to data held in any database facilitate speedy analysis and interpretation of such, subsequently, accurate knowledge is communicated to administrators for prompt implementation of decision outcome, timely projects execution lead to improved service provided thus productivity of workers is enhanced. And as Borgatti and Cross (2003) put it, timely access to important knowledge or device plays a critical role in affecting knowledge seeking and subsequent job performance.
Intranet a Tool for Communicating Institutions Goals
Improved communication technology serves as a powerful tool for communicating the focus of the institution and strategies for achieving them. Basically, in academic environment, student intake takes the center stage each year, issue relating to admission requirement/criteria, (results of achievements to date, implementation committee, departments, physical structures, workshops, laboratories, and classroom, etc.) such knowledge can be posted on the intranet by so doing, staff are abreast with the institution focus.

Tool for Time Transmission of Information
Intranet allows secretaries to distribute information to members of staff on as-needed basis; accurate knowledge relating to staff, students, and business operation are posted on the local network such that concern individuals can link to relevant information at their convenience, rather than being distracted indiscriminately. Also, as a local network connection, the number of intermediaries and distance covered are few and shorter which means input needed for resolving problem areas and accomplish set targets can be transfer and delivered in a timely manner.

Enhance collaboration
The Onus of accomplishing institutional goals lies on teamwork, the ability of employees to work together is key to success. Teamwork involve communicating effectively with one another to establish project goals, plan strategies for attaining those goals, division of duties among team members, report progress, evaluate progress, and synthesize individual efforts into a final product/service. Intranet provide a veritable tool for such collaborative teamwork. Secretaries can use scheduling software to plan their routine, communicate knowledge, keep track of record history, use individual software tools (such as word processors, Internet browsers, and graphics programs) to carry out specific tasks, interact with colleagues and evaluate progress attained.

Updates Mechanism
Intranet facilities provide opportunities for all office workers to be current with issues, happenings in the work environment such that changes and outcomes of decision reached at school, faculty, department, unit and section levels can be received with a click on the computer mouse, this can reduce physical and financial burden in mail delivery.

Information management: intranet has greatly facilitated handling and processing of materials (institution policies, business standards, benefits documents, employee manuals, ideas, information, records, training programme etc.) such that the central unit or various department can update copy of the documents via common internet canons, the updated
version is usually available to staff using the intranet but it is difficult for outsiders to access.

Stimulate Corporate Culture

Advances in communication technology has provided opportunities for cross fertilization of ideas. Most deliberation in modern offices are done electrically, such forum gives room to large numbers of staff to benefit from new ideas, knowledge and skills that can be initiated into management process, production, quality control and corporate governance of the institution.

Tool for Timely Delivery

Another use of intranet facilities is in the transfer of information, it allows timely access and delivery of information to all concerned in a manner speed up work processes.

Telecommunication Tools/Methods Required for Effective Job Performance

Information technology has impacted work methods in this 21st century and so cannot be wished away in modern offices. Good communication is the pillar for bridging and building blocks of relationship between departments of an institution and between offices in the different location/boundaries of an institutions. Some of the tools for effective communication in institutions are mentioned below:

E-Mail

This is the most common form of electronic communication which is used to send and receive messages via computers network, which allows the instant receipt of messages and recipients have the privilege of reading on the spot or at their convenience. Secretaries can use this medium in the delivery of memos, notice of meetings, invitation letters, appointment, reports, itinerary etc.

Video Conferencing

This medium enable staff to have conversion and meetings with other staff in different location without leaving their offices. This technology uses video camera, monitor, microphone loudspeakers, and Internet connection etc. to transmit voices, images, and graphic pictures such that individuals can hear and see themselves. Information overload of academic environment has placed greater responsibility on secretaries making them most times to close very later, this can be overcome through video conferencing. This implies, deliberations and meetings can be held at different places at same time, or different places at different times with or without the secretary because all decisions and action items are recorded electronically such that it helps to speed up follow-up on deliberations of activities in meetings (Lehman & Dufrene, 2005). Also, this medium is advantageous as it saves institution of; travelling expenses, time economy in moving from one location to another and conferences/meetings can be organize at short notice.

Mobile Telephones

The advent of mobile phones has made workers to be carryout duties without physically present in the office. This device comes in variety, android, blackberry, galaxy, luminal, iPod etc. help office workers to make and receive calls at any
time/place, send and receive short message services, send and receive e-mail, edit
documents etc. and according to Olise (2013), they are good for individual or
collaborative learning in producing a global worker.

