

FACTORS INFLUENCING THE GROWTH OF PROFESSIONAL OFFICE
MANAGERS IN THE DIGITAL ERA

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Article Information	ABSTRACT
<p>Received: 10th December, 2023</p> <p>Accepted: 15th January, 2024</p> <p>Published: 25th January, 2024</p> <p>KEYWORDS: Factors, Growth, Professional Office, Managers, and Digital Era</p> <p>Publisher: Empirical Studies and Communication - (A Research Center)</p> <p>Website: www.cescd.com.ng</p>	<p><i>In the rapidly evolving landscape of the digital era, professional office managers play a pivotal role in ensuring the efficiency and productivity of modern workplaces. This research investigates the multifaceted factors that influence the growth and success of professional office managers in the context of digital transformation. The study employs a mixed-methods approach, combining qualitative interviews with experienced office managers and quantitative analysis of survey data collected from a diverse sample of organizations. The research focuses on identifying key drivers and challenges faced by professional office managers in adapting to the digital paradigm. Findings reveal that technological proficiency, adaptability, and a proactive approach to embracing digital tools are critical determinants of success for office managers. Additionally, the study uncovers the significance of organisational support, training programmes, and a conducive work culture in fostering the professional development of office managers in the digital era. This study contributes valuable insights for both academia and industry, providing a comprehensive understanding of the factors shaping the growth trajectory of professional office managers in the digital era. The findings can inform educational programmes, training initiatives, and organisational policies aimed at enhancing the capabilities and effectiveness of office managers as they navigate the challenges and opportunities presented by the ongoing digital transformation.</i></p>

Introduction

In the rapidly evolving digital era, the significance of proficient office managers has considerably increased in guaranteeing the seamless functioning of organisations. The

traditional responsibilities of office managers have expanded to include a wide array of digital tools, technologies, and methodologies. In order to effectively traverse the digital environment, it is essential for individuals in professional office management jobs and their respective companies to understand the factors that influence the growth of these positions. Bozkus, (2023). Professional development refers to the progress and improvement of an individual's skills and talents within their professional role. Secretary development pertains to the professional progression achieved by a secretary through gaining further experience and systematically evaluating their work duties (Glatthorn, 1995). Professional development includes both organised activities, such as participating in workshops and professional conferences, as well as informal activities, such as reading professional journals and viewing educational films (Ganser 2000).

Professional growth encompasses two main phases: initial preparation and continuous professional development. Usually, secretaries undergo rigorous residential training courses provided by colleges or universities as part of their initial training. Distance education courses or 'off-campus' programmes over breaks or prolonged periods of time may provide initial training possibilities to untrained secretaries who are now working. The introductory secretary training curriculum may have professional features that are either taught sequentially or simultaneously with academic disciplines.

The advent of digital technologies such as cloud computing, artificial intelligence (AI), and automation has profoundly transformed the practices of office administration (Smith & Johnson, 2018). In order to stay abreast of these technological changes, it is essential for professional office managers to acquire additional proficiencies such as data analytics and cybersecurity. This will enhance operational efficiency and optimise decision-making processes. Williams et al. (2020) argue that the use of efficient communication tools and virtual collaboration platforms is essential for effectively coordinating teams and ensuring productivity. Consequently, there is a need for management techniques and abilities to adjust to this change. Office managers have transitioned from performing typical administrative duties to assuming strategic leadership roles that drive organisational expansion (Brown & Clark, 2019). Contemporary office managers are required to possess a diverse set of abilities, which include project management, financial expertise, and change management proficiencies. It is important to synchronise with wider corporate goals and promote creativity.

Statement of the Problem

In the modern digital age, the responsibilities of professional office managers have undergone considerable changes, requiring a comprehensive analysis of the aspects that impact their development and efficiency. The emergence of the digital age brings up unprecedented challenges and opportunities for professional office administrators. Effectively navigating the complexities of advancing technology, evolving work models, and expanding organisational frameworks requires a distinct set of skills and competencies that vary from those often needed for conventional office administration.

