

Software Application Packages (SAP): Attitude, Behavior And Perception Of Its Benefit in Relation To Secretaries' Academic and Job Performance

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Abstract

The objective of the study is to find out the secretaries' attitude and behavior toward SAP, its benefits and their relationship to their academic and job achievement. Descriptive statistics showed that secretary with excellent academic and good job achievement believes that SAP transformed the whole aspects of secretarial role and function, helps them work faster and gives better job results as well as making office life easier and joyful, while secretary with mediocre achievement considered SAP as an important aspect of their life, challenging, but low perform secretary with low academic and job achievement perceive SAP program as burden, an activity that annoy them and won't enjoy and be happy with it. A multiple regression result showed that regression coefficients are statistically significant with p-values (5.02E-07) for academic achievement and p-values (8.52E-12), indicating that both Attitude and Behavior are significant predictors of secretarial achievement both academically as well as for office performance. The multiple R-squared value of 0.70 indicates that about 70% of the variance in academic and 0.87 indicates that about 87% of the variance in job performance can be explained by the model. The adjusted R-squared value of 0.67 and 0.86 indicates that the model fits the data well and is not overfitting.

Keywords: attitude toward SAP, behavior toward SAP, benefit of SAP, SAP for secretary

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INTRODUCTION AND LITERATURE REVIEWS

The adaptation of Software Application Packages (SAP) in the office work has made the current office look more sophisticated and more interesting place to work and has also transformed not only the management functions but also has increased secretarial efficiency and made accessibility of job performance of modern secretaries

as well as providing huge challenges to the secretaries themselves (Autor, Goldin & Katz, 2020; Edwin, 2008).

Other research and studies that examines the effects of new office technology on secretaries' attitudes and behavior toward SAP found SAP is considered as the most important aspect in scheme of today's issues of business/management wellbeing and development, that now adays future jobs and competencies needed for Industry 4.0-induced changes, where job profiles are mostly related to programming, mechatronics, robotics, data analysis, internet of things, design, and maintenance of smart systems, process analysis, and companies that failed to adapt to these changes will surely ceased form its existence (Jerman, Pejić, & Aleksić, 2020; Khalid, Cullingford, 2020; Okoro & Odesanya, 2019).

Research on the impact of SAP on the 21th century secretary concludes that the information and technology revolution with the advent of modern IT facilities has contributed to the quality of work performed not only by the secretaries, but also all level of management function as the task automation, innovation, and new work creation, while always disruptive, is a primary wellspring of rising productivity. Innovation improves the quantity, quality, and variety of work that a worker can accomplish in a given time. This rising productivity, in turn, enables improving living standards and the flourishing of human endeavors (Adeola, Sarafadeen, Rasidat & Olujide, 2023; Autor, David, & Reynolds, 2020; Braganza, Chen, Canhoto & Sap, 2022).

Fountain, McCarthy and Saleh (2019) in their study about the adoption of office technology and artificial intelligence (AI) program in the organization found that the technology and AI functional transform human manual jobs to machine and information technology will create fundamental and sometimes difficult changes in workflows, roles, and culture, which leaders will need to shepherd their organizations through carefully. Companies that excel at implementing SAP and AI throughout the organization will find themselves at a great advantage in a world where humans and machines working together outperform either humans or machines working on their own (Coombs, Hislop, Taneva, & Barnard, 2020).

One of the biggest complaints about the adoption of office technology is that the skills and capabilities developed don't get applied on the job. This challenges the very foundation of training and development of employee adaptation to office technology such as software application and AI program, but it is not surprising. Research by cognitive, educational, and applied psychologists dating back a century, along with more-recent work in the neuroscience of learning, reveals that the distance between where a skill is learned (the locus of acquisition) and where it is applied (the locus of application) greatly influences the probability that a learner will put that skill into practice. New skills are less likely to be applied not only when the locus of application is far from the locus of acquisition in time and space. Evidence on skills transfer suggests that barely 10% of the \$200 billion annual outlay for corporate training and development in the United States delivers concrete results (Lesi, 2020; Moldoveanu & Das, 2019).

The study investigates issues about the secretaries' perception toward the benefit of SAP and their attitude and behavior toward SAP in relation to their academic and job achievement.

Two measures toward SAP- attitude toward the office adaptation of SAP and their commitment behavior toward the use of SAP programs both in the classroom and real office job, and two measure of secretary achievement- GPA and job performance were used to find out the relationship between secretary attitude/behavior and academic/job achievement.

METHODS

Descriptive statistics measured by mean and standard deviation of secretaries' perception of SAP benefits and their attitude and behavior toward the adaptation of SAP in relation to their academic and work achievement.

Four elements of attitude and seven elements of behavior toward SAP considered important for SAP adaptation, and nine elements for SAP benefits and SAP Job performance measure their perception of SAP and their performance achievement using SAP.

