

THE ROLE OF OFFICE AUTOMATION IN REDUCING ADMINISTRATIVE WORKLOAD IN SECONDARY SCHOOLS

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ABSTRACT

The administration of secondary schools involves a wide range of responsibilities. When these tasks are carried out manually, they often become time-consuming, repetitive, and prone to errors. Thus this study seeks to examine the role of office automation in reducing administrative workload in secondary schools. Four objectives and four research questions guided the study. Using an exploratory research design, the study relied on qualitative data obtained through an in-depth review of relevant literature. The study was anchored on the Technology Acceptance Model. The study revealed that office automation plays a significant role in streamlining record management, improving financial documentation, enhancing communication, supporting examination processing, and facilitating data-driven decision-making. The study also established that automation positively influences staff productivity and efficiency by reducing repetitive tasks, minimizing errors, and lowering stress levels among administrators and teachers. However, challenges such as inadequate funding, poor infrastructure, lack of technical skills, resistance to change, and concerns about data security were identified as major barriers to effective implementation. The study concludes that while office automation has the potential to transform school administration, its impact depends on the level of adoption, staff training, and infrastructural support available. It recommends that governments and school authorities invest in ICT infrastructure, organize regular training for staff, and adopt supportive policies to encourage effective integration of office automation in secondary schools.

KEYWORDS: *Office Automation, Administrative Workload, Staff Productivity, Efficiency And Secondary Schools.*

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