

# THE ROLE OF SECRETARY IN CREATING COMPANY EFFICIENCY (CASE STUDY OF BANK SHINHAN SURABAYA)

Rifa'atul Maftuhah<sup>1</sup>

Department of Commerce Administration, NSC Polytechnic Surabaya

## ABSTRACT

The aim of this study is to describe the role of secretary in supporting work efficiency of Shinhan Bank Company in Surabaya. The method used in this research is qualitative and the problem-solving is deductively. A qualitative approach is a problem approach with an intangible description of numbers. Deductive problem solving is by studying topics in general related to the discussion taken from interviews and library research then drawn conclusions in particular. The results of the discussion explain that (1) the requirements of being a secretary are quite diverse and a secretary must have many excellences, the requirement to be a secretary are: the requirements of knowledge, skill requirements, personality requirements. (2) the role of the secretary is quite diverse, such as: Secretary must be able to save energy. The secretary must be able to solve the problem, the secretary in the face of the bundle of letters, the secretary should be able to use the time, the secretary must be able to organize the workspece, the secretary must be able to develop himself. (3) factors that affect work efficiency include: discipline, responsibility, and ethics in work. (4) the secretary should be able to perform its role as well and as efficiently as possible to improve the company's image and company's quality.

**Keywords: Secretary, Work Efficiency, Secretary Role**

## 1. INTRODUCTION

With the development of technology nowadays, a company can not perform its activities alone. Especially for a company leader. Companies need reliable human resources that can help and handle the job of the leader that is the secretary. One of the duties of the secretary is to create effectiveness and efficiency of work so that the predetermined objectives can be achieved. To facilitate the achievement of these goals, it takes a leader who is willing to take full responsibility for the company. In carrying out its duties and responsibilities the leader is assisted by the secretary. Therefore, the secretary should be able to establish good and close cooperation with the leader.

The Secretary is not only required to assist the duties of the leader, but also participate in helping run the operational of the organization and improve the efficiency of work on the company. The secretary should understand a lot about the company he works for, what to expect, how to handle it quickly, appropriately and have information that can help improve the work efficiency of the company. In addition, the secretary is not only to provide assistance to the leadership in terms of typing, storing letters, receiving guests and calling, but the secretary is expected to assist in improving work efficiency and related issues in the field of office. In improving the work efficiency of the company or organization, the first thing a secretary does is to apply good working

procedures. In addition to establishing work discipline, the implementation of work procedures also serves to facilitate the division of tasks and responsibilities in work.

As the leader's right hand, the secretary must act actively. To run every job, the secretary should not always wait for orders from superiors. In the face of trouble, the secretary must be able to solve his own problems faced with his intelligent mind. So, the secretary must be able to think creative and innovative in trying to solve the problem. In order to solve the problem alone the secretary still have to ask the leadership then the secretary can not be called as a professional secretary.

Based on the above background, the researchers are interested to conduct research entitle "THE ROLE OF SECRETARY IN CREATING COMPANY EFFICIENCY (CASE STUDY BANK SHINHAN SURABAYA)".

## 2. THEORY REVIEW

### 1) Understanding Secretary

The word secretary according to Agus M. Hardjana (1998: 10) comes from the Latin word is *secretum* which means secret, or *secretarius / secretaru* which means someone who is given confidence to hold the secret. In the Dutch, is secretaries and in English is secretary which both also means secret. Simply, a secretary can be interpreted as someone who can be trusted,

someone who can 'keep secrets' or as an employee who handles confidential thing (confidential employe).

According Sutarto (1997: 9) Secretary is a person who works on others to help correspondence work, writing jobs, get information, and other confidential issues. The employee appointed by the public or a company or a laboratory, especially those dealing with the company. At first the secretary was simply a man who given the trust of the boss to take care of secret things. But it turns out "the task of a secretary to develop, that is not only do the tasks in the field of state administration, governance or public order in general."