Voice over Internet telephony/voice over Internet Protocol
This is a telephone system that uses internet connectivity to transmit voice sound as
digital data. This system which is becoming very popular with individual and
organizations can be used by office workers to send and receive phone calls, it
advantage over normal telephone include; requires no telephone line, cost efficient
especially for long distance calls and can include video pictures.

Personal Digital Assistant (PDA)
This is a handheld computing device designed to support office workers in accomplish
tasks such as note taking, appointments scheduling, sending faxes and electronic mail.

Methodology
This study was carried out in College of Education, Warri. The descriptive survey
design was adopted for the study. The population comprises of all secretaries in
college of education, warri. A total of 45 persons made up the sample size, purposive
sampling technique was used to select 20 secretaries. The instrument used for data
collection was a self-structured questionnaire developed by the researcher after a
thorough review of the literature on the related subject matter. The questionnaire was
structured into 4point rating scale (adopted Rensis Likert scale), which was
distributed to the respondents after it has been subjected to construct, face and content
validity by an expert in Business Education and found to be valid. The collected data
were analyzed in line with the objective of the study using mean statistics, any item
with a mean score of 2.50 and above was considered as 'accepted' while any item
within a mean of below 2.50 was considered 'unaccepted'. The hypothesis were tested
using Pearson Product Moment Correlation Coefficient(r) at 0.05 confidence level.

Empirical Analysis
This section of the study is geared towards the analysis of the research questions in
line with the objectives formulated for the study.
Let \( x_1 \) represent secretaries on grade level six to nine
\( x_2 \) represent secretaries on grade level eleven to thirteen

Research question 1: To what extent can the intranet facility enhance record
management?
Decision: The computed average mean score (3.5) > the expected mean (2.5). This implies that intranet facility can enhance record management in the office to a very high extent.

Research question 2: To what extent can the intranet assist secretaries in timely processing of data and information?

Table 2: Intranet facility and timely processing of data and information

<table>
<thead>
<tr>
<th>Grade</th>
<th>$x_1$ Response</th>
<th>$x_2$ Response</th>
<th>Remark</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>X f $f_1$</td>
<td>f $f_2$</td>
<td></td>
</tr>
<tr>
<td>Very Low Extent</td>
<td>1 -</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Low Extent</td>
<td>2 1</td>
<td>2</td>
<td>-</td>
</tr>
<tr>
<td>High Extent</td>
<td>3 5 15</td>
<td>4 12</td>
<td>Accepted, Very high extent</td>
</tr>
<tr>
<td>Very High Extent</td>
<td>4 4 16</td>
<td>7 28</td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td>10 10 33</td>
<td>10 37</td>
<td></td>
</tr>
</tbody>
</table>

Source: field survey 2014. $\mu_1=3.3$, $\mu_2=3.7$: Expected mean = 2.5 Average mean = 3.5

Decision: The computed average mean score (3.5) > the expected mean (2.5). This implies that intranet facility can assist secretaries in timely processing of data and information to a very high extent.

Research question 3: Can the intranet assist secretaries in disseminating large volume of information?

Table 1: Intranet facility and record management

<table>
<thead>
<tr>
<th>Grade</th>
<th>$x_1$ Response</th>
<th>$x_2$ Response</th>
<th>Remark</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>X f $f_1$</td>
<td>f $f_2$</td>
<td></td>
</tr>
<tr>
<td>Very Low Extent</td>
<td>1 -</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Low Extent</td>
<td>2 1</td>
<td>2</td>
<td>-</td>
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<td>4 4 16</td>
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<td></td>
</tr>
<tr>
<td>Total</td>
<td>10 10 33</td>
<td>10 37</td>
<td></td>
</tr>
</tbody>
</table>

Source: field survey 2014. $\mu_1=3.3$, $\mu_2=3.6$: Expected mean = 2.5 Average mean = 3.5

Decision: The computed average mean score (3.5) > the expected mean (2.5). This implies that intranet facility can assist secretaries in timely processing of data and information to a very high extent.

Research question 3: Can the intranet assist secretaries in disseminating large volume of information?
Testing of hypothesis
Decision Rule: Reject the Null Hypothesis if the t-calculated (t-cal) is greater than the t-critical but if the reverse happen, do reject Ho.

