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AI Knowledge and AI Attitude of Office Managers in Selected Universities in Ogun State, Nigeria

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ABSTRACT

Artificial Intelligence (AI) is redefining the rules of organizational competitiveness. Office managers, whose productivity directly impact on the performance of executives and indirectly on organizational performance cannot afford to ignore the potentials of these disruptive technologies. Knowledge and attitude are key determinants of the use of new technologies hence, the study investigated office managers' knowledge of AI tools and attitude towards the use of artificial intelligence in their professional activities. The survey was conducted among 219 office managers in two universities in Ogun State. A sample size of 142 was determined using the Taro Yamane's formula. Stratified random sampling technique was used to enlist the participants. Data was collected with a structured questionnaire constructed by the researchers and were analyzed using descriptive statistics, simple linear regression and independent samples T-test. The findings showed that AI knowledge had significant influence on AI attitude but gender played no significant role in AI knowledge and AI attitude of the participants. The study recommends among other things that, office managers should be proactive in acquiring knowledge and skills about AI applications that are relevant to all aspects of their jobs to secure their relevance and productivity in the workplace.

KEYWORDS

- Artificial intelligence
- AI tools
- Office managers
- AI Knowledge
- AI Attitude

Introduction

Artificial Intelligence (AI) took the world by storm in December 2022 when OpenAI introduced its Large Language Model (LLM) application known as ChatGPT to the world. The release of the generative AI model heralded the end of AI winters, and launched renewed interest and research in the field. Artificial intelligence is the field of Computer Science that specializes in the

development of applications that can undertake tasks that had been the exclusive preserve of human beings such as reasoning, planning, decision-making, problem solving and learning. It is one technology of the Fourth Industrial Revolution (4IR) that has found relevance in virtually every sector including manufacturing, healthcare, education, security and business (Schwaeke et al., 2025). The technology is fast becoming an essential tool in the modern workplace, transforming administrative tasks and streamlining workflows. Its disruptive impact is felt in every profession, including secretarial administration, otherwise known as office management.

Office managers are professionals who maintain records, plan, organize and coordinate tasks within an office (Olaniyi and Oladeji, 2024). They handle correspondence, provide support for executives and interface with people. Musty (2023) categorized their roles into administration, supporting superiors and managing people. Obviously, the productivity and efficiency of office managers directly affect the performance of executives, and, indirectly, on organizational performance. In an age when the rules of competitiveness are defined by ability to work smarter, rather than harder, office managers cannot afford to ignore the capacity of AI technologies in increasing their productivity and efficiency. However, many may not realize the potentials of this technology that has recently gained traction in every sphere of human endeavor. Besides, reports, such as the World Economic Forum (2020), which listed secretarial job among those that can be easily automated and stand higher risks of technological displacement can incite apathy towards AI and other disruptive emerging technologies.

Knowledge of AI tools is the understanding of the features and capabilities of the technology. According to Alordiah et al. (2022), knowledge or awareness is a pre-condition for use of technologies. This is because people are not likely to use certain tools and technologies, if they are oblivious of their existence and their usefulness. Similarly, Yun and Park (2020) averred that attitudinal disposition can be a barrier to or a driver for the use of new technologies. Thus, knowledge and attitude are among the key determinants of the use of technologies. Studies have also reported gender differences in attitude towards technologies (Anasi, 2018; Cai et al., 2016; Sáinz, & López-Sáez, 2009). The World Economic Forum (2024) has reported global gender disparity in AI skills and there are speculations that AI may widen existing gender inequality in terms of capacity building, access and use of the technology hence, the need to ascertain the influence of gender on AI attitude and gender among office managers.

Although artificial intelligence has been around since World War II, it is relatively new in developing countries (Nyamanhindi et al., 2024), and may not yet be popular among office managers in Nigeria. Thus, an understanding of office managers' knowledge of, and disposition towards AI, is imperative as these may determine their eventual use or avoidance of it. Previous studies (Schwaeke et al., 2024 and Wamba-Taguimdje, 2020) have highlighted the varying degrees of AI adoption across different sectors, with factors such as knowledge, experience, and training influencing its acceptance. There are limited empirical studies on these variables among office managers working in universities in Nigeria hence, this study.

Objectives of the Study

The study investigated the influence of AI knowledge on attitude towards AI among office managers in selected universities in Ogun State. Specifically, the study aimed to:

1. ascertain office managers' knowledge of relevant AI tools
2. find out office managers' attitude towards artificial intelligence
3. determine the influence of AI knowledge on attitude towards AI among the participants
4. determine gender influence on attitude towards AI among the participants
5. determine gender differences in AI knowledge among the participants

Research Questions

1. What is the level of knowledge of office managers about relevant AI tools?
2. What is office managers' attitude towards artificial intelligence?

