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Information Processing and Job Performance of Secretaries in Public Polytechnics, Osun State, Nigeria

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Abstract

Information is a critical asset for organizations, as it drives decision-making, enhances operational efficiency, and supports strategic planning. Its processing is, therefore, significant in promoting not only employees' job performance but also the overall organisational effectiveness and efficiency. Hence, this study investigated the influence of information processing on job performance of secretaries in public polytechnics, Osun State, Nigeria. The study employed a descriptive survey design. The population comprised of 111 secretaries of three public polytechnics in Osun State. The total enumeration was adopted as the sample size using purposively sampling technique. The data were primarily sourced. Out of the expected sample size of 111, the researcher successfully retrieved 94 and they were analysed using the frequency, percentage, mean and standard deviation. The three null hypothesis was analysed using the Multiple Regression model. The result (R^2 = 0.608, Adj. R^2 = 0.602, F = 23.329, p <0.000b; Beta = .439, t= 3.451, p <0.05) showed that information processing significantly influenced job performance of secretaries in public polytechnics, Osun State, Nigeria. The findings revealed a significant positive influence of information processing on job performance and highlighted the necessity for secretaries to be proficient in handling information. The study concluded that enhancing technical competencies among secretaries will lead to improved job performance, thereby contributing to organizational efficiency. It was recommended among others that management should consistently upgrade and maintain information technology infrastructure within the institutions to enable secretaries process and manage information efficiently and seamlessly. The secretaries on their part should endeavour to develop their technical skills for better utilisation of information technological tools.

Keywords: Information processing and management,Job performance, Office administration and management, Secretarial administration

Introduction

Employees in the public sector are expected to be highly proficient in technology-driven work processes in order to optimise their productivity, improve organisational efficiency, and spearhead innovation in the delivery of public services in today's digital context. To what extent an organisation may be said to be change-ready is dependent on the quality of its

human resources, which in turn is correlated with the quality of individual adaptability and job performance (Kasiani et. al., 2023). The term "job performance" refers to a measurable evaluation of how well an employee completes their work, meets their objectives, and contributes to the company as a whole. Job performance is the degree to which an employee completes their tasks, meets standards, and fulfils the expectations of their organisation (Darmawan & Tanuwijaya, 2023). It is a measurable and evaluative behaviour that shows how valuable and contributing an employee is to the organisation's success. Secretaries are prominent employees whose performance significantly contribute to the achievement of organisational success.

The vital role secretaries play in advancing the organisation's success is demonstrated by their job performance, which is directly linked to their ability to complete assigned tasks effectively. This, in turn, drives the polytechnic's objectives, which in turn supports the institution's mission, vision, and strategic goals. Secretaries are a company's greatest asset when it comes to productivity and success. It was believed that the people working for the company are the key to its success. It was widely assumed by managers prior to the 1980s that performance was a combination of natural talent and intrinsic motivation. Consequently, most management activities revolve around equipping secretaries with the necessary tools to excel in their roles. A secretary's performance is defined by their ability to achieve organisational goals effectively. When organisations have high-performing secretaries, they are better positioned to establish exceptional operations. Finding the right secretary for a role significantly enhances productivity and drives organisational success. When secretaries are happy and fulfilled in their work, they are more invested in the company's success and are more likely to go the extra mile (Johari & Yahya, 2019).

When a new secretary's skills and interests match the demands of their role, it boosts their performance. This alignment promotes engagement, motivation, and job satisfaction and leads to outstanding contributions and a significant impact on the organisation’s success (Griffin, Neal, & Parker, 2007). Without a question, a company's most important and vital asset is its competent secretarial staff. The role of secretaries, also known as office information managers, administrative assistants, office coordinators, executive assistants, and office managers, is rapidly growing in today's businesses (Kasiani et. al., 2023). The reason for this is because they have unique work schedules and a wealth of knowledge in areas such as human relations, office administration and practice, and staying updated on technology

breakthroughs and changes that affect their organisations, their leaders, and themselves (Darmawan & Tanuwijaya, 2023). However, probable factors that may influence job performance of secretaries in public polytechnics in Osun State is information processing.

Information processing focuses on how employees deal with the vast amount of information that is available when performing skills (Zelt, Schmiedel, & Brocke, 2018). Information processing helps performers identify relevant cues via selective attention, therefore increasing movement reactions which will lead ultimately to a successful outcome. Information processing is defined as the process of collecting and transforming data into information, communicating and storing information. Successful outcomes are increased if strategies to help enhance individual's ability to store more information in the long-term memory is practiced. In today's era of globalization, institutions are increasingly focused on achieving optimal performance, a goal that heavily depends on the efficiency and effectiveness of their staff. Secretaries in public sector higher educational institutions play a crucial role in this process, as their administrative support ensures smooth operations and contributes significantly to the overall success of these institutions, which are key drivers of Nigeria's development.