Despite the increasing use of digital technology in office management, there is a dearth of comprehensive research that investigates the many challenges and possibilities faced by office managers. The lack of study in areas such as technical proficiency, organisational flexibility, and changing workplace dynamics hinders the optimisation of management practices in digital contexts, leading to a knowledge gap. Furthermore, the rapid pace of technological advancement necessitates continuous learning and adaptation, posing challenges for the professional development and skill acquisition of office managers. The

references used are Smith and Johnson (2020) and Lee et al. (2021). This research seeks to clarify the elements that impact the rise of professional office managers in the digital era. The aim of this research is to identify and examine the crucial aspects that have a substantial impact on the growth of professional office managers in the digital age.

Objectives of the Study

1. To assess the impact of organisational culture on the growth of professional office managers.
2. To analyse the relationship between leadership styles within organisations and the growth of professional office managers.

Research Questions

1. What is the impact of organisational culture on the growth of professional office managers?
2. What is the relationship between leadership styles within organisations and the growth of professional office managers?

Hypotheses

1. There is no significant effect of organisational culture on the growth of professional office managers.
2. There is no significant relationship between leadership styles within organisations and the growth of professional office managers.

Overview of Professional Growth

Professional growth is a multifaceted concept that extends across several domains, such as personal development, skill enhancement, and career progression. This literature review examines different perspectives and research findings on the dynamics of professional growth, clarifying its significance, contributing factors, and its impact on individual and organisational accomplishments.

Various studies highlight the vital importance of professional growth in fostering personal and professional success. Professional growth enhances both an individual's expertise and understanding while also enhancing the general efficiency and creativity of an organisation. Scholars argue that the continuous pursuit of knowledge and the development of skills are essential in the rapidly evolving contemporary employment market. Several variables influence the course of an individual's career advancement. Education, professional background, mentorship, and business culture all have vital importance. Research suggests that the availability of resources, such as training programmes and professional networks, is essential for enhancing skills and abilities (Brown & Clark, 2020; Smith & Johnson, 2020).

The literature on professional development emphasises mentoring as a prominent and recurrent subject (Smith & Johnson, 2020; Lee et al., 2021). Studies indicate that effective mentoring is closely linked to advancement in one's career, the acquisition of skills, and overall job happiness. Mentors are essential in assisting people in addressing challenges and capitalising on chances for personal growth (Smith & Johnson, 2018).

Organisational Support and Professional Development: The importance of organisations in facilitating professional progress cannot be overstated. A corporate culture that encourages

ongoing learning, provides growth opportunities, and fosters a mentality focused on personal development has been linked to higher levels of employee satisfaction and efficiency (Lee et al., 2021). Moreover, organisations that invest money in improving the skills and knowledge of their workers are more likely to retain outstanding staff and adapt more effectively to changes in the business environment.

The convergence of technology and personal development is crucial to shaping professional growth in the contemporary world (Williams, 2019). The emergence of e-learning platforms, virtual mentoring programmes, and digital collaboration tools has profoundly altered the way people acquire and apply information. It is essential to embrace technological advancements in order to stay competitive in a rapidly evolving professional environment, as stated in the literature (Taylor, 2021; Brown & Clark, 2020).

Challenges and Barriers to the Professional Growth of Office Managers

Although the advantages of professional development are widely recognised, there are some obstacles and difficulties that must be overcome. Obstacles such as restricted resource availability, workplace bias, and inadequate organisational support impede people's professional growth. Tackling these difficulties is crucial for establishing inclusive and fair possibilities for development. Many challenges and obstacles frequently accompany progressing in one's career at work. These obstacles can impair the progress of individuals, impede career growth, and contribute to a feeling of lack of progress. Comprehending and tackling these obstacles is essential for cultivating an atmosphere that encourages continuous professional development.

Limited Access to Resources: A prevalent obstacle is the restricted availability of resources essential for professional growth. Some companies may lack sufficient training programmes, mentorship opportunities, or access to educational resources for personnel. The scarcity of resources can impede the acquisition of skills and the pursuit of new information.

Workplace Discrimination and Bias: Workplace discrimination and bias pose significant barriers to professional growth, particularly for individuals from marginalised groups. Bias in hiring, promotion, and assignment decisions can create an uneven playing field, hindering the advancement of qualified professionals and perpetuating disparities in opportunities for growth.

Insufficient Organizational Support: An organization's level of support is crucial in determining professional growth. When organisations fail to foster a culture that values continuous learning, neglect to invest in employee development programmes, or lack mentorship initiatives, employees may struggle to reach their full potential. A lack of support from leadership can lead to disengagement and reduced motivation.