Hypotheses

The following hypotheses were tested at 0.05 level of significance:

1. AI knowledge has no significant influence on AI attitude among the participants
2. Gender has no significant influence on attitude towards AI among the participants
3. There are no gender differences in AI knowledge among the participants.

Literature Review

Given that there are limited empirical studies on office manager's knowledge and attitude towards AI, this study reviews extant studies on the topic among various populations, including office managers. Kazmi et al. (2024) from their cross-sectional survey among the doctors of Maharaja Suhel Dev State Medical College of Bahraich, India found average level of AI knowledge among the respondents. A similar finding was also observed by Sandanasamy et al. (2025) from their systematic review of studies on nurses' knowledge and attitude towards AI. Al-Qerem, et al. (2023), from their survey of AI knowledge, attitudes and practices of health professions' students in Jordan also reported moderate knowledge of AI among the participants. The survey revealed that although the participants used AI tools for a number of tasks, their use in medical education and practice was limited.

In Zimbabwe, Nyamanhindi et al. (2024) found that most of the secretaries at Harare polytechnic were not very familiar with AI; only 14 percent indicated that they were very familiar with the technology. Ankamah, Gyesi and Amponsah (2024) reported moderate awareness of AI-assisted technologies among medical students of the University of Ghana. In Nigeria, Olaniyi and Oladeji (2024) conducted a survey among secretaries in Ekiti State and found that all the participants were aware of AI applications such as virtual assistants, chatbots and AI document management systems but were not aware of AI-based smart meeting room systems. On the other hand, Owolabi et al. (2021) found that majority of the academic librarians in Nigeria (98%) were aware

of AI and its application in libraries. Employees of insurance companies in Nigeria were also found to be highly knowledgeable about application of AI in the insurance industry (Alli et al., 2021).

Most extant studies on attitude towards AI were conducted among undergraduate students. This review examined some of the studies conducted among professionals. Kazmi et al. (2024) found that medical doctors in Maharaja Suhel Dev State Medical College of Bahraich, India were favourably disposed towards application of AI in healthcare. A similar finding was reported among employees of insurance companies in Nigeria (Alli et al., 2021). Çayak (2024) studied the relationship between attitude toward artificial intelligence and the artificial intelligence literacy levels of teachers working in public schools in Kartal, Pendik and Sultanbeyli districts of Istanbul province in Turkey. The study affirmed that there is a positive relationship between AI attitude and AI literacy. Positive attitude towards AI correlated positively with artificial intelligence literacy levels and vice versa. The findings of Tovar1 and Gutiérrez-Ocegueda (2025) among professors in a university in Western Mexico also indicate positive attitude towards AI although, with some apprehension about its capacity to replace them on their job, depersonalize learning experiences and widen existing inequality gaps.

On the interaction between knowledge and attitude towards AI, Bati et al. (2024) reported a positive relationship between knowledge of AI and attitude towards AI among business students of Kathmandu Valley in Nepal. The study also confirmed the positive association between attitude towards AI and factors like awareness, behavioral intentions towards AI use, personal experiences with AI and exposure to AI. Wouters (n.d.) also found, from an online survey found that higher AI literacy correlated positively with positive attitude towards AI. The study of Andrulienė et al. (2023), conducted among consumers in the Baltic countries (Lithuania, Latvia and Estonia) to determine the impact of technology awareness, motivational factors and consumer attitudes on the intention to pay for tourism services using cryptocurrency confirm that technology awareness is one of the determining factors of attitudes towards intention to use cryptocurrencies. In the same vein, Atakiti and Ahanotu (2024) found that awareness of AI positively influenced attitude towards AI for content creation in advertising agencies in Lagos State, Nigeria, but it did not influence adoption of AI tools.

A growing body of empirical research has explored how gender shapes individuals' attitudes toward artificial intelligence, revealing both consistent patterns and contextual nuances. Several studies have demonstrated that male participants often display a more positive and accepting attitude toward AI compared to females. Beig and Qasim (2023), in their study of senior secondary school students in India, reported that males held significantly more favorable attitudes toward AI than females, especially in terms of embracing AI's role as a controller and exhibiting less pessimism toward its societal integration. Similarly, Sindermann et al. (2021) found that across samples from Germany, China, and the UK, males reported significantly higher acceptance and lower fear of AI compared to females, reinforcing earlier trends in technology acceptance literature. Interestingly, the gender gap in attitudes was less pronounced among Chinese participants, suggesting cultural and educational influences could moderate this relationship.