Information has been widely recognized as an important tool used in the realization of any objective or goal set by individuals, thus it remains the lifeblood of any individual or organisation (Ogunbodede & Ambrose, 2020). To succeed in this current era, one needs a wide range of information, no matter how educated a person is. Information is defined as processed data capable of answering users query and help in decision making. Good and quality information can improve decision making, enhance efficiency and allow organisations to gain competitive advantages (Ogunbodede & Ambrose, 2020). The effective use of information will enable people in making the right decisions and performing their duties effectively and efficiently. Therefore, to function properly in a rapidly changing academic environment, secretaries need to interact and use variety of information resources regularly. They need high quality information to help them manage their institution processes, make effective decisions, help to achieve organisational objectives and improve performance (Al-mamary, Shamsuddin, & Aziati, 2014).

Job performance is a critical measure of an individual's ability to successfully complete assigned tasks and contribute to organisational goals. For secretaries in public polytechnics, effective job performance is essential to maintaining institutional efficiency, meeting

deadlines, achieving set objectives, and fostering a positive institutional reputation through professional interaction. However, when secretaries underperform, it can lead to inefficiencies, unmet deadlines, and dissatisfaction among stakeholders, including students, staff, and external partners. This often results in a perception that the institution is unresponsive to their needs, potentially driving stakeholders to seek alternatives elsewhere. Moreover, preliminary investigation revealed that job performance of secretaries in public polytechnics in Osun State is on the decline. Hence, there is a need to investigate how information processing would enhance the job performance of secretaries, particularly within the context of public polytechnics in Osun State. This underscores a statistically significant gap that merits further empirical investigation. To this end, this study investigated the influence of information processing on job performance of secretaries in public polytechnics, Osun State, Nigeria.

Aim and Objectives of the Study

The aim of the study is to investigate the influence of information processing \on job performance of secretaries in public polytechnics, Osun State, Nigeria. The objectives are to:

1. identify the level of job performance of secretaries in public polytechnics, Osun State, Nigeria.
2. assess the level of information processing capabilities displayed by secretaries in public polytechnics, Osun State, Nigeria.
3. determine the influence of information processing on job performance of secretaries in public polytechnics, Osun State, Nigeria.

Research Questions

The study was guided by the following research questions:

1. What is the level of job performance of secretaries in public polytechnics, Osun State, Nigeria?
2. What is the level of information processing capabilities displayed by secretaries in public polytechnics, Osun State, Nigeria?

Hypothesis

The null hypothesis was tested at the 0.05 level of significance:

$H_0$1: There is no significant influence of information processing on job performance of secretaries in public polytechnics, Osun State, Nigeria.

Literature Review

Conceptual Review

Job Performance

The term "job performance" refers to how well a person carries out the responsibilities outlined in their job description (Basit, 2019). When an employee gives their all to completing a job, their performance is the degree to which they succeed. When employees receive rewards for accomplishing workplace goals, it boosts their job satisfaction, which in turn influences how hard they work and how successful their future assignments are (Yıldız et. al., 2014; Ay & Keleş, 2017). The key to a company's long-term viability is a thorough evaluation of its performance. Controllable conduct that establishes boundaries for irrelevant behaviour is an element of employee performance (Ahmed et. al., 2023).. Additionally, the performance evaluates the employees' level of engagement in fulfilling their responsibilities as outlined in the official contract they were granted by the organisation (Basit, 2019). From a narrower focus on employment and static duties to a more expansive view of work responsibilities in ever-changing organisational contexts, the definition of job performance has changed dramatically over the past several decades. All organisations must be orientated to adapt to dynamic and changing situations in today's highly competitive and global work world, which is the underlying basis for this focus change (Rifa'I, 2023). To adapt to the changing environment, we need a more holistic view of job performance that incorporates all the possible actions that help the company reach its objectives.

There is a dimensionality to task performance. Dimensional as well as non-task specific conduct, also known as contextual performance. Behaviours that are not directly tied to a single work but are indirectly related to the core tasks of that job are considered non-task specific. It describes things that do not directly affect the technical aspects of the company, but do aid in the organisation's social and psychological climate in reaching its objectives. The term "contextual performance" can refer to actions that aren't explicitly stated as work requirements but have an impact on the organisation's social and psychological climate (Sao et. al., 2020). Employees' non-task specific activities include, for example, starting a café where students and staff may dine while on the clock, setting up a kiosk to sell little items that secretaries or employees might require, and visiting employees at their homes. Although

they are not the secretaries' primary responsibility, they can help foster a positive work environment.

One aspect of work success is the ability to communicate effectively both orally and in writing. Performing tasks where the candidate's communication skills are more important than the actual message substance is what this term describes. Communicating with secretaries in a certain way might motivate them to put more or less effort into the organisation, which in turn can affect how well they do their jobs (Cote & Minners, 2016). Secretaries' ability to do their jobs well depends on their ability to maintain and improve the organisation's communication skills. Secretaries who are good communicators are able to do a lot of things, like: keeping their employees informed about company policy; communicating with upper management when an employee will be absent from work for obvious reasons; and handling any issues that may arise regarding the employee's travel or personal life.

