

CHAPTER II

THEORETICAL REVIEW

Secretary world as a profession has greatly developed and has turned into a profession that is very important and always needed by each company and the modern people. Therefore it is important to know about the definition, the task and the types of secretary.

2.1 Definition of Secretary

Based on The Liang Gie in Saiman (2002), Ruth J Anderson in Hendarto (2004) and Wursanto (2006). It can be inferred that secretary is a person who assists the task of a leader. A secretary has to always be ready to help the task of leader, such as in decision-making and problem solving. A secretary is an intermediary for people who want to deal with the leader, so secretary also serves to maintain good relationship with other companies. Secretary is helping leader in initiating and providing a job. In the other word, secretary is an assistant that helps leader to execute their tasks, so leaders can act effectively in carrying out their management.

2.2 Task of Secretary

To be a good secretary, a person needs to know about the task of secretary. According to Saiman (2002) in helping the head or leader, a secretary plays important role :

- a. As an intermediary or channel of communication between people and the leader.
- b. As the source of information by the leader in doing her/his duties and responsibilities.
- c. As an intermediary between leader and employees in doing the duties.
- d. As the person who give suggestion to the leader.

- e. As a person behind the success of the work and reflection of the leader to other employee.

And another secretary's general tasks are as follows: To accept the dictates from the leaders, to do correspondence, and to store important archives.

2.3 Types of Secretary

Wursanto (2006:2) said that secretary may be differed based on the following characteristics:

- a. Position, authority and responsibility; secretary can be divided into two kinds, namely:

- 1. Private Secretary

Private secretary is a secretary who helps someone personally. Secretary in this sense is not an employee or staff of an organization or company, but someone who was appointed and paid by the individual.

- 2. Secretary of Leader

Secretary of the leader is a leader assistant who works for a particular leader. Secretary in this sense is an employee or staff of an organization or company, appointed and paid by the organization or company that concerned.

- b. Ability and experience of work; the secretary can be divided into two:

- 1. Junior secretary

Junior secretary is a secretary who has not had a lot of experience. It can also mean he/she is a low grade employee or was recently appointed as an employee with a position as secretary. The tasks given to a junior secretary are specialized

in the field of secretarial duties, such as correspondence, typing, shorthand, receiving dictation and so on.

2. Senior secretary

Indonesian General Dictionary; defines 'senior' as older. It can also mean higher in rank, position, or level. Senior secretary is a secretary who holds the duties and functions of the executive secretary or organization. Usually a senior secretary has discretionary authority in managing employees at the instruction of the leader.

c. Specialization (specialized in the field of employment)

In this case, secretary based on specialization as mentioned in <https://abbasaliabsaba.wordpress.com/secretary-types/> is a special secretary who is in charge of a particular field. Some examples of this type of secretary are technical secretary, legal secretary, accounting secretary, and medical secretary.