Inadequate Recognition and Rewards: The absence of proper recognition and rewards for achievements can dampen enthusiasm for professional growth. When individuals perceive that their efforts go unnoticed or unrewarded, they may become disheartened, impacting their commitment to ongoing development. Recognition and rewards serve not only as motivators but also as indicators of an organisation's appreciation for its employees' dedication.

Skills and Competencies Required for Professional Office Managers in the Digital Era

In the digital era, the role of professional office managers has undergone a significant transformation, necessitating a refined set of skills and competencies to navigate the complex

and dynamic landscape of modern workplaces. This literature review delves into the essential skills and competencies that are crucial for professional office managers in the digital era.

Technological Proficiency: Proficiency in utilising digital tools and technologies is paramount for office managers in the digital era. This includes a comprehensive understanding of office software, project management tools, communication platforms, and the ability to adapt to emerging technologies. A digital-savvy office manager is better equipped to streamline processes, enhance productivity, and facilitate effective communication within the organisation.

Information Management: The digital age has ushered in an era of information overload. Office managers must possess strong information management skills to efficiently organise, process, and disseminate information. This involves the ability to filter relevant data from the vast pool of information available, ensuring that decision-making processes are informed by accurate and timely information.

Adaptability and Flexibility: The fast-paced nature of technological advancements requires office managers to be adaptable and flexible. They must embrace change, stay abreast of emerging trends, and proactively integrate new technologies into their workflow. An adaptable office manager is better positioned to lead teams through digital transformations and effectively respond to evolving organisational needs.

Communication Skills: In the digital era, effective communication extends beyond traditional methods. Office managers need to excel in both written and verbal communication, as well as possess proficiency in virtual communication tools. Clear and concise communication is essential for coordinating remote teams, managing virtual meetings, and ensuring that information is conveyed accurately across various digital platforms.

Cybersecurity Awareness: With the increasing reliance on digital platforms, cybersecurity has become a critical concern for organizations. Professional office managers should be well-versed in cybersecurity best practices to safeguard sensitive information, protect against cyber threats, and ensure the integrity of digital systems. A cybersecurity-aware office manager contributes to maintaining the confidentiality and trustworthiness of organisational data.

Project Management Skills: The digital era emphasises the importance of efficient project management. Office managers must be adept at planning, organising, and executing projects using digital project management tools. Strong project management skills enable office managers to meet deadlines, allocate resources effectively, and ensure the successful completion of tasks in a digital work environment.

Emotional Intelligence: In a digitally connected world, emotional intelligence is a valuable asset for office managers. This includes the ability to understand and manage emotions, foster positive interpersonal relationships, and navigate the complexities of virtual team dynamics. Emotional intelligence contributes to effective leadership, conflict resolution, and the creation of a positive work culture.

Leadership and Team Management: In the digital era, effective leadership is crucial for guiding teams through digital transformations and fostering a collaborative and innovative work culture. Office managers must possess strong leadership and team management skills, including the ability to inspire, motivate, and empower team members to excel in a digital work environment.

Impact of Organisational Culture on the Growth of Professional Office Managers

The development trajectory of professional office managers is significantly influenced by organisational culture, which refers to the common values, beliefs, and practices inside a company. In the digital era, the characteristics of modern workplaces highlight the need for a supportive organisational culture that promotes the growth, empowerment, and efficiency of office managers.