Despite the fact that task performance has historically been the centre of attention, studies have shown that there is more to an individual's performance on the job than just completing assigned tasks. Some measure of contextual performance has found its way into both broad and narrow frameworks. To put it simply, contextual performance is the set of actions taken by an individual that facilitates the functional technical core inside its specific organisational, social, and psychological setting. This component goes by a few different names: interpersonal interactions, organisational citizenship conduct, performance in areas outside of one's job description, and non-job-specific task competency (Borman, & S. J., Motowidlo, 2016).

Information Processing

Technology has advanced over the decades, taking us to today's information age (Kmetz, 2020). Now, modern operations and solutions have become driven by information and communication technologies. In fact, data creation, usage, distribution, and manipulation have become critical in various industries (Oguejiofor & Okem, 2021). These are considered transformative elements that influence outcomes, strategies, performance, and returns of institutions. A more modern definition of information processing competency is the ability to gather, organise, and evaluate data and information, as well as to apply these findings to corporate decision-making (Cao, Duan, & Li, 2015).

The term "information processing capacity" (IPC) describes a company's or organisation's capacity to handle the processing demands of environmental data. Two parts make up IPC, as this definition shows: processing information and reducing the need for processing (Wu & Wang, 2017). Reducing uncertainty and equivocation in information requires a company to streamline its processes, which in turn improves data quality and saves processing time and effort. This is achieved by minimising irrelevant information and making information more specific. Data processing refers to the capacity of an organisation to do something with the data it collects, which includes collecting, organising, and using the data, and also using it to back up business processes. Improving decision-making processes through the timely delivery of accurate information is a fundamental aspect of IPC. Consequently, organisations with a high IPC are more attuned to their surroundings and quick to react to new information.

At the very beginning of seeing stimuli, there is sensory memory. It has to do with the senses, and there appears to be a distinct part for each kind of sensuous experience, complete with its own set of constraints and aids (Sucharitha et. al., 2020). If a stimulus is not detected, it cannot be processed further or stored in memory. That does not mean we just store stimuli that we consciously notice, though; in fact, we all take in and process stimuli almost constantly. However, it is believed that sensory input that does not progress to a more advanced level will not be stored in retrievable memory. It is crucial to swiftly move new information to the next processing level, and sensory memory is the gateway for all information that will be stored in memory. Information stored in this stage of memory starts to degrade quickly if it is not transferred to the next stage because of its time limitation. While this takes place in three seconds for auditory stimuli and half a second for visual ones. Both guaranteeing and enabling transfer can be accomplished in a variety of ways.

The ability to practice and commit new knowledge to long-term memory are two functions of working memory that are related to learning. When it comes to jobs that need analysis of data, complicated decision-making, and reasoning, the central executive plays a crucial role in job performance. In order to solve issues or make decisions, the central executive integrates environmental information with aspects from long-term memory. A stronger working memory capacity has a good influence on learning and a variety of other characteristics that are part of professional tasks, according to study. Employees that are able to store more information in their working memory are more likely to be able to regulate their emotions, solve problems more effectively, and maintain attention for longer periods of time

(Wiley & Jarosz, 2012). It stands to reason that those whose working memory capacity is larger will be more effective in their occupations, given the wide variety of skills required to do the job well. Learning, central executive, task attention, and emotional regulation are therefore several pathways via which working memory is associated with job performance (Forsberg, Guitard, & Cowan, 2021).

Being able to focus on some inputs while ignoring others is an essential part of information processing, and attention plays a key role in this process. Some examples of attention processes are sustained attention, alternative attention, and selective attention. While performing various cognitive activities and dealing with various situations, each type contributes to the effective processing of information. Another factor that affects mental acuity is attention span, or how long it takes to concentrate. Efficient information processing relies on attentional features including concentration and task switching. Perception, which involves organising and making sense of sensory data, and these attentional processes function hand in hand. Semantic memory, which stores broad knowledge and concepts, is one of several memory systems that are enabled by perception, which in turn allows humans to encode information into these systems (Forsberg, Guitard, & Cowan, 2021). Effective cognitive processing relies on attention and perception, which aid in filtering and making sense of the vast amounts of information that our brains receive every day.

Theoretical Review

Borman & Motowidlo Model of Performance

This model was propounded by scholars in 1993. They maintained that the number of potential facets of the performance domain can be grouped into two broad categories; (a) task performance, and (b) contextual performance. How well an organisation's technological core is bolstered by the work of its employees is a measure of task performance (Borman, & Motowidlo, 1993). Task performance is complex in and of itself. As an example, task performance is one of eight performance components suggested by a scholar. Competence in both general and job-specific areas, as well as in written and verbal communication, the ability to supervise others (if in a leadership or supervisory role), and some degree of management or administration, are all relevant considerations (Campbell, 1990). A variety of subfactors, some of which may be unique to certain occupations, make up each of these components (Murphy, 1989). Subdimensions of the management/administration component include, for instance, planning and organising; leading, directing, and motivating

subordinates; communicating effectively; keeping others informed; and teaching, coaching, and developing subordinates.

