



ADMINISTRATIVE ARTIFICIAL INTELLIGENCE AND SECRETARIAL STAFF JOB PERFORMANCE IN NIGERIAN COMMERCIAL BANKS: IMPLICATIONS FOR BUSINESS EDUCATION CURRICULUM

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ABSTRACT

This study investigated administrative artificial intelligence and secretarial staff job performance in Nigerian Commercial Banks: Implications for Business Education curriculum. The primary objectives of the study were to mathematically determine the individual predictive influence of robotic process automation, intelligent document processing systems, and automated customer interface applications on secretarial staff job performance within the regional financial sector. A quantitative survey research design was adopted, utilizing a census approach to gather, primary data from 56 secretarial and administrative staff deployed across six selected tech-forward commercial banks in Uyo metropolis. Data collection relied on a well-structured, Administrative Artificial Intelligence and Secretarial Staff Job Performance Questionnaire, validated by three experts and confirmed highly reliable through pilot testing, which yielded a strong internal consistency co-efficient of 0.78. Data analysis was driven exclusively by independent simple linear regression models to isolate each predictive pathway. The findings of the study revealed that all three dimensions of administrative artificial intelligence exert a statistically significant direct predictive influence on secretarial staff job performance, basically transforming traditional office workloads. The study concluded that administrative artificial intelligence dimensions exert significant influence on secretarial staff job performance. It was recommended, among others, that commercial banks operation managers in Uyo should launch structured, hands-on upskilling workshops for secretarial staff whenever new automated scheduling systems are deployed to reduce user friction and cut down on operational data errors.

Keywords: Artificial Intelligence Driven Office Administration, Future of Work in Banking, Secretarial Digital Skills, Business Education Curriculum, Nigeria.

Introduction

The modern office is changing faster than ever before. Driven by a massive corporate push for efficiency, companies are rapidly adopting artificial intelligence (AI) to handle routine administrative tasks (Aina & Salako, 2024; Chui et al., 2023). In Nigeria, commercial banks are leading this digital shift. For decades, secretarial staff and administrative assistants have been the backbone of these banks, keeping paperwork, communications, and schedules moving smoothly. However, the introduction of automated scheduling tools, intelligent document scanners, and AI front-desk interfaces is completely changing what it takes to do their jobs. As these systems take over daily routines, the traditional role of office staff is being redefined, making it urgent to study how this technology is affecting real employees on the ground (World Economic Forum, 2026). While these AI tools can make an office run much faster, their arrival creates a tricky situation for employees. On one hand, automation handles the tedious, repetitive work, freeing up secretarial and administrative staff to focus on higher-level co-ordination and



problem-solving. On the other hand, the sudden shift can cause massive workplace stress, including anxiety over job security and a sudden gap in technical skills (Igwe et al, 2025; Sha & Chai, 2026; Tronnier et al., 2025). This tension is highly visible in growing commercial hubs like Uyo, Akwa Ibom State, where local bank branches must constantly balance advanced software with the existing skill levels of their staff.

The shift in the corporate world creates an immediate challenge for universities, especially for Business Education Departments that train future office managers. Right now, there is a clear disconnect; university classrooms often still teach manual office administration and basic computer programs, while actual employers are using advanced automation and AI workflows. This misalignment is acutely manifested in Nigeria, where the aggressive and massive roll out of administrative AI across Nigerian banks has created a silent crisis, a severe friction point between automated office systems and the actual skill levels of secretarial staff. While bank headquarters celebrate faster processing speeds, the introduction of automated scheduling, document intelligence, and digital front-desk routers has fundamentally changed the nature of office work on the ground. This rapid shift creates a painful paradox. The technology is supposed to help, but it often triggers massive employee stress, a sudden gap in technical competence, and intense anxiety over job security among local administrative personnel. This operational mismatch is incredibly sharp in growing cities like Uyo, Akwa Ibom State, where bank employees trained on older, legacy computer applications are suddenly forced to navigate complex AI workflows with little to no prior preparation. Compounding this issue is a deep educational failure: our university-level Business Education courses have remained structurally stuck in the past, continuing to graduate students with outdated clerical skills that modern banks simply no longer need (Ebieme & Daniel, 2026). If this problem is left uninvestigated, local banks will suffer from operational blockages, and graduating students will face immediate unemployment. Yet, current research completely ignored this human element, choosing instead to focus on bank profits. This study seeks to solve this exact problem by investigating how specific AI tools influence secretarial and administrative staff job performance within selected commercial banks in Uyo, providing the hard real-world data needed to modernize our university courses for the automated future of work. In light of these operational challenges within Nigerian commercial banks, it becomes critical to conceptualise the structural dimensions of administrative artificial intelligence.

