ASSESSMENT OF PERSONAL QUALITIES NEEDED BY BUSINESS EDUCATORS’ FOR ACHIEVING QUALITY TEACHING AND LEARNING AMONG SECRETARIAL WORKERS

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Assessment of Personal Qualities needed by Business Educators’ for Achieving Quality Teaching and Learning among Secretarial Workers

The study assessed the personal qualities needed by business educators’ for achieving quality teaching and learning among secretarial workers in tertiary institutions in the south east states of Nigeria. Two research questions and 4 hypotheses guided the study. The sample of the study was 1108 tertiary institutions. The design of the study was descriptive survey. A 20 – item questionnaire was used for data collection. The questionnaire was tested for validity and for the reliability of the instrument which stood at 0.73. The data generated from the study were analysed using arithmetic mean and Analysis of Variance. The mean rating was used to answer the research questions while Analysis of Variance (ANOVA) was used to test the hypotheses. The results from the findings revealed that business educators needed personal qualities to a high extent. The results of the test of null hypotheses showed a significant difference among the mean responses of the secretaries while Scheffe test statistics located where the significant differences lay. It was therefore recommended that business educators of tertiary institutions be trained regularly for professional development and personal capacity in order to achieve quality teaching and learning among secretarial workers. Implications for the study were given.