

Review of the Secretary's Tasks in Improving Work Effectiveness at the Departement of Labor, Makassar City

Muh. Nasrullah, Sry Adityah Pradana, Muhammad Darwis, Muhammad Jihad Firman, Muh. Rizal S

Universitas Negeri Makassar
Email: muh.nasrullah@unm.ac.id

(Received: February-2019; Reviewed: February-2019; Accepted: March-2019; Published: March-2019)

ABSTRACT

The process of achieving goals in an organization is needed by the leader in this case a departement head, who is fully responsible for the running of an organization. In carrting out large responcsibilities, a departement head is assisted by a secretary. The Secretary is not only in charge of handling the secretariat but is also the mediator between the leader and his subordinates. Without a secretary, activities involving leaders and correspondence will be neglected. The aim of study is to determine the level of application of secretarial duties in improving work effectiveness at Departemeno of Labor, Makassar City. This research is quantitative descriptive. The population in this study were 119 peoples, while the chosen sample was 32 respondents. The data collection techniques used are observation, questionnaire, interview and documentation. The results of the study showed that the Secretary of the Departemen of Labor, Makassar City in carrying out their duties was in the effective category.

Keywords: Secretary's Duty, Work Effectiveness

PENDAHULUAN

The development of science and the development of the activities of organizations of government agencies and private companies (Jamaluddin, Salam, Yunus, & Akib, 2017; Salam, 2015; Tadampali, Hadi, & Salam, 2016). Being a professional secretary is a challenge and also a good opportunity for secretarial personnel, because being a secretary is not an easy thing, but must be achieved with high capability and good capability (Bateni, Hajiaghay, & Zadimoghaddam, 2010; Freeman, 2018)

The process of achieving goals in an organization is needed by a leader (Akib & Darwis, 2015; Awaru, 2015; Sanjaya & Baharuddin, 2014) (Daraba & Akib, 2014). In this case a Head of Service, who is fully responsible for the running of an organization. In carrying out his great responsibilities, a leader is assisted by a secretary. The secretary is not only in charge of handling the secretariat but he is also the media tor between the leader and his subordinates. Without a secretary, activities involving leaders and correspondence will be neglected. To achieve an effective work goal, a good and orderly overview is needed, without effective work, a job is difficult to materialize.

According to Makassar City Regulation No. 23 of 2005 concerning the Establishment of Organizational Arrangements and Work Procedures for Cities in Makassar City have several main tasks. The Secretary of the Office has the main task of carrying out general affairs, preparation of planning, management of financial administration and staffing.

P Indonesia Economic ri technology requires development and improvement of skills. In carrying out daily tasks, then a secretary must know the tasks that consist of handling the problem of correspondence properly and communicative ways, as well as being able to type letters in accordance with predetermined standards, can make plans, arrange time and schedule activities with full of responsibility, carrying out initiatives and using telecommunication facilities, can speak in an interesting manner, improve memory, handle financial problems, and connect with agencies or the public and handle incidental tasks.

From the results of preliminary observations carried out on 26 January 2017 found related to mail handling problems such as filing letters, in storing letters not in accordance with established standards, secretaries are not skilled and skilled and do not master filing systems in storing documents so it is difficult to find return the required letter. In addition to other problems found, namely problems that are incidental, the secretary will only carry out their duties if there are special orders from the leadership. From the above problems if it does not receive careful and appropriate handling, the implementation of secretary duties at the Makassar City Manpower Office will not be effective.

The term secretary is the transfer of language from the Dutch "*secrétaire*", in English is "*secretary*" in Latin called "*secretum*" which means secret. This can mean that someone who can be trusted can keep a secret. S secretary is someone who is in charge of helping the leader in completing the work of the leader and also someone who is given the trust to keep a secret. The Secretary is an office employee who has a more responsible position than a stenographer and his duties usually include the taking and copying of dictation, dealing with the public to answer the telephone, inviting meetings, making agreements, and maintaining or archiving documents, letters and others. A secretary often acts as an administrative assistant or young leader.

