**APPENDIX I**

Department of Office Technology and Management, Federal Polytechnic Mubi, P.M.B. 35 Mubi,

Adamawa State.

9th June 2025

Dear Sir/Madam,

**VALIDATION OF THE QUESTIONNAIRE**

I am a Higher National Diploma (HND II) final year student of the above-mentioned department, writing a project on the topic “**Impact of Computer Security Devices on The Job Performance of Modern Secretary in Federal Polytechnic Mubi**”.

You are please required to validate the enclosed questionnaire, ensuring for face and content validity. A copy of the purpose/objectives of the study is enclosed for guidance please.

Thanks, in anticipation for your cooperation.

Yours Faithfully

(Signed)

**Adam Tijjani**

SCT/OTM/HND/23/003

(Researcher)

**PURPOSE/OBJECTIVES OF THE STUDY**

The main purpose of this study is to find out the Impact of Computer Security Devices on The Job Performance of Modern Secretary in Federal Polytechnic Mubi.

Specific objectives include the following:

1. To identify the different types of computer security devices used in secretarial work.
2. To determine the importance of security devices in enhancing secretarial job performance.
3. To identify the challenges faced by the secretary when using computer security devices.
4. To suggest possible solutions to the identified problems

**APPENDIX II**

Department of Office Technology and Management, Federal Polytechnic Mubi, P.M.B. 35 Mubi,

Adamawa State.

9th June 2025

Dear Respondent,

**FILLING OF THE QUESTIONNAIRE**

I am a Higher National Diploma (HND II) final year student of the above-mentioned department, writing a project on the topic “**Impact of Computer Security Devices on The Job Performance of Modern Secretary in Federal Polytechnic Mubi**”.

You are please required to complete the attached questionnaire to the best of your knowledge/ability. All information supplied by you would be treated with strict confidentiality and used for the research purpose only.

Thanks, in anticipation for your co-operation.

Yours Faithfully

(Signed)

**Adam Tijjani**

SCT/OTM/HND/23/003

(Researcher)

**QUESTIONNAIRE ON IMPACT OF COMPUTER SECURITY DEVICES ON THE JOB PERFORMANCE OF MODERN SECRETARY IN FEDERAL POLYTECHNIC MUBI**

SECTION “A” DEMOGRAPHIC DATA

NAME OF THE ORGANIZATION: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

RANK/POSITION: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

EDUCATIONAL QUALIFICATION: ND, NCE, HND, B.SC.

OTHERS SPECIFY

SECTION “B” THE QUESTIONNAIRE

PLEASE TICK (√) ON THE APPROPRIATE RESPONSE THAT BEST AGREES WITH YOUR UNDERSTANDING OF THE QUESTION/STATEMENT POSED, THE KEY TO THE RESPONSE CATEGORY IS SHOWN BELOW.

|  |  |  |  |
| --- | --- | --- | --- |
| S/NO | RESPONSE/VARIABLES | CODES | ASSIGNEDVALUES |
| 1 | Strongly Agreed | SA | 5 |
| 2 | Agree | A | 4 |
| 3 | Undecided | UD | 3 |
| 4 | Disagreed | D | 2 |
| 5 | Strongly Disagreed | SD | 1 |

**RESEARCH QUESTION ONE: WHAT ARE THE TYPES OF COMPUTER SECURITY DEVICES USED IN SECRETARIAL WORK**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **S/N** | **STATEMENT** | **SA**  **5** | **A**  **4** | **UD**  **3** | **D**  **2** | **SD**  **1** |
| **1** | Secure Password Management Tools (S.P.M.T) are computer security tools used by secretaries in aiding to manage multiple accounts. |  |  |  |  |  |
| **2** | Data Backup Solutions are used by secretaries to handle critical business documents, reports, and schedules such as external hard drives or cloud storage. |  |  |  |  |  |
| **3** | Secretaries receive and send a high volume of emails; they are often targeted by malware attacks. Email security filters automatically detect and block malicious emails for example Proof point Email Protection. |  |  |  |  |  |
| **4** | Encryption and cybersecurity software is a security device used by secretaries to work with sensitive corporate data like financial records, contracts and confidential emails. |  |  |  |  |  |
| **5** | Universal Serial Bus (U.S.B) Blocker Data Protection Devices are security device used by secretaries to secure files transferred via USB, an example is a USB Port Lock (with key) which is a small insert plugged into the USB port and requires a special key to remove. |  |  |  |  |  |