Madan & Ashok (2022) conceptualised administrative AI as a co-ordinated cluster of digital technologies designed to learn from organisational data inputs and autonomously solve operational; back-office cognitive problems without active human intervention. Wirtz et al (2019) viewed AI in administrative contexts as the application of computational systems designed to mimic human intelligence; specifically thinking, learning, and systemic problem-solving to improve day-to-day corporate decision-making and structural policy execution. Malone & Bernstein (2022) differentiated task-level tools from administrative AI by defining the latter as the overarching digital architecture that governs how corporate decisions are authorized, synchronized, validated and recorded across actor networks.

According to Ojo et al (2019) administrative AI is categorised as a suite of digital applications specializing in process automation, natural language speech analytics, predictive business analytics, and intelligent document reviews within structured organisations. Davenport & Ronanki (2018) described administrative AI through a utility lens as “low-code cognitive automation” used primarily to automate back-office clerical and financial processes, ensuring error free data transfer between legacy administrative systems. Lehr & Ohm (2017) outlined a structural definition stating that administrative AI consists of two distinct operational workflows “playing with the historical data” to recognize clerical patterns and executing “the running model” to process current paperwork.



Administrative AI is described as an algorithm-driven performance management and workflow system that dynamically reshapes organisational efficiency, altering how human employees interact with institutional resources in higher education and corporate spaces (Nwafor & Ezeugo, 2025). It is viewed as an interactive socio-technical layer whose adoption and operational success depend directly on how frontline workers evaluate its performance value, institutional legitimacy, and localised execution capacity (Kefalaki, 2024). Agarwal (2018) viewed the implementation of AI in administrative offices as a radical, systemic innovation that cannot be separated from the human element, as it forces an immediate evolution of workplace culture, clerical processes, and workforce competencies.

In this study, administrative AI is described as a suite of advanced, software-driven technologies deployed within an office environment to automate, augment, and manage routine clerical tasks traditionally performed by humans. Rather than representing a single machine, it refers to an integrated network of digital systems specifically; robotic process automation (RPA), intelligent document processing (IDP), and automated customer interfaces (ACI), that independently handle office schedules, sort institutional data, and route communications. This variable represents the technological input or the active “change agent” whose introduction alters the traditional office environment and forces a restructuring of daily administrative workflows.

Secretarial staff job performance, in this study, is viewed as the measurable effectiveness, accuracy, and adaptability with which an administrative professional fulfills assigned duties within an organisation (Ebieme & Bassey, 2026). It goes beyond simple typing speeds to encompass an employee’s ability to complete assigned tasks accurately under automated conditions, manage digital information pipelines efficiently and handle AI-driven client communication ethically. It also encompasses an employee’s ability to self-regulate, and adapt emotionally and technically to changing organisational roles (Imagha & Ebieme, 2024). This variable represents the behavioural and operational outcome; the “measured effect-that responds to, and is reshaped by, the introduction of automated administrative technologies in the organisation. To provide a robust explanatory model for how bank secretarial staff adapt to these conceptualised AI dimensions, this study adopted three theories; Relational Work Design Theory, Socio-Technical Systems Theory and Human Capital Theory.

Relational Work Design Theory - Adam M. Grant (2007); Sharon K. Parker, Frederick P. Morgeson & Gary Johns (2017). This theory posited that employee performance is not static; it changes based on how tasks are structured, how meaningful the work feels, and the cognitive demands of the office environment. The relevance or application of the theory to this study is that administrative AI (RPA, IDP, ACI) is not just a collection of software tools; it structurally changes secretarial and front-line administrative staff day-to-day work design. By automating repetitive tasks, AI changes the cognitive load and redefines the “meaningfulness” of the secretarial role within the bank.