The term "task performance" refers to how well and how much effort an employee puts into carrying out the fundamental duties outlined in their job descriptions (Shin, Hur, & Kang, 2016). Here the employee is responsible for carrying out the essential tasks of the job under the supervision of the management. What this means is that the employee is more likely to be in a circumstance where they are required to carry out their primary responsibilities and associated behaviours (Clarke & Mahadi, 2016). Employees' actions like this make it easier to complete the technical tasks involved in manufacturing. Task performance-related behaviours include organising and planning, setting priorities, taking responsibility, working efficiently, and concentrating on results (Nemteanu, & D.-C., Dabija, 2021). When it comes to accomplishing goals, both personal and organisational, task performance is crucial.

In contrast, contextual performance refers to actions taken by employees outside of their formal job descriptions that help complete the essential task (Díaz-Vilela et. al., 2015). In doing so, it fosters the growth of the company's psychological and social climate[124,125]. What this means is that context is bolstered by the voluntary execution of additional roles (Aboagye et. al., 2022). While there is not necessarily a hard and fast rule dividing contextual performance from task performance, the former typically comprises activities whose end objective is to enhance task performance and the latter includes task-oriented actions that are explicitly stated within the organisation (Cleveland et. al., 2019). So, contextual performance is a description of a social change process that includes volunteer activity in support of the organisation, even while it is not a prerequisite of the defined function.

Theory of Information Processing

The theory of information processing was propounded by a scholar (Miller, 1956). Considered an ancestor of the information processing model in psychology, he was a pioneer in the field of cognitive research in psychology. Cognitive psychologists have made great strides in the last decade towards a comprehensive explanation of human cognition. The information processing model of human memory, which has been steadily improving over the years, is largely responsible for this progress. Human cognitive functioning is compared to computer operation according to this concept, which is accepted by most American psychologists. One of the most important aspects of this paradigm is its multi-stage and discontinuous perspective of learning and memory (Anderson, 1985). Theoretically, prior to

storage, fresh information is subjected to some type of manipulation. Sensory memory, working memory, and long-term storage are the three categories of memory that the stage theory model identifies (Atkinson, & Shiffrin, 1968).

An active and dynamic relationship between long-term and short-term memory is necessary for the incorporation of new knowledge. Many theories propose different representations of memory units in the brain, thus various types of long-term memory exist. Although it may appear to be enough to know that long-term memory consists of discrete units and structures, the particular method(s) by which information is stored provides crucial insight. It stands to reason that visual, as opposed to verbal descriptions, would be easier to commit to memory if the knowledge unit is graphical. It would be more appropriate to convey information through spoken forms if the opposite were true.

Empirical Studies Review

Information Processing and Job Performance

A study investigate how digital technologies are used for facilitating knowledge sharing and decision-making through enhanced coordination and communication and their impact on job performance in organisations (Deng et. al., 2023). According to the research, knowledge sharing is greatly affected by digital technology's improved coordination and communication. It finds that decision-making is greatly affected by digital technology-driven knowledge exchange and digital technology-driven coordination. In addition, the results show that organisations may improve their effectiveness on the job by fostering better decision-making and information sharing.

Scholars pondered if the contextual character of work resources mitigates the seemingly paradoxical positive correlation between evasive knowledge hiding (KH) and task performance, expanding on the idea put out by conservation of resources theory (COR) that individuals guard their information as a resource (Hernaus et. al., 2023). To investigate how task-job resources moderated the effect of knowledge hiders on task performance, two multisource field survey studies were carried out. The primary impact of evasive KH on task performance was examined using hierarchical regression analysis. As an added bonus, we used conditional process analyses to look at the two-way and three-way interactions between evasive KH, work autonomy, and task variety (Schmitt, 2022). Results indicated that evasive KH was positively associated with task performance. Employees that received accumulative

task-job resources kept quiet about their expertise and made good use of their plentiful resources to boost their task performance even more.

Researchers in Anambra State looked at how secretaries' abilities to process and communicate information were affected by office automation (Oguejiofor & Okem, 2021). The investigation was predicated on the testing of two hypotheses and two research questions. This investigation made use of a descriptive survey research strategy. Each of Anambra State's six universities contributed 506 secretaries to the study's population. The study's findings show that secretaries at Anambra State's higher education institutions benefit from contemporary office automation in terms of both information processing and communication. Additionally, the results showed that secretaries' opinions on the degree to which contemporary office automation boosts their productivity were unaffected by their educational background or years of experience. The study concludes that secretaries may be more productive with the use of office automation technologies and facilities, and suggests that public sector administrators make these resources easily accessible to them.

