

CHAPTER 2

Conceptual Background

2.1 Secretary Concept

PrayudiAtmosudirdjo (2013:92) explained that the word secretary from three languages, namely “*secretum*” in Latin, “*Secretaries*” in Dutch and “*Secretary*” in English. Those three languages has the same meaning of *secret*. Based on the meaning, a secretary has to be able to keep the secret of companies where she or he works to.

The definition of secretary is an employee who works in an office and has a higher position of more responsibilities compared to a stenographer, and his or her jobs are usually dictate copying; dealing with community in answering phone; inviting for meetings; making appointment; keeping or filing documents, letters, and others. A secretary acts as an administrator assistant or as young leader (Nanassyand Selden, 2009:30).

A secretary is one that has jobs related to writing and recording activities of office or company (Saiman,2002:24). And a secretary also can be defined as a person who helps someone, a superior in implementing office administration tasks (M.G. HartitiHendartoand Tulusharyono, 2008:4).

2.2 The Jobs of Secretary

According to Drs. Ursula Ernawati (2004:14) the jobs of secretary are classified into three:

- ✓ Routine Jobs (Operational)

These are general jobs or tasks that almost being faced every day, and carried out without superior's instructions. For example, correspondence, answering phone, welcoming guests, managing schedules for activities or superior's agenda, so they won't be any mistakes.

- ✓ Incidental Jobs (Based on Instructions)

These are tasks performed based on superior's instructions. For instance are repairing for meetings, maintaining confidential letters, taking care of business travels, preparing speech or papers.

- ✓ Creative Jobs (Initiatives)

These are not routine jobs, yet these are the initiative of the secretary herself or himself without superior's instructions, and are not in conflict with superior's jobs and authorities. For example, making news clippings or articles needed by the company, learning about petty cash.

Meanwhile, according to DorotulYatimah (2008:40), one task of a secretary is becoming a liaison. Becoming a liaison task is manifested through cooperation or coordination with other relevant units or divisions related to activities performed. This task also has objective to do coordination with other parties or people so that the

job of secretary can be well implemented and obtained good communication to create good relationships with others.

2.3 The Requirements to be A Secretary

In general, the requirement to be a secretary is to have interest to perform secretarial tasks and skills. According to Saiman (2002:26) in his book entitled *Manajemen Sekretaris*, the requirements to be a secretary are as follow:

✓ Personality

Even though beauty is not an absolute requirement, a secretary should have knowledge of how to present herself or himself. In addition, a secretary should have traits of patient, symphatic, wise, friendly, easy going, reliable, and secret keeper.

✓ Knowledge

This requirement is divided into two, namely general knowledge and special knowledge. General knowledge is know-how related to community, politic, and economy for the sake of his or her working smoothness. It is very important for a secretary because she or he will deal with various works done by his or her superior. So if she or he are lack of latest development or happenings, it will affect his or her work. Meanwhile, special knowledge is one should be owned based on the jobs and position as secretary. It is usually obtained through formal education, for example secretary management school.

✓ Secretarial Techniques

A secretary must have these skills because they have direct relation to her or his secretarial jobs, such as typing, correspondence, stenography, and filing.

✓ Practice

It is the skill of performing daily activities, such as welcoming guests, answering phones, and arranging the meeting/appointment agenda for his or her superior. A secretary spends 80% of his or her time in having relation to others. Accordingly, a secretary has to keep his or her pace with recent development in many communication and technology gadgets which facilitate more in communicating in this increasingly rapid developed world. Companies are not only having relation with domestic or local companies, but also with other foreign ones that using different languages. A secretary absolutely must have a good skill in using language, at least English which has been recognized as an international language (Saiman.2002:6).

2.4 Attitude and Personality of Secretary

Personality is often characterized with one's identity, whether dispositions, traits, deeds or acts which are one's efforts to show or express his or her true identity. The personality of a secretary means that all of his or her acts or habits reflect a secretary's behavior during works. Therefore, the personality of a secretary is very important to be built continuously in order to develop professionalism as a secretary.

The following are some characteristics of secretary according to Durotul Yatimah (2002:34).

Characteristics of a secretary are as follow:

❖ Loyalty

It is a feeling of loyalty to a certain organization and job (work) so that she or he will have the sense of belonging, maintain his or her company's good name, and if necessary, defend his or her organization.

❖ Willpower and Diligence

A secretary must have willpower and diligence to perform his or her jobs, if not, it will hinder the next job accomplishment. As a result, it will cause disadvantages for the organization.

❖ Patience

The jobs of a secretary have immediate relation with operational tasks which need a lot of information and also administration tasks, therefore a secretary must have patience trait. It means determined, not easily give up in performing or completing jobs.

❖ Tidiness

Every work demands tidiness. A tidiness of a secretary here is not merely the neatness in performing all his or her works, but also tidiness in grooming or look. For example, well grooming, hair arranging, make up applying, way of sitting, and many more.

❖ Ability to Keep the Secret

As the immediate assistant of his or her superior, a secretary is required to be able to keep any secret because if the secret is opened it will cause disadvantages for the organization.