Socio-Technical Systems Theory – Eric Trist & Ken Bamforth (1951)

This theory argued that an organisation’s performance depends on the continuous balance between its technical system (the AI tools used) and its social system (the employees using them). If there is a change in technology without adequately preparing the social system, performance will nosedive as a result of resistance and anxiety. The relevance of the theory to this study is that when commercial banks introduce intelligent filing systems and automated customer interfaces, they cause a socio-technical shift. The performance of the secretarial staff depends on how successful the employees adapt to and manage these technological interventions or disruptions.



Human Capital Theory – Theodore Schultz (1961); Gary Becker (1964)

This classic educational economic theory posited that formal training and education create economic value by directly improving employee productivity and market value. The application of the theory to this study is that, if commercial banks in Uyo use AI tools (technical system and secretarial and front-line administrative staff lack the training to use it (social system), the University's human capital outputs is obsolete, thereby requiring urgent curriculum intervention to realign human capital with industry demands.

This study unified these three theories to argue that secretarial staff job performance is an outcome of how well an employee navigates the socio-technical shift caused by administrative AI inputs, which is ultimately moderated by the relevance of their human capital training. When commercial banks introduce RPA, IDP and ACI (socio-technical theory), it alters the employee's task structure and cognitive burden (work design theory). If the secretarial and administrative staff experience a major gap between the machine's capabilities and their own competencies, output drops due to role anxiety and technical errors. To resolve this conflict and stabilise performance. The University of Uyo's Business Education Curriculum should step in as a strategic intervention tool. By updating the curriculum to match these modern AI tools, the University upgrades the human capital of future graduates, ensuring they enter the work environment ready to excel within automated system. Globally and locally, scholars have tested this theoretical paradigm within the banking the banking ecosystem, yielding diverse findings on secretarial staff job performance.

Jimenez, (2026) carried out a study on leveraging artificial intelligence (AI) for administrative assistance workloads: An appreciative inquiry. Using a qualitative approach, the study collected participant responses and conducted thematic analysis through the appreciative inquiry 4D framework. This approach enabled a structural examination of how AI is being used and its impact on administrative workflows. The study identified three district categories of AI applications: administrative support, financial management, and document and data handling. Participants reported that administrative assistants are actively utilising generative AI tools, including texts generation and automated content creation, to enhance efficiency, streamline workflows, and boost productivity. The relevance of this work to the present study is that it highlighted the positive impact of administrative AI on secretarial and administrative staff performance, though the work was qualitative.

Obiigwe (2024) explored the relationship between AI and employability opportunities for undergraduate Business Education students in Rivers State. the study was guided by three research questions and three null hypotheses. The study adopted the correlational research design. The sample for this study was 384 undergraduate students, representing a sample size drawn from a population of 2559 Business Education undergraduate students across all four years (Y1 to Y4) of their programmes, enrolled during the 2021/2022 academic sessions. The instruments for data collection were self-developed by the researcher titled "Artificial Intelligence Questionnaire (AIQ) and Employability Opportunities Questionnaire (EOQ)". The instruments were validated by the supervisor and other experts and their reliability was tested using the Cronbach alpha correlational analysis technique and the result yielded .977 and .888 respectively. Data gathered were analysed using Pearson Product Moment Correlation to answer the research questions and test the hypotheses. The findings of the study revealed that the integration of AI-related dimensions such as computer vision, cyber security and digital marketing has been shown to significantly boost students' practical skills, technical expertise, and readiness for the evolving job market. The relevance of this work to the present study is that it emphasized how AI skills enhance Business Education graduates secretarial and administrative staff capabilities.