The secretary in carrying out his daily tasks, cannot avoid typing assignments. A successful and efficient secretary is a secretary who can work quickly, carefully and neatly. The secretary must always be ready to help and understand the wishes of the leader, ease the burden in solving problems and making decisions at the initial level both for the interests of the agency in starting and completing a job. The secretary should always try to find a good way to establish cooperative relations with leaders within the limits of service, because the secretary is a liaison, both inside and outside the organization. These secretary duties are expanded by handling other aspects of administration, such as receiving and answering telephones, receiving documents, arranging *schedules* and other secretarial tasks.

Ernawati (2004: 11) suggest that, secretary tasks are grouped according to their types can be divided into: office tasks, receptionist assignments, financial assignments, social assignments and insidental tasks. Tasks Leaders office prepare a work desk, retrieve and copy the dictation of the Chairman, taking care of incoming and outgoing mail, typing and makes the concept of letters, filing and indexing letter. Resepsionis task of duty to receive and answer the phone, recorded messages by telephone, receive and serve guests who will meet

the leadership, noting promises for Leaders, collating events of everyday work activities leaders. The Financial Task personal financial dealings with the leadership of the bank, pay bills, taxes, donations and so on behalf of the leadership, keep records of daily expenses for management and provision of funds for that purpose. Namely social task household leadership office, arranging the reception to the leadership office along with the maintenance of the invitation, conveyed congratulations or condolences to relatives on behalf of the Chairman. duties as insidental namely agenda of meetings, preparing reports, writing speeches or statements leaders, made an overview of news and articles from newspapers, magazines, brochures and so on related to the company's interests, correct and edit materials prints such as brochures, invitations, *company profile*, *prospectus*, forms, and list conceptualized leaders, seek and choose *souvenirs* , which are suitable for the relations, representing the leadership in various meetings or receptions.

METHOD

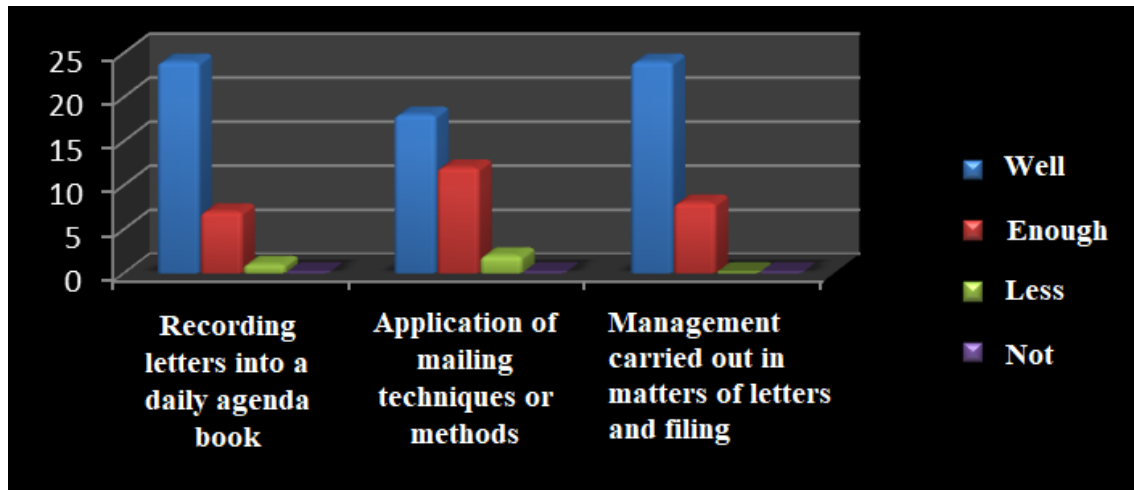
This research is a quantitative descriptive study. The population in this study were 119 people, while the chosen sample was 32 respondents. There are also data collection techniques used, namely observation, questionnaires, interviews and documentation. The results of the research data were analyzed using percentage analysis by means of matching each question to find out how effective the function of the secretary function was in improving work effectiveness.