The term "culture" originates from the Latin verb "colere," which signifies the act of cultivating, nurturing, or tending to the growth of the ground (Zimmermann, 2015). Culture refers to the collective patterns of behaviour, values, traditions, cognitive processes, emotions, and modes of reaction shown by a group of individuals. It encompasses many aspects, such as clothing, cuisine, and social greetings. The accumulation of knowledge, expertise, inclinations, interpretations, rankings, religious beliefs, societal norms, roles, and geographical connections is also playing a part in this matter (Irfan, 2016). Nigussie (2018) posits that corporate culture has an impact on the manner in which individuals engage with one another, as well as with customers and other important stakeholders. As per these definitions, organisational culture encompasses a range of elements, such as organisational structure, leadership approach, goal orientations, reward systems, motivation, and risk-taking behaviour. These aspects contribute to the overall culture of a company. Nigussie (2018) posits that culture confers a sense of identity on objects and is influenced by its rituals, heroes, ideas, values, language, morals, and norms. An organisation's culture encompasses both its areas of proficiency and its accomplishments. Salehipour and Ah Mand (2018) found a clear and statistically significant relationship between organisational culture and employee performance. The research "Culture and Employee Performance" found that culture significantly influences an employee's personality and degree of commitment, but it does not have a statistically significant effect on their performance (Sahertian, Setiawan, & Sunnaryo, 2019). An innovative culture, which is a crucial component of organisational culture, significantly influences the performance of workers (Nwakoby, Okoye, & Anugwu, 2019). In recent research conducted by Mohammed and Mohsin (2020), they provide more evidence on the significance of organisational culture in achieving management goals. Organisational culture has a distinct impact on knowledge management and managerial success across various businesses. Rashid and Bin Yeop (2020).

Cultivating an environment that fosters innovation and adaptability. In the digital age, there is a continual need for innovation and the capacity to adapt. An affirmative and encouraging organisational culture may greatly enhance the professional development of office managers by fostering an atmosphere that promotes innovation and inventive resolution of challenges. Denison (2018) observed that organisations that prioritise innovation in their culture provide office managers with the opportunity to explore new methods, promoting their professional growth and improving their capacity to negotiate the intricacies of the digital environment.

Leadership Styles and Mentorship: Leadership styles play a significant role in the development of office managers by shaping organizational culture. Leadership that emphasises mentorship and professional development creates a nurturing environment for the career progression of office managers. Research by Schein (2016) highlights the significance of leadership in setting the tone for organisational culture and influencing the growth and advancement opportunities available to office managers within the digital workspace.

Cultural Alignment with Technological Transformation: In the digital era, where technology is central to organisational operations, the alignment of organisational culture with technological transformation is essential. A culture that values and supports

technological proficiency creates an environment in which office managers can thrive. According to Cameron and Quinn (2019), organisations with a cultural emphasis on embracing technological advancements empower office managers to integrate digital tools seamlessly, contributing to their professional growth and effectiveness.

Collaboration and Team Dynamics: The collaborative nature of office management positions requires a culture that values teamwork and communication. A collaborative organisational culture promotes a sense of unity among team members and enhances the effectiveness of office managers in coordinating tasks and achieving organisational objectives. Research by Hofstede (2020) suggests that a culture that emphasises collaboration and interdependence contributes to the growth of office managers by providing a supportive network and shared goals.

Organisational Values and Employee Well-being: The values upheld by an organisation have a profound impact on the well-being of its employees, including office managers. A culture that prioritises employee well-being fosters a positive work environment, contributing to the growth of office managers. Research by Deal and Kennedy (2017) emphasises the role of organisational values in shaping the workplace experience and influencing the professional development and job satisfaction of office managers.

Communication Channels and Transparency: Effective communication is a cornerstone of successful office management. Organisational culture influences communication channels and transparency, directly impacting the growth of office managers. A culture that values open communication and transparency creates an environment where office managers can make informed decisions and foster positive relationships. Research by O'Reilly and Chatman (2018) underscores the importance of communication in shaping organisational culture and its subsequent impact on the professional growth of office managers.

Leadership styles within organisations and the growth of professional office managers

The significance of leaders in guaranteeing exceptional organisational success cannot be overstated. Factors such as sufficient motivation, an appropriate work environment, fair remuneration, and effective communication between managers and subordinates are crucial in advancing this objective. Effective planning and organisation of work are vital. According to certain researchers, the primary issues that negatively impact organisational performance in businesses and other institutions include a negative work attitude among employees, inefficiency, and the ineffectiveness of leaders. However, there are differing opinions on this matter as well (Haque, Faizan, & Cockrill, 2017). The leadership style used by an organisation significantly influences the outcome of its operations. The leadership style inside an organisation is a crucial component that greatly influences the level of interest and commitment shown by personnel within the organisation (Bhargavi & Yaseen, 2016; Obiwuru et al., 2011).