Elegunde & Osagie (2020) investigated artificial intelligence adoption and employee performance in the Nigerian banking industry. Cross-sectional descriptive research design was adopted. The population of the study was the entire employees of six (6) selected banks operating in Lagos State,



Nigeria, which totaled 127 staff. The study adopted Taro Yamane (1967) sample size determination to arrive at a sample size of 98 elements. 98 copies of questionnaire were administered to respondents of six banks in Lagos State, Nigeria. 98 respondents were used for data analysis. Validation of the instrument was carried out by experts in the field. Reliability test was conducted using Cronbach's alpha and it returned 0.77 showing internal consistency of research instrument. Descriptive statistics such as mean, simple percentage was used to analyse the demography of respondents while regression and Pearson product moment correlation co-efficient were used to analyse data. The findings revealed that AI complements work process in banks in Nigeria and that machine-aided tasks ease operations in banks in Nigeria. The relevance of this work to the present study is that it considered the impact of AI adoption on effective job performance. Moreover, the study was carried out in the banking sector just like the present state, although a different population was used.

The review of existing literature has offered valuable insights into how AI has changed general organisational performance and why institutions need to teach tech skills. However, current data suffers from a noticeable geographic and job-role gap, because most studies investigated western countries or bundle all bank employees together into one generic group. This left scholars in the dark about how automated office tools specifically change the routine or daily workload of secretarial and front-line administrative staff working in Nigerian commercial banks. Besides, there is a major educational disconnect in previous studies. Researchers often prove that bank technologies are changing fast, but they fail to connect the dots back to the classroom to show how these changes should reshape what is being taught. This study fills these critical gaps by examining how secretarial staff job performance shifts under administrative AI, providing a practical blueprint to fix the Business Education curriculum so graduates can become highly employable.

Purpose of the Study

The main objective of this study is to evaluate the influence of various dimensions of administrative artificial intelligence on secretarial and administrative staff job performance in selected commercial banks in Uyo, Akwa Ibom State, Nigeria, and its implications for Business Education curriculum. Specifically, the study sought to:

1. Assess the influence of robotic process automation tools on secretarial staff job performance in selected commercial banks in Uyo, Akwa Ibom State, Nigeria.
2. Investigate the influence of intelligent document processing systems on secretarial staff job performance in selected commercial banks in Uyo, Akwa Ibom State, Nigeria.
3. Determine the influence of automated customer interface applications on secretarial staff job performance in selected commercial banks in Uyo, Akwa Ibom State, Nigeria.

Research Questions

1. What is the influence of robotic process automation tools on secretarial staff job performance in selected commercial banks in Uyo, Akwa Ibom State, Nigeria?
2. What is the influence of intelligent document processing systems on secretarial staff job performance in selected commercial banks in Uyo, Akwa Ibom State, Nigeria?
3. What is the influence of automated customer interface applications on secretarial staff job performance in selected commercial banks in Uyo, Akwa Ibom State, Nigeria?



Research Hypotheses

- Ho₁: There is no significant influence of robotic process automation tools on secretarial staff job performance in selected commercial banks in Uyo, Akwa Ibom State, Nigeria.
- Ho₂: There is no significant influence of intelligent document processing systems on secretarial staff job performance in selected commercial banks in Uyo, Akwa Ibom State, Nigeria.
- Ho₃: There is no significant influence of automated customer interface applications on secretarial staff job performance in selected commercial banks in Uyo, Akwa Ibom State, Nigeria.

Methods

Research Design

This study adopted a quantitative survey research design to establish an empirical, data-driven assessment of how individual technological inputs reshaped human administrative outputs (Creswell & Creswell, 2023). This approach was intentionally selected over a purely descriptive design because descriptive frameworks limit data analysis to basic summary metrics like frequencies and percentages, which cannot establish cause-and effect relationships. Conversely, a quantitative survey design allowed for the collection of standardized numeric data structured specifically for inferential modeling. This provided the necessary statistical foundation to run independent linear regression, enabling a mathematical evaluation of the direction, strength, and significance of the influence of individual administrative AI dimensions on secretarial staff job performance. The study was carried out within the Uyo metropolis because, it is the premier commercial and financial hub of Akwa Ibom State, hosting a high concentration of advanced commercial bank branches along layouts like Aka Road, Oron Road, Abak Road and Udo Udoma Avenue banking layout, which provided an ideal and highly representative environment to study modern corporate AI integration.

Population and Sample

The population of the study comprised 56 secretarial staff and administrative assistants deployed across six purposively selected commercial banks renowned for leading digital transformation, namely: Access Bank, Zenith Bank, Eco Bank, United Bank for Africa, Guaranty Trust Bank, and First Bank Nigeria. Given the manageable size of this total universe, a census sampling technique was applied to include all 56 secretarial and administrative employees in the active sample, completely eliminating sampling errors and providing a robust, complete dataset for the individual predictive models (Osuala, 2005).