Conceptual Model

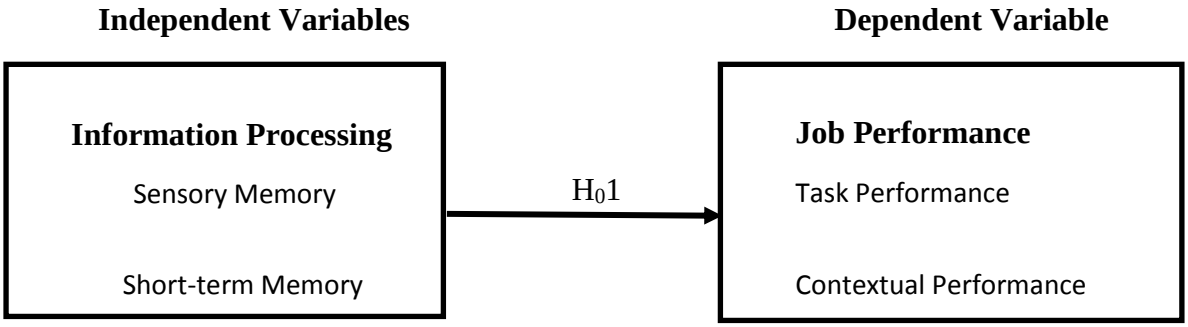

Figure 2.2: Conceptual Model ***Source: Researcher's Compilation 2024***

The above conceptual framework shows the influence of information processing on job performance of secretaries in public polytechnics in Osun State, Nigeria. The model has one independent variable. (information processing) and a dependent variable (job performance). The measures adopted for job performance which are relevant to this study are: task performance and contextual performance (Borman & Motowidlo, 1993). The measures adopted for information processing are sensory memory and short-term memory (Miller, 1956). Furthermore, the null hypothesis one investigated the influence of information processing on job performance of Secretaries inPublic Polytechnics, Osun State, Nigeria.

Methodology

This study employed a descriptive survey design. The population was one hundred and eleven (111) secretaries in public polytechnics in Osun State. There are three prominent public polytechnics in Osun State which hold responsibility for imparting technical and vocational education as well as practical knowledge. These are Federal Polytechnic, Ede; Iree Polytechnic, Iree; and Osun State College of Technology, Esa Oke. These institutions are suited at the three geopolitical zones of Osun State. The respondents comprised of secretaries in the office of principal officers, directorates, faculties, departments and units within each of these institutions. Table 1 shows the representation of the population from each Institution.

Table 1 Population Size

S/N	Institutions	Pn
1	Federal Polytechnic, Ede	51
2	Iree Polytechnic, Iree	32
3	Osun State College of Technology, Esa Oke	28
	Total	**111**

Source: Preliminary Investigation Registry, 2024

Table 1 shows that Federal Polytechnic, Ede has more of the respondents, followed by Iree Polytechnic, Iree; while Osun State College of Technology, Esa Oke having the least respondents. In all, there were 111 secretaries sourced from these three polytechnics.

Results and Discussion of Findings

This chapter presents results and discussions of findings. Section 1 is a presentation of the descriptive analysis using frequency counts, percentage, mean, and standard deviation. Section II presents the results to the research questions and hypotheses, which the study set out to answer and test. Section III presents the discussion of findings.

Presentation of Data

Table 2: Response Rate

S/N	Institutions	Distributed	Responses Rate	Percentage
1	Federal Polytechnic, Ede	51	46	48.9
2	Iree Polytechnic, Iree	32	27	28.7
3	Osun State College of Technology, Esa Oke	28	21	22.4
	Total	**111**	**94**	**100**

Source: Field survey, 2024

The target respondents in the study were secretaries of public polytechnics in Osun State. A total of one hundred and one (111) questionnaires were administered and ninety-four (94)

responses were successfully retrieved. 46 secretaries representing 48.9% were from Federal Polytechnic, Ede; 27 secretaries representing 28.7% were from Iree Polytechnic, Iree; and 21 secretaries representing 22.4% were from Osun State College of Technology, Esa Oke, Osun State.

Demographic Data Analysis

This section is descriptive and it presents the results of demographic characteristics using frequency distribution tables. The table for presentation follows.

Table 3: Demographic Analysis of Respondents

s		Frequency	Percentage (%)
Gender	Male	15	16.0
	Female	79	84.0
Age Range	Less than 26 years	2	2.1
	26 - 35 years	32	34.0
	36 - 45 years	48	51.1
	46 years and above	12	12.8
Educational Qualification	NCE/ND	0	0.0
	HND	48	51.1
	B.Sc.	39	41.5
	MBA	2	2.1
	M.Sc.	5	5.3
	PhD	0	0.0
Years of Experience	1 – 10 years	41	43.6
	11 – 10 years	48	51.1
	21 years and above	5	5.3

Source: Field survey, 2024

Table 3 provides the respondents' demographic profile comprise of an overview of their gender, age range, educational qualifications, and years of experience. The demographic analysis of respondents reveals that the majority of secretaries in public polytechnics in Osun State are female, accounting for 84.0% of the total, while the lowest representation is from males, at 16.0%. In terms of age, the highest group is those aged 36-45 years, comprising 51.1%, while the lowest age group is those under 26 years, making up just 2.1%. Regarding educational qualifications, the highest percentages are for those with HND (51.1%) and B.Sc. (41.5%), while the lowest percentages are for those with an MBA (2.1%) and M.Sc. (5.3%). In terms of work experience, the highest values are found in the 11-20 years category (51.1%), while the lowest is for those with 21 years and above, at 5.3%.