Likert scale measures the component of attitude, behavior, and the benefit of SAP:

0.00-1.0 (not important), 1.01-2.00 (quite important), 2.01-3.00 (important) and 3.01-4.00 (very important). For job performance: 0.00-2.69 (bad), 2.70-2.99 (fair), 3.00-3.69 (good) and 3.70- 4.00 (excellent). Grade point average (GPA) measures academic achievement: 2.00-2.50 (barely passed), 2.51- 3.00 (fairly good), 3.01-3.500 (good), 3.51-4.00 (excellent).

0.00-2.0

A questionnaire was formulated which then distributed to a group of secretaries whose academic achievement are classified as follows:17% secretaries with academic performance was barely passed, 20% with fairly good academic performance and 53% perform well, and another 10% with excellent academic achievement. The questioner has been piloted and finalized before being rated by the chosen four groups of randomly thirty carefully selected samples of professional secretaries working in the banks, church institutions and higher education institution.

A multiple regression analysis with the given variables and the regression equation for predicting academic achievement GPA based on attitude and behavior - written as:

$$\text{GPA and Job performance} = b_0 + b_1 * \text{Attitude} + b_2 * \text{Behavior} + b_3 * \text{Benefit}$$
where GPA and job performance are the dependent variable, Attitude, Behavior and Benefit are the independent variables, b_0 is the intercept, b_1 is the regression coefficient for Attitude, b_2 is the regression coefficient for Behavior, b_3 is the regression coefficient for Benefit and e is the error term.

FINDINGS AND DISCUSSIONS

The descriptive statistics of SAP benefits, attitude and behavior toward SAP, academic achievement, and job performance

Table 1-descriptive statistics showed that all respondents agree - SAP is very beneficial, with highest mean of 3.8556, standard deviation 0.1342 (median and mode at 3.889). They also agree that having SAP in their offices enhances secretary's job performance, SAP are used to manipulate text, graphics, and numbers easily, it helps in editing works using tools like editors, linkers. SAP also enables a user to easily and quickly view information with colorful graphics, brought about efficiency & effectiveness when carrying out office work as well as makes the works look neat beautiful and accurate. SAP completes the enormous task very fast, enables presentation easy through the use of Microsoft PowerPoint, and improves productivity in graphic designs.

Table 1. Descriptive statistics

	SAP Benefit(X1)	Attitude toward SAP (X2)	Behavior toward SAP(X3)	Academic achievement (Y1)	Job Performance (Y2)
Mean	3.8556	3.6750	2.7952	3.0544	3.6741
Median	3.8889	4.0000	2.7857	3.1417	3.7778
Mode	3.8889	4.0000	2.4286	3.3333	3.7778
Std Deviation	0.1342	0.4508	0.4052	0.3566	0.3209
Sample Variance	0.0180	0.2032	0.1642	0.1272	0.1030
Range	0.4444	1.5000	1.2857	1.3667	1.2222
Minimum	3.5556	2.5000	2.2857	2.4333	2.7778
Maximum	4.0000	4.0000	3.5714	3.8000	4.0000

The attitude toward SAP also is a very good with mean of 3.6750 and standard deviation 0.4508, mode and median 4.00. Most of them showed strong pleasant attitude toward the use SAP in their office. They believe that SAP is very important aspect of today's office, it has meaningful role and function in office job. SAP also ensure the best result of office works, therefore having SAP is mandatory not an option.

However, the result of their behavior toward SAP showed the opposite results, with mean 2.7952 and standard deviation 0.4052 (median 2.7857 & mode 2.4286) this finding proved that they did not put maximum effort in making use of SAP as tool for better job performance.

On job performance and academic achievement, the respondents showed a very excellent job performance (mean=3.6741, SD= 0.3209, median & mode 3.7778) although their academic performance were only fairly good or good (mean=3.0544, SD=0.3566, median 3.1417 & mode 3.333)

Attitude, behavior and benefits in relation to academic achievement

The multiple regression analysis shown in table 2 showed the relationship between three independent variables (Benefit of SAP, Attitudes toward SAP, and Behaviors toward SAP) and the dependent variable (the secretary academic achievement).

The $R^2 = 0.7028$ shows that approximately 70.28% of the secretary's academic achievement can be explained by the model, indicating that the independent variables attitude, behavior and SAP benefit considered in the model account for a reliable portion of more than seventy percent related opinion observed influence the secretary's academic achievement.