Instrument, Validation and Reliability

Primary data collection relied on a researcher-developed instrument titled “Administrative Artificial Intelligence and Secretarial Staff Job Performance Questionnaire (AAISJPQ), validated by three experts in Business Management, Business Education and Measurement and Evaluation. Reliability was confirmed through a pilot test of ten secretarial staff and administrative assistants outside the main study pool, yielding a Cronbach’s alpha co-efficient of 0.78. This was deemed high enough for the study and was supported by Nunnally & Bernstein (2000) cited in Ebieme et al (2026) who asserted that a reliability co-efficient of .05 should be accepted particularly at the early stage of the research.

Data Collection

The researcher and two trained assistants administrated the copies of the questionnaire to the respondents during official working hours, having obtained permission from Branch managers. Respondents responded by indicating their degree of agreement or disagreement to each statement by



ticking along the column provided. Scoring of the instrument was graded as follows: Strongly Agree (SA)-4, Agree (A)-3, undecided (U)-0 Disagree (D)-2, Strongly Disagree (SD)-1. Data collection followed a standardized “two visit-drop and collect model”. This was adopted because of the busy nature of secretarial staff and administrative assistants. 52 copies of the questionnaire out of 56 administered, representing 92.9% were returned in useable form.

Data Analysis

Descriptive and inferential statistics were used for data analysis. Simple linear regression was used to answer research questions and to test the null hypotheses formulated at .05 level of significance. In order to take decision as regard research questions, any r-value that fell between 0.10-0.39 was regarded as low, 0.40-0.59 moderate, 0.60-0.79 high and 0.80-0.99 very high. In terms of the hypotheses, whenever the p-value was less than .05 level of significance, the null hypotheses were rejected and also whenever the p-value is greater than .05 level of significance, the null hypotheses were accepted. The findings were subsequently utilised to discuss practical implications for the Business Education Curriculum.

Results

Research Question One

What is the influence of robotic process automation tools on secretarial staff job performance in selected commercial banks in Uyo, Akwa Ibom State, Nigeria?

Table 1: Result of Simple Linear Regression of the influence of robotic process automation tools on secretarial staff job performance in selected commercial banks in Uyo, Akwa Ibom State, Nigeria (N=52)

Variables	R	R ²	Adjusted R ²
Robotic process automation tools	0.826	0.682	0.681
Secretarial staff job performance			

The result in Table 1 shows a correlation coefficient (R-value) of 0.826, indicating a very high positive relationship between robotic process automation tools and secretarial staff job performance in selected commercial banks in Uyo, Akwa Ibom State, Nigeria. The coefficient of determination (R²-value) of 0.682, also shown in Table 1, indicates that 68.2 percent of the variance in secretarial staff job performance in selected commercial banks in Uyo, Akwa Ibom State, Nigeria is explained or predicted by robotic process automation tools. This means that there is influence of robotic process automation tools on secretarial staff job performance in selected commercial banks in Uyo, Akwa Ibom State, Nigeria.

Research Question Two

What is the influence of intelligent document processing systems on secretarial staff job performance in selected commercial banks in Uyo, Akwa Ibom State, Nigeria?

Table 2: Result of Simple Linear Regression of the influence of intelligent document processing systems on secretarial staff job performance in selected commercial banks in Uyo, Akwa Ibom State, Nigeria (N=52)

Variables	R	R ²	Adjusted R ²
Intelligent document processing systems	0.721	0.520	0.518
Secretarial staff job performance			



The result in Table 2 shows a correlation coefficient (R-value) of 0.721, indicating a high positive relationship between intelligent document processing systems and secretarial staff job performance in selected commercial banks in Uyo, Akwa Ibom State, Nigeria. The coefficient of determination (R^2 -value) of 0.520, also shown in Table 2, indicates that 52.0 percent of the variance in secretarial staff job performance in selected commercial banks in Uyo, Akwa Ibom State, Nigeria is explained or predicted by intelligent document processing systems. This means that there is influence of intelligent document processing systems on secretarial staff job performance in selected commercial banks in Uyo, Akwa Ibom State, Nigeria.