Another group of scholars, Grassini and Ree (2023) found, in their cross-national study, that male respondents expressed significantly more optimism (AI Hope) about the future impact of AI on humankind than females, although both genders reported similar levels of concern (AI Doom) about AI's potential risks. This highlights that while gender differences are often clear in positive expectations about AI, they may not necessarily extend to fears or ethical concerns about the technology. In contrast, Rahman, Babiker, and Ali (2024) reported that in the UK, male respondents were more open and accepting of AI, while females tended to express greater ethical and privacy concerns; a gendered divergence that was notably weaker in Arab Gulf contexts, once again suggesting that socio-cultural environments shape these attitudes alongside gender.

Medeiros (2024) investigated how demographic and geographic factors influence attitudes toward AI, with a particular focus on gender. The study, which was based on survey responses from participants in the United States and India, revealed notable gender-based differences, especially within the U.S. context. The males consistently reported more positive attitudes toward AI across multiple constructs, including general attitudes, ethical perceptions, and willingness to adapt, compared to U.S. females. For instance, on a 7-point Likert scale, males scored higher on general attitudes toward AI (5.87) compared to females (5.58), a difference found to be statistically significant. However, in the Indian sample, gender differences were minimal and not statistically significant, indicating that cultural context may mediate the relationship between gender and AI attitudes. Another group of scholars, (Cai, et al., 2016) conducted a meta-analysis of extant studies on the influence of gender ad attitude towards technology and found that men had more positive attitude towards technology, even though the effect size was small. The authors also noted minimal reduction in gender attitudinal gap in general, within the last 20 years.

Not all research supports significant gender differences in AI attitude. Stein et al. (2024) who conducted a large-scale, multi-study investigation reported that gender did not significantly predict attitudes toward AI when other variables such as age and personality traits were controlled for. Their findings suggest that gender effects, though often observed, might be less stable or even disappear under certain methodological conditions or population samples. Kazmi et al. (2024) found no significant influence of gender on attitude towards AI among doctors of Maharaja Suhel Dev State Medical College of Bahraich, India. Similarly, Mahadik (2024) ascertained the view of legal professionals about artificial intelligence. The study, which was conducted among106 lawyers in Indian showed no correlation between gender and perception of lawyers about AI.

The recurring pattern in the literature is that men generally show more acceptance and enthusiasm toward AI, while women exhibit relatively higher caution or fear, especially in Western contexts. Yet, this relationship is neither absolute nor universal with studies suggesting that factors such as cultural context can shape or even neutralize gender differences in attitudes. The few studies that investigated gender differences in AI knowledge also present contrasting findings. Malka et al. (2025) observed no gender differences in the knowledge of AI among international students in Science, Technology, Engineering and Mathematics (STEM) programs at a southwestern university in India. On the other hand, Cachero et al. (2025) and Russo et al.

(2025) both reported lower level of perceived knowledge of AI among women in comparison to men.

Methodology

A questionnaire survey was conducted to investigate the knowledge and attitude of office managers in selected universities in Ogun State, Nigeria towards artificial intelligence. The participants were staff of Olabisi Onabanjo University (OOU), a state university, and Babcock University, a foremost private university in Ogun State. From a population of 219 office managers, a sample size of 142 was determined using the Taro Yamane's sample size determination formula. Stratified random sampling was used to select the participants. Data was collected with a structured questionnaire constructed by the researchers. The return rate was 68%. Descriptive statistics, simple linear regression and independent samples T-test were used to analyze the data.

Results

Table 1: Demographic Information

		Frequency	Percentage (%)
Gender	Male	35	36.46%
	Female	**61**	**63.54%**
	Total	**96**	**100.00%**
Age	20-30 years	29	30.21%
	31-40 years	38	39.58%
	41-50 years	21	21.88%
	50-60 years	8	8.33%
	Above 60 years	0	0.00%
	Total	**96**	**100.00%**
Year of Experience	Less than 10 years	63	65.63%
	11-20 years	27	28.13%
	21-30 years	4	4.17%
	31-40 years	2	2.08%
	Over 40 years	0	0.00%
	Total	**96**	**100.00%**

Source: Field Survey Results, 2025

The demographic data reveals a predominantly female sample (63.54%), with the majority of the participants between 20 and 40 years (69.79% combined) and with less than 10 years of professional experience (65.63%). This suggests a younger, vibrant workforce who are likely to be favourably disposed towards information technology in general.