**RESEARCH QUESTION TWO: WHAT ARE THE IMPORTANCE OF COMPUTER SECURITY DEVICES ON THE JOB PERFORMANCE OF THE SECRETARY**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **S/N** | **STATEMENT** | **SA**  **5** | **A**  **4** | **UD**  **3** | **D**  **2** | **SD**  **1** |
| **1** | Computer Security devices/tools such as encryption software and biometric authentication prevent unauthorized access to confidential files, ensuring that sensitive information remains protected. |  |  |  |  |  |
| **2** | Firewalls, antivirus software, and network access control systems help prevent malware attacks, hacking attempts, and phishing scams. |  |  |  |  |  |
| **3** | A secure computing environment minimizes disruptions caused by security breaches or system failures. |  |  |  |  |  |
| **4** | Computer security devices improve accuracy and reduces errors, unauthorized access or data tampering can lead to errors, security measures such as access control ensure that only authorized personnel can modify or access critical information, leading to greater accuracy in secretarial tasks. |  |  |  |  |  |
| **5** | Working with secured systems allows the secretary to perform duties without fear of security breaches or data theft. |  |  |  |  |  |

**RESEARCH QUESTION THREE: WHAT ARE THE CHALLENGES FACED BY SECRETARIES WHEN USING THE COMPUTER SECURITY DEVICES**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **S/N** | **STATEMENT** | **SA**  **5** | **A**  **4** | **UD**  **3** | **D**  **2** | **SD**  **1** |
| **1** | Modern security systems such as encrypted multi-factor authentication tools can be complex to operate. Secretaries, who may not have a technical background, might find these devices confusing to navigate. |  |  |  |  |  |
| **2** | Many secretaries receive limited or no formal training on how to use advanced security devices. As a result, they may struggle with troubleshooting problems, understanding error messages, or following security protocols correctly. |  |  |  |  |  |
| **3** | Some security tools may not work seamlessly across all devices or software used in the office. For instance, a fingerprint scanner might not be supported on certain laptops or older operating systems, leading to workarounds, thereby reducing security effectiveness. |  |  |  |  |  |
| **4** | There is often a trade-off between maintaining strong security and ensuring ease of access. Overly strict security measures may hinder the secretary’s ability to perform their duties efficiently. |  |  |  |  |  |
| **5** | Security technologies evolve rapidly, with frequent software and firmware updates to patch vulnerabilities. |  |  |  |  |  |

**RESEARCH QUESTION FOUR: WHAT ARE THE POSSIBLE SOLUTIONS TO THE IDENTIFIED PROBLEMS?**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **S/N** | **STATEMENT** | **SA**  **5** | **A**  **4** | **UD**  **3** | **D**  **2** | **SD**  **1** |
| **1** | Choose security gadgets that are simple to use and straightforward, requiring few steps to operate. |  |  |  |  |  |
| **2** | Provide frequent, position-specific technical training that focuses on the tools secretaries really use. Quick reference sheets, practical exercises, and on-demand learning materials. |  |  |  |  |  |
| **3** | Conduct compatibility testing before deploying new security technologies. Provide secretaries with standardized equipment known to work with security systems. |  |  |  |  |  |
| **4** | Use role-based access control to ensure security policies are tailored to each employee’s responsibilities. For secretaries, this means granting enough access for their tasks while still enforcing necessary restrictions. |  |  |  |  |  |
| **5** | Ensure all updates to security systems are well-communicated through clear and concise meetings. Provide summaries of changes and their impacts on daily tasks. |  |  |  |  |  |