RESULT AND DISCUSSION

The Office Secretary is a functional position that assists the head of the agency in organizing some of his duties. Secretarial task in this case a technical nature relating to the implementation of the secretarial activities of employment offices Makassar city. In general, the main tasks of a secretary are routine tasks, instruction assignments or special assignments and creative tasks.

Office tasks

Office tasks are classified as routine tasks, namely, general tasks that are almost every day faced without waiting for special instructions from Head of Service or without waiting for the time to be carried out, according to what has been applied in the job description. The secretary of the labor office in this case has the task of managing the correspondence, drafting the letter concept, being able to type letters, storing and maintaining the records, recording and delivering information to the leadership and preparing the leadership work desk, taking and copying dictation from the leadership. If the secretary is able to carry out these office tasks, it will improve work effectiveness at the Makassar City Manpower Office. For more details, see in Figure 1.



Picture 1
Office Job Description

In Figure 1, the recording of letters into the daily agenda book shows 24 respondents or as much as 75.00 percent which give good answers as the highest frequency. This statement illustrates that the implementation of secretarial office tasks is running well. With the office assignment, each task that is the responsibility of the secretary can be more easily carried out and more directed at achieving effective goals. Descriptors of the application of the technique or method of correspondence from the 32 respondents studied were 18 respondents or 56.25 percent who gave responses that were always. This means that the department secretary always applies good and appropriate mailing and filing techniques or methods. With the concept or technique of mailing and filing well done it can be easily known the number of incoming and outgoing letters. Archiving is done by grouping or arranging letters using the right system can facilitate the storage of records and can be easily found a time if needed. Management descriptors carried out in matters of letters and filing, there are 24 respondents from 32 respondents studied or 75.00 percent who answered well. This shows that the affairs of letters and filing can be managed properly.

Duty of the Receptionist

The task of the receptionist is the task related to reception. The Secretary of the Office as a receptionist has the task of arranging reception and arranging leadership work events and recording messages over the telephone, receiving and serving guests who will meet the leader, recording promises for the leadership, compiling the leadership work schedule. The results of the study can be seen in Figure 2.