Research Question Three

What is the influence of automated customer interface applications on secretarial staff job performance in selected commercial banks in Uyo, Akwa Ibom State, Nigeria?

Table 3: Result of Simple Linear Regression of the influence of automated customer interface applications on secretarial staff job performance in selected commercial banks in Uyo, Akwa Ibom State, Nigeria (N=52)

Variables	R	R^2	Adjusted R^2
Automated customer interface applications	0.614	0.377	0.375
Secretarial staff job performance			

The result in Table 3 shows a correlation coefficient (R-value) of 0.614, indicating a high positive relationship between automated customer interface applications and secretarial staff job performance in selected commercial banks in Uyo, Akwa Ibom State, Nigeria. The coefficient of determination (R^2 -value) of 0.377, also shown in Table 3, indicates that 37.7 percent of the variance in secretarial staff's job performance in selected commercial banks in Uyo, Akwa Ibom State, Nigeria is explained or predicted by automated customer interface applications. This means that there is influence of automated customer interface applications on secretarial staff job performance in selected commercial banks in Uyo, Akwa Ibom State, Nigeria.

Hypothesis One

There is no significant influence of robotic process automation tools on secretarial staff job performance in selected commercial banks in Uyo, Akwa Ibom State, Nigeria.

Table 4: Result of Simple Linear Regression Analysis of the influence of robotic process automation tools on secretarial staff's job performance in selected commercial banks in Uyo, Akwa Ibom State, Nigeria (N=52)

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	344.75	1	344.75	92.40	.00 ^b
	Residual	186.56	50	3.73		
	Total	531.31	51			
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	20.19	.81		24.82	.00
	Robotic_process_automation_tools	.66	.05	.83	12.40	.00



The result in Table 4 shows the F-ratio of 92.40 with the corresponding probability level of significance of .00 at 1 and 50 degrees of freedom. This level of significance is less than .05, on which the decision is based. With this result, the null hypothesis was rejected. The result in Table 4 also shows an unstandardized coefficient (B) of 0.66, which indicates that for every one-unit increase in the use of robotic process automation tools, secretarial staff job performance in selected commercial banks in Uyo, Akwa Ibom State, Nigeria increases by 0.66 units. Furthermore, the t-value of 12.40 with a corresponding significance level of .00, which is also less than .05, reinforces that there is significant influence of robotic process automation tools on secretarial staff's job performance in selected commercial banks in Uyo, Akwa Ibom State, Nigeria.

Hypothesis Two

There is no significant influence of intelligent document processing systems on secretarial staff's job performance in selected commercial banks in Uyo, Akwa Ibom State, Nigeria.

Table 5: Result of Simple Linear Regression Analysis of the influence of intelligent document processing systems on secretarial staff's job performance in selected commercial banks in Uyo, Akwa Ibom State, Nigeria (N=52)

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	319.49	1	319.49	75.42	.00 ^b
	Residual	211.82	50	4.24		
	Total	531.31	51			
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	20.69	.99		20.82	.00
	Intelligent_document_processing_system	.65	.07	.72	9.61	.00

The result in Table 5 shows the F-ratio of 75.42 with the corresponding probability level of significance of .00 at 1 and 50 degrees of freedom. This level of significance is less than .05, on which the decision is based. With this result, the null hypothesis was rejected. The result in Table 5 also shows an unstandardized coefficient (B) of 0.65, which indicates that for every one-unit increase in the use of intelligent document processing systems, secretarial staff job performance in selected commercial banks in Uyo, Akwa Ibom State, Nigeria increases by 0.65 units. Furthermore, the t-value of 9.61 with a corresponding significance level of .00, which is also less than .05, reinforces that there is significant influence of intelligent document processing systems on secretarial staff job performance in selected commercial banks in Uyo, Akwa Ibom State, Nigeria.



Hypothesis Three

There is no significant influence of automated customer interface applications on secretarial staff's job performance in selected commercial banks in Uyo, Akwa Ibom State, Nigeria.