Based on the definition of these experts, it can be concluded that the secretary is a trusted by the leader to help expedite the work, especially for the administration of administrative activities that support the managerial activities of leadership or operational activities of the company, and assist the leadership or fostering the relationship (communication) with subordinates or other parties connect to the company.

## 2) Secretarial Duties

The task of a secretary is very complex, in the sense that the volume of work tends to be high and very diverse, so the secretary is required to be agile, quick, hard work, tough, and able to be mature. The secretarial tasks according to Durotul Yatimah (2009: 40) secretarial duties grouped into 4 major groups, namely:

### 1. Routine tasks

It is common tasks that are almost daily faced without waiting for special instructions from the leadership or without waiting time should be implemented according to the rules applied in the job description. Examples of routine tasks are taking care of and controlling letters, correspondence, handling and organizing records, serving guests' offices, handling guests and visiting, calling and receiving telephones, organizing schedules of leadership events, making reports, and making minutes or minutes of meetings.

### 2. Task instructions

It is a task that is not always done every day by the secretary, but only executed by the secretary if there is special instructions from the leadership. Examples that fall into

the task of instruction are preparing for meetings, making minutes of meetings, drafting outgoing mail, preparing business trips, and taking care of certain things at the bank.

### 3. Creative task

It is a task or work performed on the initiative of the secretary himself. The task is done to lighten the workload or create efficiency and effectiveness of work. Examples of creative tasks are to create a secretarial work plan, learn about banking knowledge, personality stabilization, work efficiency, self-development of secretaries, and understand workplace organization rules / circumstances.

### 4. Coordinative tasks

It is a task that is defined as the delivery of activities on a regular basis to realize the overall time and right direction in the implementation so there are actions that are uniform and harmonious to achieve the goals that have been set. The purpose of this coordinating task is to coordinate with others so that their work is done well and keep the communication with others in order to build good relationships.

## 3) Factors Affecting Work Efficiency

In a company, cooperation among employees is needed especially a professional secretary of course more necessary and can be more clever in creating cooperation between employees or subordinates. The factors that affect work efficiency within the company, they are:

### 1. Discipline

Discipline is the obedience or obedience of employees in performing their duties in accordance with applicable regulations. A secretary must be disciplined in doing his job, because this will improve efficient work.

### 2. Responsibility

In this case the meaning of responsibility is the ability of a secretary to complete the work submitted to him with the best, timely, and dare to take the risk of action or decision taken. Thus the responsibility contains the components of the ability to complete the task on time, the ability to complete the task correctly and willingness to take the risk of work.

### 3. Work Ethics

In performing its duties, the secretary shall serve in accordance with the norms of the secretarial ethic. A secretary is expected to understand the ethical content and can execute as well as possible in order to improve performance of the company.

## 3. RESEARCH METHODS

### 1) Approach Method

In writing this Final Project, the author requires data or information in full and relevant. Therefore, the approach used in problem solving is a qualitative approach that is the problem approach with based on the description of intangible numbers and problem-solving deductively that is by studying topics in general related to the discussion taken from library materials then drawn conclusions in particular.

### 2) How to solve problems

To solve the problems faced, the steps that must be taken in conducting a review of the problem, they are :

1. Collecting resources - sources of literature in accordance with the problems discussed in the study.
2. Studying and reviewing the sources of literature lead to consider problems arise that are discussed in general.
3. Drawing conclusions from the issues discussed

## 4. DISCUSSION

Secretary role as assistant of leader in order to expedite the main task so that leader able to do activities which become its responsibility to manage company to be more progress and progress.

A company may not be able to run well if not supported by good human resources. The truth can be forgotten by us, due to the many concerns we give to computers, automated office equipment, machines, new theories of office management, systematic analysis, and office decoration. So does the efficiency of work and the principles contained therein, it is also very important for the implementation of a secretary's activities in improving the quality of the company.