Performance is a significant concern for academics studying organisations, and it is expected that workers will excel in environments where they are treated well (Haque, Faizan, & Cockrill, 2017; Barney, 1997). Javier (2002) posited that performance may be measured by evaluating the three key elements of economy, efficiency, and effectiveness in a certain programme or activity. Daft (2000) defines organisational performance as the organisation's capacity to achieve its objectives via the efficient and effective utilisation of resources. In line with Daft (2000), Ricardo & Wade (2001) provide a definition of organisational performance that emphasises the organisation's capacity to successfully accomplish its goals and objectives.

Organisational theorists argue that good leadership plays a crucial role in determining the overall performance of an organisation (Weber, 2009; Daft, 2000; Pettinger, 2000; Barney, 1997; Kotter & Heskett, 1992; Ricardo & Wade, 2001). Several leadership theories have emerged during the last five decades, purportedly impacting the overall efficiency of the organisations in which they have been implemented. In order to thrive in a rapidly changing business landscape, organisations must adopt leadership styles that allow them to adapt to the dynamic environment (Maritz, 1995; Bass, 1997). In the absence of effective leadership, the likelihood of errors happening rises, and the chances of achieving success diminish significantly. The job of a leader is crucial for the continued existence and advancement of an organisation. In their research on leadership and organisational performance, Al Khajeh (2018) and Bhargavi & Yaseen (2016) propose that effective leadership plays a crucial role in enabling organisations to attain a superior level of performance.

It is said that organisations exist not just to survive but also to maintain their existence by enhancing performance. To satisfy the demands of fiercely competitive marketplaces, organisations must consistently enhance performance by adopting a suitable leadership style. The success or failure of any organisation is heavily influenced by its leadership style. Leaders exert influence, provide guidance, and foster motivation in order to facilitate the accomplishment of specified tasks while also serving as a source of inspiration for their subordinates. Research indicates that effective leadership plays a crucial role in attaining organisational success. Several studies suggest that the impact of competent leadership on organisational performance is inconclusive (Uchenwangbe, 2013; Hambrick, 2007; Katz & Kahn, 1978).

RESEARCH METHOD

Research Design

The research design for this study was a descriptive survey design. This study was descriptive because it gave a systematic description of the independent and dependent variables, employing a questionnaire to obtain information.

Population of the Study

The population of the study consisted of all the 1,237 employees working in Ministry of Rural Development, Ministry of Local Govt. & Chieftaincy Affairs, Ministry of Women Affairs & Social Welfare, Ministry of Agriculture, Ministry of Lands and Civil Service Commission.

Sample and Sampling Technique

The sample size for the study was employees working in Ministry of Rural Development, Ministry of Local Govt. & Chieftaincy Affairs and Ministry of Women Affairs & Social Welfare, Ministry of Agriculture, Ministry of Lands and Civil Service Commission using Kracjie and Morgan (1970) formula. Also, proportional sampling techniques was employed in selecting the 103 respondents from the six selected ministries.

Instrument for Data Collection

The instruments used by the researcher for this study were a questionnaire and an interview. The questionnaire was used to obtain data on the independent and dependent variables presented in both sections A and B of the questionnaire. Section A measured demographic data of the respondents, such as the name of the organisation, names of respondents, gender,

age, educational qualification, profession, and marital status, while Section B contained information on the independent and dependent variables.

Method of Data Collection

The researcher contacted the heads of the selected organisations and asked for permission to administer the questionnaire to their staff. With the approval given, administration was done, and the retrieval of the questionnaire took place three days later. The exercise took about one week.

Validity and Reliability of the Instrument

The instrument was scrutinised and validated by the supervisor based on its relevance to the research question and objectives of the study. The essence of this was to strengthen the instrument's capacity to measure what was to be measured.

Methods of Data Presentation and Analysis

The data gotten from the field was presented in tables, which were calculated as percentages based on the answers chosen by the respondents. The data were subjected to descriptive analysis.

DATA PRESENTATION AND ANALYSIS

The data are arranged and analysed in tables following the research questions and hypotheses.

Table 1: Distribution of Respondents by sex

Sex	No. of Respondents	% of Respondents
MALE	41	39.8
FEMALE	62	60.2
Total	103	100

Source: Field survey 2024

Table 1 shows that 41 respondents, representing 39.8% of the sample population, were male, while 62 respondents, representing 60.2% of the population, were female.