Answers to Research Questions

Research Question One: What is the level of job performance of secretaries in public polytechnics, Osun State, Nigeria?

Table 4: Level of Job Performance of Secretaries in Public Polytechnics, Osun State, Nigeria

S/N	*Task Performance*	VHE 4	HE 3	LE 2	VLE 1	$\bar{x}$	Std. dev	Remark
1.	Managing to plan my work so that it was done on time	41 (43.6%)	45 (47.9%)	8 (8.5%)		3.35	0.63	High
2.	Working towards the end result of my work	39 (41.5%)	43 (45.7%)	7 (7.4%)	5 (5.4%)	3.23	0.81	High
3.	Keeping in mind the results that I had to achieve in my work	23 (24.5%)	67 (71.2%)	4 (4.3%)		3.20	0.50	High
4.	Ability to perform my work well with minimal time and effort	30 (31.9%)	49 (52.1%)	8 (8.6%)	7 (7.4%)	3.09	0.84	High
5.	Ability to separate main issues from side issues at work	34 (36.2%)	37 (39.4%)	19 (20.1%)	4 (4.3%)	3.07	0.86	High
	Contextual Performance							
6.	Taking the initiative when something had to be organized	23 (24.5%)	43 (45.7%)	21 (22.4%)	7 (7.4%)	2.87	0.87	Moderate
7.	Taking on challenging work tasks, when available	37 (39.4%)	31 (33%)	18 (19.1%)	8 (8.5%)	3.03	0.97	High
8.	Successfully collaborating with others at work	38 (40.4%)	51 (54.4%)	4 (4.3%)	1 (1.1%)	3.34	0.61	High
9.	Coming up with creative ideas at work	29 (30.9%)	36 (38.3%)	16 (17%)	13 (13.8%)	2.86	1.01	Moderate
10.	Fulfilling my responsibilities	54 (57.4%)	35 (37.2%)	4 (4.3%)	1 (1.1%)	3.51	0.63	High
Grand mean						3.12	0.82	High

Source: Field survey, 2024

Key: Very High (VH) = 4 points; High (H) = 3 points; Low (L) = 2 points; Very Low (VL) = 1 point. $\bar{x}$ = Mean; Sd = Standard deviation

Decision Rule: Very Low = 1.00 - 1.75; Low = 1.76 - 2.50; High = 2.51 - 3.25; Very High = 3.26 - 4.00.

Table 4 shows the grand mean and standard deviation of 3.12 and 0.82 respectively as the level of job performance among secretaries in public polytechnics in Osun State, Nigeria. This outcome shows a typically high level of job performance. The majority of task performance metrics received good ratings, including efficiency (3.09), goal orientation

(3.23), and time management (3.35). Contextual performance components, such as responsibility fulfillment (3.51) and teamwork (3.34), were also highly regarded. On the other hand, initiative (2.87) and inventiveness (2.86) received modest ratings. Overall, the results show that secretaries perform well on the job, albeit they might do better in areas like proactive task management and creativity.

Research Question Two: What is the level of information processing capabilities displayed by Secretaries in public polytechnics, Osun State, Nigeria?

Table 5: Level of Information Processing Capabilities displayed by Secretaries in Public Polytechnics, Osun State, Nigeria

S/N	Sensory Memory	VHE 4	HE 3	LE 2	VLE 1	$\bar{x}$	Std. dev	Remark
1.	Ability to see clear picture of the intended job to be performed	31 (33%)	39 (41.5%)	17 (18.1%)	7 (7.4%)	3.00	0.90	High
2.	Ability to hear detail information about the job to be performed	63 (67%)	31 (33%)			3.67	0.47	High
3.	The brain interprets information in order to enhance effective job performance	40 (42.5%)	39 (41.5%)	9 (9.6%)	6 (6.4%)	3.20	0.86	High
4.	Perception towards the job being done at a time	29 (30.9%)	43 (45.7%)	16 (17%)	6 (6.4%)	3.01	0.86	High
5.	Navigation with the information processing gadgets to achieve the intended purpose	19 (20.2%)	48 (51.1%)	19 (20.2%)	8 (8.5%)	2.83	0.85	Moderate
	Short Term Memory							
6.	Mental representation of information to be processed	35 (37.2%)	46 (48.9%)	12 (12.8%)	1 (1.1%)	3.22	0.71	High
7.	Your view of information needed to be processed	56 (59.5%)	31 (33%)	6 (6.4%)	1 (1.1%)	3.51	0.67	High
8.	Information process procedures to enrich job performance	43 (45.7%)	43 (45.7%)	5 (5.4%)	3 (3.2%)	3.34	0.73	High
9.	Short-term memory is needed in information processing	38 (40.4%)	40 (42.6%)	13 (13.8%)	3 (3.2%)	3.20	0.80	High