Table 2: Office managers' knowledge of AI tools relevant to their job roles

SN	AI Tools for Office Management	High	Moderate	Low	Mean	SD
	I am aware of AI tools that can…					
1	Check and edit grammar	56 58.33%	39 40.63%	1 1.04%	2.57	.52
2	Take minutes and generate reports	42 43.75%	50 52.08%	4 4.17%	2.40	.57
3	Transcribe voice notes into texts	41 42.71%	49 51.04%	6 6.25%	2.36	.60
4	Draft and sign letters	40 41.67%	47 48.96%	9 9.38%	2.32	.64
5	Manage incoming and outgoing email	28 29.17%	54 56.25%	14 14.58%	2.15	.65
6	Schedule meetings and other tasks	27 28.13%	54 56.25%	15 15.63%	2.13	.65
7	Recognize voice and answer calls	20 20.83%	67 69.79%	9 9.38%	2.11	.54
8	Manage requisition for stationeries etc.	15 15.63%	55 57.29%	26 27.08%	1.89	.65
9	Schedule travel and lodging arrangements	16 16.66%	46 47.92%	34 35.42%	1.83	.76
10	Track office expenses and process reimbursements	16 16.67%	42 43.75%	38 39.58%	1.77	.72
	Grand Mean and SD				2.15	0.63

Decision rule: If mean is 1 to 1.66 = Low Knowledge; 1.67 to 2.33 = Moderate Knowledge; 2.34 to 3 = High Knowledge

The result on Table 2 shows that office managers indicated a high level of knowledge of AI tools that can check and edit grammar (M=2.57, SD=0.52), transcribe voice notes into text (M=2.36, SD=0.60) and draft and sign letters (M=2.32, SD=0.64). Their knowledge of every other AI tool was at a moderate level (M<2.34). In particular, their knowledge of AI tools that support managing requisitions, scheduling travel and lodging and tracking office expenses was relatively lower than others. This suggests that AI tools for text-based tasks are more familiar to office managers than those that support operational and financial management. Overall, the grand mean (M=2.15, SD=0.63) also indicates moderate knowledge of AI tools among office managers, with better recognition of tools related to text processing and reporting,

Table 3: Office managers' attitude towards artificial intelligence

SN	Attitude towards AI	Strongly Agree 4	Agree 3	Disagree 2	Strongly Disagree 1	M	SD
1	I am interested in learning more about how AI can assist me professionally	50 52.08%	43 44.79%	3 3.13%	0 0.00%	3.49	.56
2	AI can increase my productivity at work	50 52.08%	32 33.33%	13 13.54%	1 1.04%	3.36	.76
3	AI will make my job more interesting	38 39.58%	38 39.58%	19 19.79%	1 1.04%	3.18	.78
4	AI will make people very lazy	38 39.58%	34 35.42%	19 19.79%	5 5.21%	3.09	.90
5	AI can do the repetitive tasks while I focus on more complex tasks	26 27.08%	50 52.08%	19 19.79%	1 1.04%	3.05	.72
6	AI can enhance human intelligence and creativity.	26 27.08%	51 53.13%	15 15.63%	4 4.17%	3.03	.77
7	AI can reduce errors in my work	27 28.13%	46 47.92%	22 22.92%	1 1.04%	3.03	.75
8	I cannot trust the accuracy of tasks carried out by AI	29 30.21%	42 43.75%	19 19.79%	6 6.25%	2.98	.87
9	AI could lead to a loss of privacy for individuals.	18 18.75%	61 63.54%	14 14.58%	3 3.13%	2.98	.68
10	AI may be used for malicious purposes, such as spreading misinformation and cyber-attacks.	26 27.08%	34 35.42%	34 35.42%	2 2.08%	2.88	.84
11	AI will take over our jobs	18 18.75%	35 36.46%	34 35.42%	9 9.38%	2.65	.89
12	AI will encourage less interaction between humans.	22 22.92%	22 22.92%	32 33.33%	20 20.83%	2.48	1.07
	Grand Mean and SD					3.02	0.81

Decision rule: If mean is 1 to 1.74 = Strongly Disagree; 1.75 to 2.49 = Disagree; 2.5 to 3.24 = Agree; 3.25 to 4 = Strongly Agree

The results on Table 3 indicate that office managers have a positive attitude toward artificial intelligence, particularly in areas related to productivity and professional development (*M*=3.02, *SD*=0.81). Half of the participants (52.08%), strongly agree that AI can increase their productivity (*M*=3.36, *SD*=0.76) and that they are interested in learning more about how AI can assist them professionally, (*M*=3.49, *SD*=0.56). This suggests a strong openness to AI adoption and a willingness to explore its benefits in the workplace. Additionally, many respondents agree

that AI can enhance human intelligence and creativity (*M*=3.03, *SD*=0.77) and reduce errors (*M*=3.03, *SD*=0.75), reinforcing their recognition of AI as a valuable tool, rather than a threat.