Table 2: Age Distribution

Age	No. of respondents	% of Percentage
20 – 25	21	20.4
26 – 30	24	23.3
31 – 35	17	16.5
36 – 40	31	30.1
41 – Above	10	9.7
Total	103	100

Source: Field survey 2024

Table 2 shows that 21 respondents representing 20.4% of the sample were between the age bracket of 20 and 25 years, 24 respondents each representing 23.3% were between the age

bracket of 26 and 30 years, 17 of the respondents representing 16.5% were 31–35 years, and 31 respondents representing 30.1% of the sample were between the age limit of 36 and 40 years, and 10 respondents representing 9.7% were within the age limit of 41 and above years.

Table 3: Marital Status Distribution

Status	No. of Respondents	% of Respondents
Single	32	31.1
Married	50	48.5
Divorced	9	8.7
Widow/Widowers	12	11.6
Total	103	100

Source: Field survey 2024

Table 3 above shows that 32 respondents, representing 31.1% of the sample, were single, 47 respondents, representing 48.5% of the sample, were married, and only 9 respondents, representing 8.7% of the sample, were divorced, as well as only 12 respondents, representing 11.6%.

Table 4: Educational Qualification Distribution

Qualification respondents	No. of Respondents	% of Respondents
WAEC/NECO	20	19.4
OND	16	15.5
HND/BSC	27	26.2
MSC	31	30.1
PHD	9	8.7
Total	103	100

Source: Field survey 2024

Table 5 shows that 20 respondents representing 19.4% of the sample were WAEC/NECO holders, 16 respondents representing 15.5% were OND/NCE certificate holders, 27 respondents representing 26.2% were holders of HND/BSC certificates, 31 respondents representing 30.1% were MSC certificate holders, and only 9 respondents representing 8.7% of the population were PHD holders.

Table 6: years of service Distribution

Status	No. of Respondents	% of Respondents
1-5 years	26	25.2
6-10 years	49	47.6
11-15 years	12	11.6
16 years and above	17	16.5
Total	103	100

Source: Field survey 2024

Table 6 above shows that 26 respondents, representing 25.2% of the sample, had worked for 1–5 years; 49 respondents, representing 47.6% of the sample, had also worked for 6–10 years; only 12 respondents, representing 11.6% of the sample, were within the service year of 11–15 years; and only 17 respondents, representing 16.5%, had worked for 11–15 years.

Research Questions

Research Question One: What is the impact of organizational culture on the growth of professional office managers?

In order to answer the research question, descriptive analysis was performed on the data collected (see table 7).

TABLE 7: Descriptive analysis of the influence of research and development council on raw materials acquisition, exploration and development

Variable	N	Arithmetic mean	Expected mean	R	Remarks
growth of professional office managers	100	22.56	12.50	0.94*	*strong to perfect Relationship
organizational culture		12.61	5.00		

Source: Field Survey

Table 7 presents the result of the descriptive analysis of organisational culture on the growth of professional office managers. The two variables were observed to have a strong to perfect relationship at 82%. The arithmetic mean for the growth of professional office managers (22.56) was also observed to be higher than the expected mean score of 12.50. In addition to that, the arithmetic mean for organisational culture (12.61) was observed to be higher than the expected mean score of 5.00. The result therefore means that there is a significant influence of organisational culture on the growth of professional office managers.

Research Question Two

What is the relationship between leadership styles within organizations and the growth of professional office managers. In order to answer the research question, descriptive analysis was performed on the data collected (see table 8).

TABLE 8: Descriptive analysis of the relationship between leadership styles within organizations and the growth of professional office managers

Variable	N	Arithmetic mean	Expected mean	R	Remarks
growth of professional office managers	100	22.56	12.50	0.83*	*strong to perfect Relationship
leadership styles within organizations		15.43	5.00		

Source: Field Survey

Table 8 presents the result of the descriptive analysis of the leadership styles within organisations and the growth of professional office managers. The two variables were observed to have a strong to perfect relationship at 82%. The arithmetic mean for the growth of professional office managers (22.56) was also observed to be higher than the expected mean score of 12.50. In addition to that, the arithmetic mean for leadership styles within

organisations (15.43) was observed to be higher than the expected mean score of 5.00. The result, therefore, means that leadership styles within organisations affect the growth of professional office managers.