To be a professional secretary is much to be learned and applied. The existence and function of the secretary is not merely a helper or cheer the leader. The secretary is no longer an object, but an important subject in an organization or company. Like a machine, a secretary is an important component

whose existence and performance will affect the performance of the machine as a whole. As a profession, the secretary should not be underestimated.

Although technological developments are evolving and sophisticated office tools that can replace secretarial functions continue to be introduced at all times, but the "touch" of the skilled hands and intelligent mind of a secretary is needed anytime. The task of a secretary is very complex and diverse, so that if not mastered, these tasks will hinder the leader's job. In the business world the role of secretary determines the success of the company in developing its business.

Here are the requirements of a secretary at the bank Shinhan Surabaya:

### 1. Terms of knowledge

In this case the secretary must have knowledge about secretarial. This education can be obtained from formal training and education.

### 2. Terms of skill

In this case skeretraits must have skills that are not available in formal education. This skill secretary at Shinhan Bank sees from the certificate or training of non formal education ever followed by the candidate's secretary.

### 3. Terms personality

Not many people have the talent to be a good secretary, but talent alone is not enough when we do not know what kind of personality we should have to be a good secretary.

In Shinhan Bank uses the Corporate Secretary (Business Secretary) The scope of the company's secretarial duties is wider than the personal secretary. This secretary works in many ways, because the secretary is commonly known today as the secretary of the organization or executive secretary that is often encountered in state enterprises, state organizations, agencies, and national and foreign private companies. One of the definitions of the secretary that is related to the definition of business secretary which are plays solely as a helper, there is also a group of secretaries who have the duties as a manager.

Because of the position of manager, the secretary thus has subordinate employees. Finally the subordinate employees with all their fields of work are institutionalized into an organization. This organizational unit is now more commonly called a secretary and is headed by a secretary who functions as the manager. Thus, the scope of the task of a

company secretary in addition to having mastered the jobs that are operational, must also master the job that is managerial. To be able to work in a managerial manner, then a company secretary must have leadership qualities.

Since a company secretary is a secretary manager, his or her powers and responsibilities are greater than personal secretaries, since the secretary serves every need within the organization, and its responsibilities include organizing secretarial work. To organize secretarial work is implementation of management functions in the secretarial areas, they are: planning, organizing, office activities, supervision, and mobilization.

Success or not the secretary is not only determined by the skills to do the work, but also determined the cooperation with the leader. The secretary is required to master office skills, able to be held responsible without direct supervision by the leader, initiative and able to assess the state of office and take the necessary decisions as long as it is within the area of his authority. The secretary must know the leader well and respect and loyal to him.

Here are secretary's rules in Bank Shinhan Surabaya:

1. Secretary must be able to save energy  
As the right hand the leader of a secretary certainly has a lot of work and thoughts in all matters relating to the company. Inefficient secretaries in the work certainly will not be smart in saving energy. One of the things to consider in saving energy is, do not complete all the work alone. Because in the company we still have other employees who can help small jobs that can generally be done by others. So not all work must be done alone by a secretary, it will not be efficient at work.
2. The Secretary should be able to solve the problem  
A secretary must be able to solve the problems faced by his company. When a company faces a problem, whether it is a small or large problem a professional secretary is able to work efficiently, he will not procrastinate to assist his leader in solving problems. In addition, the secretary must also be able to provide the right solution to the leader so that the problems faced immediately completed.
3. Secretary receives bunch of mail  
A secretary almost every day will addressed bunch of letters that need to be resolved. Inefficient secretaries will always be busy with

piles of letters and will not have the opportunity to do other tasks. When there are so many letters then make time to read, find the necessary and unnecessary letters to read. To be more efficient in handling the letters should immediately reply to a letter that requires an answer or a reply.