Despite this optimism, concerns remain about AI's impact on employment and human interaction. While 36.46% agree that AI could take over jobs, an almost equal proportion (35.42%) disagree, resulting in a moderate mean score (*M*=2.65, *SD*=0.89). Furthermore, attitudes are divided regarding AI's role in reducing human interaction, with 22.92% agreeing and 33.33% disagreeing (*M*=2.48, *SD*=1.07). These findings imply that while there is apprehension about AI replacing jobs and diminishing interpersonal communication, a large portion of respondents remain neutral or skeptical about these concerns. Similarly, there are concerns about AI leading to privacy loss (*M*=2.98, *SD*=0.68) and being used for malicious purposes (*M*=2.88, *SD*=0.84). The grand mean indicates a generally favorable attitude toward AI.

Table 4: Influence of AI knowledge on attitude towards AI among Office managers

Coefficients[a]

Model		Unstandardized Coefficients B	Unstandardized Coefficients Std. Error	Standardized Coefficients Beta	T	Sig.
1	(Constant)	19.129	2.412		7.930	.000
	AI KNOWLEDGE	.654	.111	.521	5.914	.000

a. Dependent Variable: ATTITUDE TOWARDS AI

$R = 0.521$ $R^2 = 0.271$ $F(1, 94) = 34.976$

The results indicate that AI knowledge has significant influence on attitude toward AI among office managers in the selected universities. The unstandardized coefficient (B = 0.654, $p < 0.001$) suggests that for every one-unit increase in AI knowledge, the attitude towards AI improves by 0.654 units. The coefficient of determination ($R^2 = 0.271$) suggests that 27.1% of the variability in attitudes toward AI can be explained by AI knowledge. While this is a meaningful proportion, it also implies that other factors contribute to shaping attitudes toward AI beyond just knowledge. The F-statistic ($F(1, 94) = 34.976$, $p < 0.001$) confirms that the model as a whole is statistically significant, meaning AI knowledge is a strong predictor of attitude toward AI within this population.

Table 5: Gender influence on office managers attitude towards AI

Coefficients[a]

Model		Unstandardized Coefficients B	Unstandardized Coefficients Std. Error	Standardized Coefficients Beta	T	Sig.
1	(Constant)	33.685	1.567		21.495	.000
	GENDER	-.285	.919	-.032	-.310	.757

a. Dependent Variable: ATTITUDE TOWARDS AI

$R = 0.032$ $R^2 = 0.001$ $F(1, 94) = 0.010$

***

The results on Table 5 indicate that gender has no significant influence on attitude toward AI among office managers in the selected universities. The unstandardized coefficient (($R^2 = 0.00$, p

= 0.757) suggests that any difference in AI attitudes between genders is not statistically significant. The standardized coefficient (Beta = -0.032) is very close to zero, further confirming that gender is not a meaningful predictor of attitudes toward AI. The high p-value (0.757) indicates that the relationship is not statistically significant, meaning the observed differences are likely due to random variation rather than a true effect.

Gender accounts for only 0.1% of the variability in attitudes toward AI, which is negligible. The F-statistic (F(1, 94) = 0.010, p = 0.757) further confirms that the model is not statistically significant. The low R-value (0.032) indicates a very weak correlation between gender and attitude toward AI, suggesting that factors other than gender play a much larger role in shaping perceptions of AI among office managers. Overall, these findings suggest that attitudes toward AI are not influenced by gender, implying that both male and female office managers have similar perspectives on AI.