Table 6: Result of Simple Linear Regression Analysis of the influence of automated customer interface applications on secretarial staff's job performance in selected commercial banks in Uyo, Akwa Ibom State, Nigeria (N=52)

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	273.17	1	273.17	52.91	.00 ^b
	Residual	258.14	50	5.16		
	Total	531.31	51			
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	22.24	1.38		16.10	.00
	Automated_customer_interface_applications	.51	.09	.61	5.72	.00

The result in Table 6 shows the F-ratio of 52.91 with the corresponding probability level of significance of .00 at 1 and 50 degrees of freedom. This level of significance is less than .05, on which the decision is based. With this result, the null hypothesis was rejected. The result in Table 6 also shows an unstandardized coefficient (B) of 0.51, which indicates that for every one-unit increase in the use of automated customer interface applications, secretarial staff job performance in selected commercial banks in Uyo, Akwa Ibom State, Nigeria increases by 0.51 units. Furthermore, the t-value of 5.72 with a corresponding significance level of .00, which is also less than .05, reinforces that there is significant influence of automated customer interface applications on secretarial staff job performance in selected commercial banks in Uyo, Akwa Ibom State, Nigeria.

Discussion of Findings

The first objective of the study was to assess the influence of robotic process automation tools on secretarial staff job performance in selected commercial banks in Uyo, Akwa Ibom State, Nigeria. The result of testing hypotheses one revealed a significant influence of robotic process automation tools on secretarial staff job performance in selected commercial banks in Uyo. The finding of the study supports a study by Elegunde & Osagie (2020) who found that AI tools complement work process in banks in Nigeria and that machine-aided tasks ease operations in Nigerian Banks. This implies that robotic process automation tools if ethically adopted can be the game changer in secretarial staff and administrative assistants' job performance in the Nigerian banking sector.

The second objective of the study was to investigate the influence of intelligent document processing systems on secretarial staff job performance in selected commercial banks in Uyo, Akwa Ibom State, Nigeria. The result of testing hypothesis two revealed a significant influence of intelligent document processing systems on secretarial staff job performance in selected commercial banks in Uyo, Akwa Ibom State, Nigeria. The finding of the study supports a study by Jimenez (2026) who found that AI tools aid administrative assistants in texts generation and automated content creation, which enhance efficiency, streamline workflows and boost productivity. This implies that intelligent document processing systems enhance the effectiveness and efficiency of secretarial staff and administrative assistants. It enables them to focus on more innovate and creative tasks, while AI tools handle routine and repetitive tasks.

The third objective of the study was to determine the influence of automated customer interface applications on secretarial staff job performance in selected commercial banks in Uyo, Akwa Ibom State,



Nigeria. The result of testing hypothesis three revealed a significant influence of automated customer interface applications on secretarial staff and administrative assistants' job performance in selected commercial banks in Uyo, Akwa Ibom State, Nigeria. The finding of the study supports a study by Elegunde & Osagie (2020) who found that AI complements work process in Nigerian banks and that machine-aided tasks ease operations in banks. This implies that automated customer interface applications reduce customer queue time and query, physical and emotional drains, while allowing staff to focus on more specialized tasks that only humans can handle. On the whole, administrative AI is a game changer in the Nigerian banking sector. It makes secretarial staff and administrative assistants more effective and efficient. It also reduces their stress level in the workplace.

Conclusion and Recommendations

Based on the findings of the study, it was concluded that administrative artificial intelligence dimensions exert significant influence on secretarial staff job performance. It has fundamentally changed what it takes for secretarial staff to do their jobs well, proving that our University Business Education courses should urgently drop outdated manual clerical training and teach automated office workflows instead.

Based on the findings and the conclusion of the study, the following recommendations are made:

1. Commercial Bank Operations Managers should run structured, hands-on training workshops for secretarial staff whenever new automated scheduling systems are deployed to reduce user friction and cut down on operational data errors.
2. Commercial Banks Executives should formalize the secretarial staff role as an "intelligent data validator," establishing rules that require human oversight to check and approve complex transactions processed by document-scanning software.
3. Commercial Banks Branch Management should actively review and adjust the daily communication workloads of front-desk secretaries to prevent digital fatigue, since customer chatbot's continuously route the most difficult issues to human staff.

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