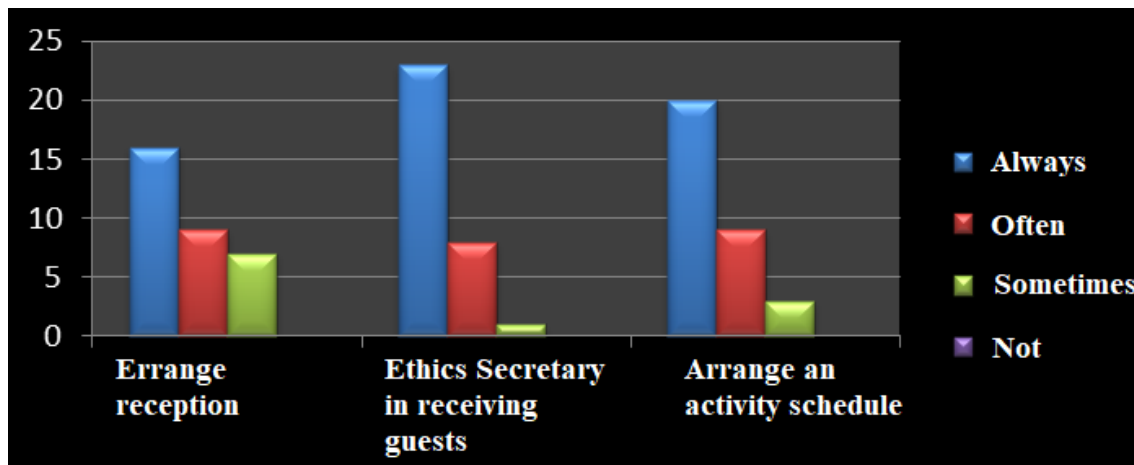


Figure 2
Receptionist Job Description

In Figure 2 for the questionnaire regulating reception, of the 32 respondents studied there were 16 respondents (50.00 percent) who responded that the official secretary always arranged for the reception of the leadership if someone wanted to meet with the leader. For the secretary's ethics questionnaire in serving guests, out of 32 respondents there were 23 respondents or 71.87 percent who stated well, 8 respondents or 25.00 percent said that they were good enough, 1 respondent or 3.13 percent stated that they were not good, and there were no respondents who declare not good. For the questionnaire to compile a schedule of activities, showing 17 respondents or as much as 62.50 percent who gave answers were always the highest frequency. This statement illustrates that the preparation of the schedule of activities / work agenda of the leadership is always carried out by the official secretary . With the preparation of the leadership work schedule / agenda, each task can be completed effectively and efficiently.

Financial Tasks

In financial matters the Secretary of the Office has tasks such as handling the financial affairs of the leader with the bank, paying accounts and taxes and donating funds to other parties in need, recording the expenses of the leadership and providing funds for various purposes. The results of the study are illustrated in Figure 3.

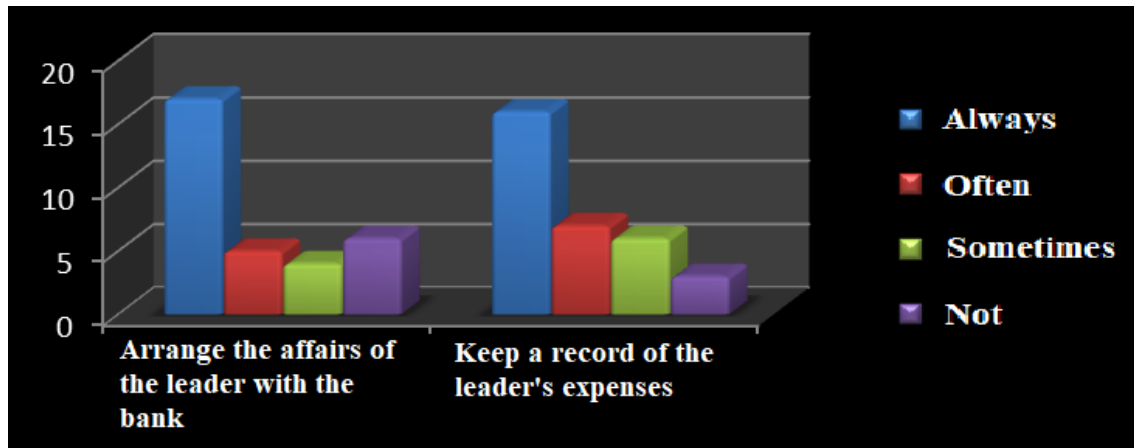


Figure 3
Financial Tasks

Figure 3, the questionnaire governs the financial affairs of the leadership well, indicating that 17 respondents or 53.13 percent who gave answers were always the highest frequency. This statement illustrates that the secretary always manages the financial affairs of the leader with the bank. As for the questionnaire keep records of daily expenses leader, described the 32 respondents surveyed, there are 16 respondents (50.00 percent) who responded that the secretary always kept a daily record of leadership expenditure as well as providing funds for various needs.

Social Tasks

The Secretary of the Manpower Office in this case is responsible for handling relations with the community or other agencies, such as managing the household of the office, arranging reception for the head office along with arranging the invitation, donating to charity and expressing congratulations on behalf of the leader. The results of the study are illustrated in Figure 4.