Hypothesis 1: There is no significant relationship between job performance of secretaries and the use of intranet facility.

Table 4: Relationship between secretaries' job performance and intranet usage

<table>
<thead>
<tr>
<th>Variable</th>
<th>$\Sigma x$</th>
<th>$\sum x^2$</th>
<th>$\sum y^2$</th>
<th>$\sum xy$</th>
<th>N</th>
<th>Df</th>
<th>r-cal</th>
<th>t-cal</th>
<th>t-criti</th>
<th>Decision</th>
</tr>
</thead>
<tbody>
<tr>
<td>Intranet usage and secretaries job performance</td>
<td>10</td>
<td>42</td>
<td>42</td>
<td>40</td>
<td>20</td>
<td>18</td>
<td>0.945</td>
<td>12.3</td>
<td>2.101</td>
<td>Reject Ho (significant)</td>
</tr>
</tbody>
</table>

Source: field survey 2014. $\mu_1 = 3.5, \mu_2 = 3.9$: Expected mean = 2.5 Average mean = 3.7
Decision: The computed average mean score (3.7) > the expected mean (2.5). This implies that the level of extent to which the intranet can assist secretaries in disseminating large volume of information is very high.

Hypothesis 2: There is no significant relationship between the use of intranet and secretaries coordination of information workflow.
Table 5: Summary of PPMCC computation on the relationship between information coordination and intranet usage.

<table>
<thead>
<tr>
<th>Variable</th>
<th>?x^2</th>
<th>?x^2</th>
<th>?y^2</th>
<th>?xy</th>
<th>N</th>
<th>Df</th>
<th>r-cal</th>
<th>t-cal</th>
<th>t-crit</th>
<th>Decision</th>
</tr>
</thead>
<tbody>
<tr>
<td>Intranet usage and information</td>
<td>42</td>
<td>58</td>
<td>48</td>
<td>20</td>
<td>18</td>
<td>0.971</td>
<td>17.66</td>
<td>2.101</td>
<td>(significant)</td>
<td>Reject Ho</td>
</tr>
<tr>
<td>coordination</td>
<td>10</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Source: field survey 2014

From the table 5 above, calculated t-value (17.66) > critical t-value (2.101) the null hypothesis is rejected while the alternative is upheld. Thus, there is significant relationship between intranet usage and secretaries coordination of information flow.

Discussion of Findings
From the analyses carried out, findings revealed that record management in offices can be enhanced through intranet technology to a very high extent. This agrees with the view of Becta (2013) that all office tasks are handled with electronic and telecommunication gadgets. It also agree with Lehman & Dufrene (2005) that decisions and action items are recorded electronically such that it helps to speed up follow-up on deliberations of activities in meetings.

Intranet technology can assist secretaries in timely processing of data and information, this confirms the view of Goertz (2014) when he stated that the intranet is a small chunk of internet capabilities, a hook up of all computers in a company which allow speedy delivery of messages and other information on a computer. The study also revealed that the extent to which large volume of information can be disseminated through the aid of intranet would be to high extent. This corroborate the opinion of Vidgen and Wang (2009) when they stated that in contemporary educational system, shorter time-to-deliver information to staff, students and school environment are salient.

The hypotheses shows a significant relationship between job performance of secretaries and intranet usage, this confirms the view of Nwachukwu, (1988), among the different determinants of productivity and satisfaction, technology factor influences more on employee's productivity. Also, there is significant relationship between intranet usage and secretaries coordination of workflow of information. This confirms the view of Ewarawon, (2013) that connectivity in terms of managing documents and communicating the data for individuals or groups, and coordinating the workflow of data focuses on building up competencies in information and communication technologies.

Conclusion and Recommendation
From the findings, it is obvious that there is need for institutions of higher learning to embrace the use of intranet technology as a medium to facilitate timely and speedy flow of information, proper management of information history and to overcome...
diverse forms of communication barriers which tend to hinder smooth operation of office administration.

**Recommendations**
1. Academic institutions should adopt intranet technology in office administration for efficient service delivery.
2. Efforts should be made by school administrators to train and re-train office workers especially secretaries in ICT hardware and software mostly the internet to enhance their knowledge base.
3. To boost the use of intranet facility, all offices should be connected with intranet peripherals.

**References**