10.	Storing information in cognitive information processing is a bit cumbersome	28 (29.8%)	36 (38.3%)	19 (20.2%)	11 (11.7%)	2.86	0.98	Moderate
Grand mean						3.23	0.78	High

Source: Field survey, 2024

Key: Very High (VH) = 4 points; High (H) = 3 points; Low (L) = 2 points; Very Low (VL) = 1 point. $\bar{x}$ = Mean; Sd = Standard deviation

Decision Rule: Very Low = 1.00 - 1.75; Low = 1.76 - 2.50; High = 2.51 - 3.25; Very High = 3.26 - 4.00.

The information processing proficiency of secretaries in public polytechnics in Osun State, Nigeria, is presented in Table 4.4. The analysis of the level of information processing capabilities displayed by secretaries in public polytechnics in Osun State, Nigeria, reveals that the highest value is for "Ability to hear detailed information about the job to be performed," with 67% of respondents rating it as Very High, yielding a mean of 3.67, indicating a high level of performance. The second highest value is for "Your view of information needed to be processed," with 59.5% rating it as Very High, and a mean of 3.51. Conversely, the lowest value is for "Storing information in cognitive information processing is a bit cumbersome," with a mean of 2.86, indicating moderate performance. The second lowest value is for "Navigation with the information processing gadgets to achieve the intended purpose," with a mean of 2.83, also suggesting moderate performance. The grand mean score for the level of information processing capabilities displayed by secretaries in public polytechnics, Osun State, Nigeria, is 3.23, with a standard deviation of 0.78, indicating a "High" level of information processing. The individual task scores, such as the ability to hear detailed information about the job (3.67), the mental representation of information to be processed (3.22), and the perception towards the job being done (3.01), all fall within the "High" category, demonstrating that secretaries excel in processing and interpreting information necessary for their job performance. The information processing capabilities of secretaries are rated as "High," reflecting their competence in handling and interpreting information effectively to support job performance.

Test of Hypothesis

$H_0 1$: There will be no significant influence of Information processing (sensory memory and short team memory) on job performance of Secretaries in public polytechnics, Osun State, Nigeria.

Table 6a: Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.780[a]	0.608	0.602	0.404

a. Predictors: (Constant), information processing

Table 6b: ANOVA

Model		Sum of Squares	df	Mean Square	f	Sig.
1	Regression	37.5878	1	37.59	47.677	.000[b]
	Residual	73.32	93	0.788		
	Total	110.908	94			

a. Dependent Variable: Job Performance
b. Predictors: (Constant), Information Processing

Table 6c: Coefficients

Model		Unstandardized Coefficients		Standardized Coefficients		
		B	Std. Error	Beta	T	Sig.
1	(Constant)	21.361	.965		8.142	.000
	Information processing	.209	.200	.439	3.451	.001

a. Dependent Variable: Job Performance

Tables.6a, 4.6b, and 4.6c demonstrate how processing (short team memory and sensory memory) significantly affects secretaries' job performance in public polytechnics in Osun State, Nigeria.In Table 4.6a, the model summary indicates a strong relationship between information processing and job performance, with an R value of 0.780, suggesting a high level of correlation. The R^2 value of 0.608 means that approximately 60.8% of the variance in job performance can be explained by information processing. The adjusted R^2 value of 0.602 confirms the robustness of the model, accounting for the number of predictors. The standard error of the estimate is 0.404, indicating a reasonable level of prediction accuracy in the model. The ANOVA results confirm the statistical significance of the model, with an F value of 47.677 and a p-value of 0.000, indicating that the relationship between information processing and job performance is highly significant. The regression sum of squares is 37.5878, which represents the variability explained by the model, while the residual sum of squares (73.32) accounts for the unexplained variability. The total sum of squares (110.908) reflects the overall variance in job performance. Table 4.6c (Coefficients): The coefficients table reveals that information processing has a significant positive effect on job performance, with an unstandardized coefficient of 0.209 and a standardized coefficient (Beta) of 0.439,

both of which are statistically significant (p = 0.001). This suggests that for every unit increase in information processing, job performance is expected to increase by 0.209 units. The constant term of 21.361 is also significant (p = 0.000), emphasizing the importance of information processing as a predictor of job performance.

Discussion of Findings

The results of research question one demonstrated that secretaries in public polytechnics in Osun State, Nigeria, mostly perform at a "High" level on the job, especially when it comes to task performance. This indicates that secretaries could enhance their effectiveness by further developing their ability to take initiative and introduce creative solutions, which could lead to even higher levels of job performance and professional growth. The finding corroborates a study that examined the effect of organisational exclusion on job performance and employees' desire to resign and found that there was no discernible difference in employees' job performance based on their services (Karaman, Yoldaş, & Kılıç, 2020). The study also found that the sub-dimensions of the job performance scale and the job satisfaction scale had a low-level positive association. In other words, it might be said that when employees performed better at work, they also felt more satisfied with their jobs.