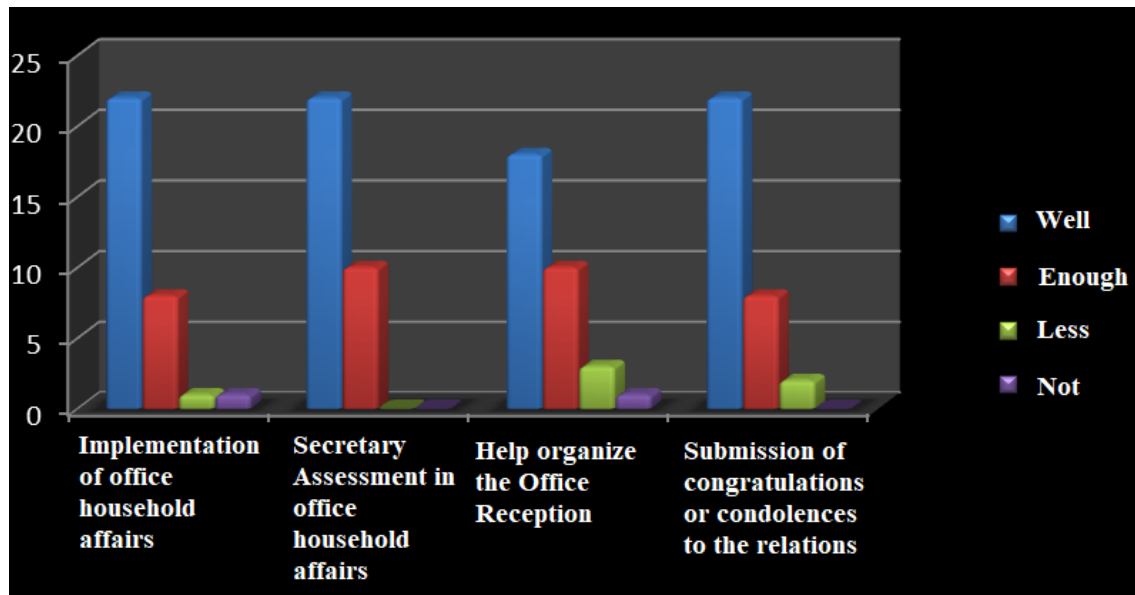


Figure 4.
Social Task Overview

In Figure 4, the questionnaire for the implementation of office household affairs shows 22 respondents or as much as 68.75 percent who give the Best answer as the highest frequency. This statement illustrates that the implementation of social duties of the official secretary is good. While the secretary's assessment questionnaire in household affairs, showed 22 respondents or as much as 68.75 percent who gave good answers as the highest frequency. This statement illustrates that the employee's assessment of the office secretary in office household affairs is categorized as good. For the questionnaire to help organize the implementation of office receptions, showing that of the 32 respondents studied there were 18 respondents or 56.25 percent who gave responses always. This means that the official secretary always helps the leader manage the organization of office receptions. And the questionnaire submitting congratulations or condolences to the relations, showed 22 respondents or as many as 68.75 percent who gave answers as always the highest frequency. This statement illustrates that the delivery of congratulations or condolences to other relations or instances is often carried out by the secretary.

Incidental Tasks

Incidental tasks are tasks that are not faced by the secretary every day, only if there are special instructions from the leadership. The Secretary of the Office in this case performs tasks such as preparing meetings, arranging meetings, arranging minutes of meetings, arranging banquets, compiling papers or speeches, making reports and re-examinations, managing official travel, attending seminars, meetings related to the company and other special tasks in accordance with

the instructions of the leadership, make an overview of the news and articles from newspapers, magazines, brochures and so on relating to the interests of the company. The results of the study are presented in Figure 5.