4. The Secretary should be able to use the time  
An efficient secretary is always aware of time. The time must be used very well. No one minute is spent on something that is not needed. At the time, professional secretary is asked by the leader about the use of time in the workplace of course the secretary can be accountable for the time used for any activity. There are some things that are unknowingly time wasted with unconsciousness, such as examples of not focusing on work, not starting a job, using too many phones, and so forth. For that secretary should be able to use the time as efficiently as possible so that no work is not resolved.
5. The Secretary shall be able to organize the workspace  
To improve the smoothness in work, the workspace is very supportive of this. Arranging the work space includes in it the activities of setting up work equipment in the right place. Arranging a working room does not merely consider the preferred beauty. However, it is the efficiency considerations that should be prioritized. Consideration of efficiency will be able to give effect to beauty and satisfaction. Because of a well organized and efficient working space will save time of work, so it will be quickly finished.
6. The Secretary should be able to develop himself  
The professional secretary must be diligent person in order to work efficiently. A secretary who has soul and mental efficiency will be a clever, passionate and cheerful secretary. These three traits will take him to the pinnacle of success in many things. Because he will be able to work better than others who have no soul and mental efficiency. Self-development is one way to create mental efficiency. A secretary has many ways to develop himself, one of them by reading books, because everybody will know new knowledge by reading book.

According to Saiman (2002: 37) the role of secretary in general is as follows:

1. The role of secretary to the leader

- a. As an intermediary or channel of communication and fostering a good relationship for people who want to connect with the leader.
  - b. As a bridge of information required leaders in fulfilling the functions, duties and responsibilities.
  - c. As a continuation of the leader's desire to subordinate in the execution of the work.
  - d. Alternative thoughts of leaders in ideas.
  - e. As a supporting factor in the success of the job and a reflection of leadership for subordinates.
2. The role of secretary to subordinates
- a. The determination of policies that apply to subordinate employees fairly is about arranging the placement of employees in accordance with the skills and abilities (rule of the place).
  - b. Providing job motivation to subordinate employees so that work can run smoothly and work well.
  - c. Provide a sense of pride and satisfaction to subordinate employees in the work.
  - d. Accept subordinate opinions and suggestions on various issues.
  - e. Approaching subordinate employees to further mobilize and know the weakness and the willing of subordinate employees.

Factors that affect work efficiency include

1. Discipline  
In this case the role of Secretary in Shinhan Bank is significant because a secretary must be able to use the time specified in order to work as much as possible to complete his work, and is required to work discipline in accordance with applicable regulations.
2. Responsibility  
Secretary at Shinhan Bank must have more responsibility, because the run of the company is laid on the secretary from factual information and not.
3. Ethics in work  
The ethics of secretary must be manifested in everyday behavior, in good attitude, diligent, obedient, faithful, and courteous, and guarding, maintaining, and defending the security and secret of the company. The good image of the secretary and the company depends on a reflection of the ethics of the secretary. If you have good ethics, inside or outside the company,

the secretary will give a good and sympathetic impression in personally and to the workplace company.

## 5. CLOSING

### A. Conclusion

From the research discussed can be concluded:

1. The Secretary has duties to assist the leader's work.  
For that secretary must have knowledge or extensive insights and skills so that the tasks can be completed properly.
2. As a right-hand of leader who is given trust to keep company and leader secrets as well, the secretary must keep them very well.
3. Providing an effective and efficient way of working, because the leader's duties are very much, to make him easier consuming time effective and efficiently so that their duty finish as the target.
4. The position of a secretary within the company shall be deemed if the responsibilities can be well executed. A reliable secretary plays a very important role in the company.
5. Any work the secretary has to do should improve quality and corporate image.

### B. Suggestions

Based on the conclusions of this discussion, some suggestions that can be conveyed to the secretary, they are:

1. The Secretary should be able to carry out his duties in assisting the leader well and can solve every problem faced in his company with his own mind.
2. Secretary must correctly understand the position and role of himself in the company so that he can perform their duties to help the leader better.
3. A secretary must be trustworthy, should not provide confidential information to unauthorized parties.
4. The Secretary should be able to create efficiency and effectiveness of work and improve the quality of company and corporate image.