Table 2. Regression Statistics for academic achievement

Multiple R	0.838345				
R Square	0.702823				
Adjusted R Square	0.668533				
Standard Error	0.205306				
Observations	30				
ANOVA					
	<i>Df</i>	<i>SS</i>	<i>MS</i>	<i>F</i>	<i>Sig F</i>
Regression	3	2.591828	0.863943	20.49663	5.02E-07
Residual	26	1.095912	0.04215		
Total	29	3.687741			
	<i>Coeff</i>	<i>Std Error</i>	<i>t Stat</i>	<i>P-value</i>	
Intercept	-1.38286	1.117813	-1.23711	0.227102	
Benefit of SAP	0.493236	0.288526	1.709499	0.09927	
Attitudes toward SAP	0.314922	0.089657	3.512524	0.001643	
Behaviors toward SAP	0.493079	0.100891	4.887237	4.53E-05	

The Benefit of SAP variable has a statistically significant positive relationship with the secretary's ability for p value $\geq 10\%$ ($p = 0.09927$), with a coefficient of 0.4932. On the other hand, the Attitudes toward SAP variable is statistically significant related with the secretary's academic achievement ($p = 0.001643$) with coefficient of 0.3149. This suggests that the relationship between Attitudes toward SAP and the secretary's academic achievement has a meaningful association.

Similarly, the Behaviors toward SAP variable also does have a statistically strong significant relationship with the secretary's academic achievement with a coefficient of 0.4931, and the p-value of 4.53E-05 which indicates that the relationship is very reliable.

Attitude, behavior and benefits in relation to job performance

As shown in table 3, the multiple regression analysis for the relationship between three independent variables (Benefit of SAP, Attitudes toward SAP, and Committed Behaviors toward SAP) and the dependent variable (the secretary job performance) explains approximately 87.32% of the variance in the secretary's job performance, indicating that the independent variables attitude, behavior and SAP benefit can be explained by the model.

The Benefit of SAP variable and attitude toward SAP has a statistically significant positive relationship with the secretary's job performance with p-value of 6.25E-05 and 0.02228, respectively. However, the Behaviors toward SAP variable does not have a statistically significant relationship with the secretary's job performance with the p-value of 0.42569.

Table 3. Regression Statistics for Job performance

Multiple R	0.934505				
R Square	0.873299				
Adjusted R Square	0.85868				
Standard Error	0.258076				
Observations	30				
ANOVA					
<i>The ability of the secretary</i>	<i>df</i>	<i>SS</i>	<i>MS</i>	<i>F</i>	<i>Sign F</i>
Regression	3	11.93582	3.978606	59.73602	8.52E-12
Residual	26	1.731681	0.066603		
Total	29	13.6675			
	<i>Coeff</i>	<i>Std Error</i>	<i>t Stat</i>	<i>P-value</i>	
Intercept	0.028021	0.268118	0.104508	0.917568	
Benefit of SAP	0.599177	0.125739	4.765232	6.25E-05	
Attitudes toward SAP	0.2796	0.115035	2.430554	0.02228	
Behaviors toward SAP	0.108364	0.133899	0.809293	0.425691	

In summary, the multiple regression analysis indicates that the Benefit of SAP and attitude toward SAP are the most influential factors among the three variables in predicting the secretary's academic achievement and job performance. However, the Behavior toward SAP is a significant factor only for academic achievement, but do not show statistically significant relationships with the secretary's job performance.

Further research and additional variables may be necessary to gain a more comprehensive understanding of why the behavior factors toward SAP do not influence the secretary's job performance.

LIMITATIONS AND IMPLICATIONS

The study was conducted among secretaries in private corporations, church organization and higher education institution of Seventh Day Adventist church in North Sulawesi and the term SAP is mostly related to Microsoft office application program.

The respondents are also limited to randomly selected samples consist of 17% secretaries with academic performance was barely passed, 20% with fairly good academic performance and 53% perform well, and another 10% with excellent academic achievement. Their opinions and evaluation are strongly related to the needs of the local companies and church institution, therefore any suggestions and development of the office used of SAP in this study would greatly influence by the need of the local companies and education institutions/church organization of the Seventh Day Adventist in North Sulawesi.

The researcher suggested that further study may be conducted to the national and international faith-based corporations, education institution in other area of Indonesia where national and multinational corporations operate.

CONCLUSIONS

The study also concluded that SAP is very important aspect of today's office, it has meaningful role and function in office job. SAP also ensure the best result of office works, therefore having SAP is mandatory not an option. However, the result of their behavior toward SAP showed the secretaries did not put maximum effort in making use of SAP as tool for better job performance.

SAP is very beneficial to the secretary office job, having SAP in the offices enhances secretary's job performance. SAP also enables a user to easily and quickly view information with colorful graphics, brought about efficiency & effectiveness when carrying out office work as well as makes the works look neat beautiful and accurate. SAP completes the enormous task very fast, enables presentation easy through the use of Microsoft PowerPoint, and improves productivity in graphic designs.

The multiple regression analysis indicates that the Benefit of SAP and attitude toward SAP are the most influential factors among the three variables in predicting the secretary's academic achievement and job performance. However, the Behavior toward SAP is a significant factor only for academic achievement, but do not show statistically significant relationships with the secretary's job performance.

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