Table 6: Gender differences in AI knowledge

T-test Result

Group Statistics					
	GENDER	N	Mean	Std. Deviation	Std. Error Mean
AI	Male	35	21.6000	3.03121	.51237
	Female	61	21.4918	3.66798	.46964

***

Independent Samples Test										
		Levene's Test for Equality of Variances		t-test for Equality of Means						
		F	Sig.	t	Df	Sig. (2-tailed)	Mean Difference	Std. Error Difference	95% Confidence Interval of the Difference	
									Lower	Upper
AI	Equal variances assumed	1.284	.260	.148	94	.883	.10820	.73183	-1.34488	1.56127
	Equal variances not assumed			.156	82.236	.877	.10820	.69504	-1.27440	1.49079

Table 6 presents the results of the independent samples T-test conducted to ascertain gender difference in AI knowledge among the participants. The results shows that despite the larger representation of females in the sample, males (*M*= 21.60, *SD*= 3.03) scored higher than females in AI knowledge (*M*= 21.49, *SD*= 3.67) but the difference was not statistically significant *t*(94)

=.148, $p > .05$. This implies that there was no gender difference in AI knowledge among the participants in this study.

Discussion of Findings

Findings of this study among office managers in selected universities in Ogun State indicate moderate knowledge of job-relevant AI tools among the participants. This is in contrast to the widespread knowledge of job-relevant AI tools and their applications reported among librarians (Owolabi et al., 2021) and employees of insurance companies in Nigeria (Alli et al., 2021). The finding however agrees with other studies (Kazmi et al., 2024; Sandanasamy et al., 2025; Al-Qerem, et al., 2023; Ankamah, Gyesi and Amponsah, 2024; Olaniyi and Oladeji, 2024 and Nyamanhindi et al., 2024)). Findings further showed that the participants were more conversant with AI tools that support text processing and reporting than those that are designed for complex tasks such as operational and financial management. This suggests a rudimentary knowledge of AI tools and calls for training and exposure to various AI tools that can enhance administrative efficiency of office managers. This finding aligns with that of Al-Qerem, et al., (2023) which found that health students of Jordan mostly used AI for tasks that are not directly related to medical education and practice.

Concerning attitude towards AI, findings revealed that the participants are favorably disposed to the use of AI. This corroborates extant studies (Kazmi et al., 2024; Çayak, 2024; Tovar1 and Gutiérrez-Ocegueda, 2025 and Atakiti and Ahanotu, 2024). The participants however expressed concerns about job displacement and loss of privacy due to AI use. The fear of being displaced by technology has been reported by scholars as a major impediment to adoption of new technologies (Owolabi et al., 2021; Atakiti and Ahanotu, 2024). This underscores the need for training programs to dispel misconceptions about AI and prevent resistance towards AI in particular, and emerging technologies, in general.

The findings from the test of hypotheses revealed that knowledge of AI significantly influenced attitude towards AI among the study population. Similar findings were reported by Bati et al. (2024), Wouters (n.d.), Andrulienė et al. (2023) and Atakiti and Ahanotu (2024). The finding suggests that increasing AI knowledge among office managers could lead to more favorable attitudes toward AI and highlights the importance of AI literacy in fostering positive perceptions and openness to AI adoption. Findings further showed no gender influence on attitude towards AI among the participants, which implies that both male and female office managers have similar perspectives on AI. While this finding agrees with Stein et al. (2024); it contrasts with those of Beig and Qasim (2023), Sindermann et al. (2021, Rahman, Babiker, and Ali (2024) and Medeiros (2024) who all reported gender differences in attitude towards AI. Finally, findings indicate no gender difference in AI knowledge among the participants in this study. This finding corroborates Malka et al. (2025) but contradicts those of Cachero et al. (2025) and Russo et al. (2025).

Conclusion

Office managers are administrators whose roles are pivotal to the performance of executives and organizations as a whole. Their ability to leverage on emerging technologies like artificial intelligence for productivity and efficiency can determine their relevance in today's workplace. This study provides insights into the knowledge and attitude of office managers in selected universities in Ogun State, Nigeria towards AI. Findings indicate moderate knowledge of AI tools, positive attitude towards AI with the fear of job loss and privacy issues. AI knowledge significantly influenced AI attitude but gender did not. AI knowledge of the participants did not differ based on gender. The study concludes that knowledge of AI is critical to positive AI attitude among office managers in the study area. Therefore, the study recommends that:

- The management of the universities should offer workshops and continuous learning opportunities to office managers to promote a balanced knowledge of AI tools that are relevant to core office management functions, particularly in areas where knowledge is low.
- The management of the universities should invest in and deploy AI tools for administrative secretaries as exposure and familiarity can demystify the technology, enhance appreciation of it and help shape attitude towards it.
- Finally, artificial intelligence is here to stay, therefore, office managers should be proactive in acquiring knowledge and skills about existing and emerging AI applications to enhance their relevance and productivity in the workplace.

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