The results of research question two revealed that secretaries in public polytechnics in Osun State possess a high level of information processing proficiency, with notable strengths in processing visual and auditory information, interpreting data, and applying procedures. This high proficiency is likely due to their training and experience, which enables them to efficiently handle various administrative tasks, enhance decision-making, and ensure smooth operations within their institutions. Nonetheless, there are several areas where they may perform even better, such as in information processing device use and information storage. In agreement to this finding, a study provided a thorough examination of the application of information processing theory to the management of technology integration in intricate organisational systems (Knetz, 2020). The study emphasized how important it is for employees to be able to comprehend information when implementing new technology. It highlighted that comprehending and using complicated systems requires effective information processing, which in turn impacts employees' capacity to adapt to technological advancements (Knetz, 2020). Organisations may improve employee adaptation and use of new technologies, leading to improved job performance, by controlling the processing and integration of information.

Another study investigated the effects of contemporary office automation on secretaries' communication and information processing abilities (Oguejiofor & Okem, 2021). The study revealed how much more sophisticated office technology improve secretaries' capacity to handle and process information. Automation solutions increase information handling efficiency and accuracy by streamlining data entry, retrieval, and communication. The study demonstrates how increasing exposure to and use of contemporary office supplies enhances secretaries' capacity for information processing, which improves their effectiveness in their positions.

The finding also validates a study that reviewed the theoretical foundations of information processing and their consequences for organisational behaviour at workplace (Sucharitha et. al., 2020). The study reviewed how employees' capacity to manage complicated information may be improved by having a solid knowledge of information processing theory. By concentrating on the cognitive functions associated with information processing, the research showed how enhancing these functions might help employees make better decisions and solve problems. The study concluded that organisations could improve employee performance and information flow management by refining their strategies with a greater understanding of information processing theories (Sucharitha et. al., 2020).

The result of null hypothesis one indicated that information processing significantly influences the job performance of secretaries in public polytechnics in Osun State. The result indicates that information processing significantly influences job performance because it enables secretaries to manage, organize, and interpret data efficiently, enhancing their decision-making, problem-solving, and overall productivity. In agreement, a study affirmed that proficient information processing and organisation skills, particularly in intricate administrative environments, can have a substantial influence on secretaries' job performance in public institutions (Knetz, 2020). The ability to methodically handle both technological and non-technological information makes secretaries more adaptive to organisational changes. This improves their ability to prioritize work, communicate more effectively, and reduce documentation errors, all of which are major aspects of their job performance[5]. This illustrates how crucial information processing is to ensure that secretarial positions favourably impact the institution's overarching objectives.

The finding also agrees with another study that focuses on how contemporary office automation affects secretaries' communication and information processing abilities at

postsecondary institutions (Oguejiofor & Okem, 2021). They discovered that the incorporation of contemporary office automation tools, such computers, email systems, and document management software, greatly improved the secretaries' capacity to efficiently handle, process, and convey massive amounts of data. In addition to increasing productivity, this automation decreased mistakes and freed up secretaries to work on more difficult projects, all of which raised performance standards. The results of the study unequivocally support the theory that efficient information processing enhances job performance, particularly when automation techniques are used (Oguejiofor & Okem, 2021). Secretaries in polytechnic settings frequently oversee numerous stakeholders and copious amounts of administrative data; hence, their capacity to swiftly handle and distribute information guarantees their continued involvement in both academic and operational workflows.

Conclusion

The study highlights that information processing is one of the crucial factors that enhances the job performance of secretaries in public polytechnics in Osun State, Nigeria. While secretaries demonstrate confidence in handling routine tasks, there is considerable variation in their approach to non-routine tasks such as problem solving and teamwork. Secretaries show strong sensory memory and perform well in auditory processing. However, there is room for improvement in the technical aspects of information processing, suggesting the need for further training and skill development. This study underscores the importance of fostering an environment that supports the development of information processing skills and job performance.

Recommendations

Based on the findings of the study, it was recommended that management of the polytechnics should:

1. provide relevant training on how to improve their communication and information-handling talents.
2. endeavour to strengthen internal communication structures by providing enhanced platforms and resources for secretaries
3. invest in modern office technologies and software to enhance secretaries' job performance.

Also, secretaries of these polytechnics should:

4. ensure they access to modern tools, resources, and equipment needed to carry out their administrative functions effectively and efficiently.
5. strive to be clear, professional, and successful in both their written and spoken communication.
6. regularly request feedback from managers and employees and actively seeking specific areas for improvement, and implementing actionable steps such as setting development goals, attending relevant training, and adjusting work practices based on the insights gained.

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