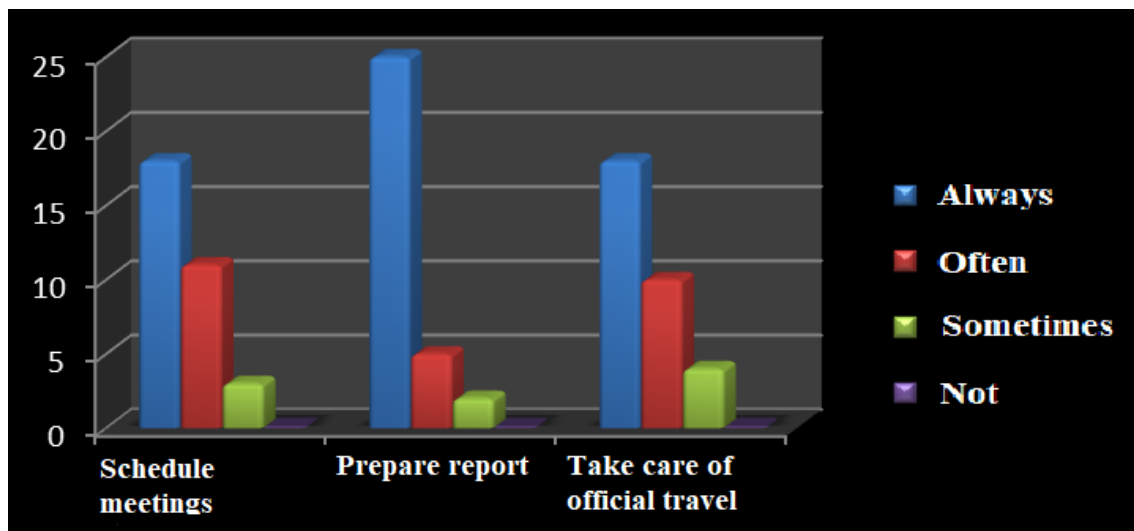


Figure 5
Incidental Job Description

In Figure 5, m enggambarkan of 32 respondents surveyed, there are 18 respondents (56.25 percent) who responded that the secretary of the department has always set the meeting schedule and set up a meeting agenda. For the questionnaire preparing the report, showing 25 respondents or as much as 78.13 percent who gave answers were always the highest frequency. This statement illustrates that the department secretary always prepares reports and re-checks reports that have been made. For the questionnaire taking care of official travel, it shows 18 respondents or as much as 56.25 percent who give answers as always the highest frequency. This statement illustrates that the secretary dinas always takes care of official travel.

Discussion

The results showed that secretarial task reviews in improving work effectiveness at the employment office of the city of Makassar were in the effective category in terms of office task indicators, receptionist assignments, financial assignments, social assignments, insidental tasks. A leader or boss has a great duty and responsibility in leading and managing the organization. In carrying out the organization the leader delegates tasks and authority to his subordinates, both routine tasks and other tasks related to the organization. Tasks and authority are still global in nature, meaning that they need further explanation about the duties and authority. Here the position of the secretary as the right hand of the leader and also the mediator between the leaders is very decisive to clarify and provide further information so that there is no bias or severity of the interpretation of duties and authorities. Therefore, a secretary can be used as an

"information center" in the office, at least the secretary must be very familiar with the part he is handling himself. As a whole, its position as an information center allows the secretary to play a further role in managing work jawdal, managing documents and storage systems, as an event organizer for internal and external meetings, managing office conditions and tidiness, forming a comfortable and pleasant office atmosphere and acting as travel arranger leader. By acting as an information center, the secretary is able to carry out office tasks, receptionist assignments, financial assignments, social assignments, insidential assignments