Hypotheses Testing

Hypothesis One

There is no significant effect of organizational culture on the growth of professional office managers. In order to test the hypothesis, Pearson Product Moment Correlation analysis was then used to analyze the data in order to determine the relationship between the two variables (see table 9)

TABLE 9: Pearson Product Moment Correlation Analysis of organizational culture on the growth of professional office managers

Variable	$\sum x$	$\sum x^2$	$\sum xy$	r
	$\sum y$	$\sum y^2$		
Growth of professional office managers (x)	9011	270655	134663	0.94*
Organizational culture (y)	9113	58989		

***Significant at 0.025 level; df =101; N =103; critical r-value = 0.086**

Table 9 presents the obtained r-value as (0.94). This value was tested for significance by comparing it with the critical r-value (0.086) at 0.025 levels with 103 degrees of freedom. The obtained r-value (0.94) was greater than the critical r-value (0.086). Hence, the result was significant. The result therefore means that there is a significant influence of organisational culture on the growth of professional office managers.

Hypothesis Two

There is no significant relationship between leadership styles within organizations and the growth of professional office manager. In order to test the hypothesis, Pearson Product Moment Correlation analysis was then used to analyze the data in order to determine the relationship between the two variables (see table 10)

TABLE 10: Pearson Product Moment Correlation Analysis of the influence of leadership styles within organizations and the growth of professional office manager

Variable	$\sum x$	$\sum x^2$	$\sum xy$	r
	$\sum y$	$\sum y^2$		
Growth of professional office manager (x)	9011	270655	140162	0.83*
Leadership styles within organizations (y)	9113	58989		

***Significant at 0.025 level; df =101; N =103; critical r-value = 0.086**

Table 10 presents the obtained r-value as (0.83). This value was tested for significance by comparing it with the critical r-value (0.086) at 0.025 levels with 101 degrees of freedom. The obtained r-value (0.82) was greater than the critical r-value (0.086). Hence, the result was significant. The result therefore means that there is a significant influence of leadership styles within organisations and the growth of professional office managers.

Conclusion

The advancement of technology in the digital age has a considerable impact on the career progression of office managers, as it introduces several complex aspects that distort their conventional tasks and responsibilities. Primarily, technological progress acts as a fundamental element, requiring office managers to adjust to novel software, tools, and digital platforms in order to optimise operations, improve efficiency, and facilitate smooth communication. With the shift towards remote or hybrid work arrangements, the responsibilities of office managers have broadened to include virtual team management, cybersecurity standards, and digital communication tools. This highlights the need of being adaptable and continuously learning. Furthermore, the growing importance placed on data-driven decision-making and analytics necessitates that office managers show analytical acumen, be capable of interpreting intricate data sets, and effectively use insights to propel organisational triumph. Furthermore, the changing characteristics of the workplace, which include a varied workforce and developing organisational structures, need office managers to develop strong interpersonal skills, promote inclusion, and effectively handle partnerships across different functions. Moreover, the interconnected nature of the commercial world highlights the significance of possessing cultural proficiency, engaging in international cooperation, and comprehending regulatory adherence across different countries. Ultimately, the success of professional office managers in the digital age depends on their ability to adopt technological advancements, develop a wide range of skills, adapt to changing circumstances, and navigate the intricate relationship between global trends. By doing so, they can guarantee their relevance, effectiveness, and achievement in a constantly evolving professional environment.

Recommendations

The role of office managers has evolved significantly with the advent of digital technologies, automation, and remote work. To foster growth and ensure relevance in this digital era, several recommendations can be implemented to support professional office managers. Such corresponding recommendations include the following:

1. To encourage office managers to undergo regular training sessions on emerging technologies, software, and digital tools relevant to office management.
2. To develop flexible work policies that accommodate remote work arrangements, allowing office managers to leverage digital platforms for efficient management without geographical constraints.
3. To implement virtual collaboration tools like video conferencing, cloud storage solutions, and digital project management platforms to facilitate seamless communication and collaboration among remote teams.
4. To educate office managers on cybersecurity best practices, data protection policies, and risk mitigation strategies to safeguard organisational data and sensitive information.

5. To encourage participation in industry conferences, seminars, and networking events to stay updated on industry trends, best practices, and innovative strategies in office management.

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