The results of the study indicate that the Secretary has the task of providing administrative services in improving the work effectiveness of the Makassar City Manpower Office. The following are presented research results described based on established indicators, namely: secretarial duties through office tasks, namely applying techniques or methods of correspondence and filing that are good and appropriate, able to take care of incoming and outgoing letters; the implementation of the receptionist's task by the secretary, namely arranging reception, serving guests, arranging an effective schedule of activities / work agenda of the leader; the implementation of financial affairs, namely taking care of financial problems called petty cash (reserve money or petty cash), recording the day-to-day expenses of the leader and providing funds for various effective needs; the implementation of social duties, namely arranging office household affairs, caring for charity and community. Such as arranging the organization of receptions for offices along with arranging invitations, contributing to charity and effective social service; implementation of incidental tasks, namely tasks carried out at certain times and circumstances. Such as preparing a meeting agenda, representing the leadership in various receptions or meetings, compiling minutes of meetings, making reports, and arranging for effective official travel trips. The secretary's ability to provide information needed by the leadership and staff at the Makassar manpower office indicates that the secretary in the office has carried out the five important tasks above as a secretary.

CONCLUSION

The Secretary of the Manpower Office of the City of Makassar in carrying out its duties is in the effective category, the results of this study are based on aspects, from office assignments (applying techniques or methods of correspondence, managing incoming and outgoing mail) to effective categories, receptionist duties (arranging reception, arranging the leadership work schedule / agenda) are categorized as effective, financial tasks (recording the leadership daily expenses) are categorized as effective, social tasks (taking care of office household affairs) are categorized as effective, insidential tasks (arranging meeting meetings, compiling minutes of meetings) are categorized as effective .

REFERENCES

- Akib, H., & Darwis, M. (2015). Pengaruh Gaya Kepemimpinan Transformasional Kepala Sekolah terhadap Kinerja Guru Pada SMK Negeri 1 Bungoro Kabupaten Pangkep. *Jurnal Office*, 1(1), 80–87.

- Awaru, O. T. (2015). Pengaruh Gaya Kepemimpinan Transaksional Dan Transformasional Terhadap Kinerja Guru Sma Di Kabupaten Sinjai. *Jurnal Ad'ministrare*, 2(1), 27–35.
- Bateni, M. H., Hajiaghayi, M., & Zadimoghaddam, M. (2010). Submodular secretary problem and extensions. *Lecture Notes in Computer Science (including subseries Lecture Notes in Artificial Intelligence and Lecture Notes in Bioinformatics)*, 6302 LNCS, 39–52. https://doi.org/10.1007/978-3-642-15369-3_4
- Daraba, D., & Akib, H. (2014). Restructuring of Organization and Conflict on the Office of Integrated Services for One Gate in Takalar Regency. *International Journal of Academic Research*, 6(2).
- Freeman, A. P. R. (2018). The Secretary Problem and its Extensions :, 51(2), 189–206.
- Jamaluddin, J., Salam, R., Yunus, H., & Akib, H. (2017). Pengaruh Budaya Organisasi terhadap Kinerja Pegawai pada Dinas Pendidikan Provinsi Sulawesi Selatan. *Jurnal Ad'ministrare*, 4(1), 25–34.
- Salam, R. (2015). Penerapan Fungsi Administrasi Perkantoran Modern berbasis Daya Saing Organisasi dalam menyongsong MEA 2015. In *SEMINAR NASIONAL “Revolusi Mental dan Kemandirian Bangsa Melalui Pendidikan Ilmu-Ilmu Sosial dalam Menghadapi MEA 2015” Himpunan Sarjana Pendidikan Ilmu-Ilmu Sosial Indonesia* (Vol. 1, hal. 186–190).
- Sanjaya, A., & Baharuddin, A. (2014). Pengaruh Gaya Kepemimpinan Transformasional Terhadap Motivasi Kerja Pegawai Pada Kantor Lembaga Penjamin Mutu Pendidikan Provinsi Sulawesi Selatan. *Jurnal Ad'ministrare*, 1(1), 72–83.
- Tadampali, A. C. T., Hadi, A., & Salam, R. (2016). Pengaruh Iklim Organisasi terhadap Turnover Intention Melalui Kepuasan Kerja sebagai Variabel Intervening pada PT Bank SulSelBar. *Jurnal Ilmiah Ilmu Administrasi Publik*, 6(2), 35–46.