

SECRETARIAL TRAINING AND REDUCTION OF UNEMPLOYMENT

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Abstract

This paper examined the importance of secretarial training and in line with employers' needs in order to reduce unemployment. The main objective of the study was to look into the relevance of secretarial training on job creation, satisfaction and its impact on the needs to reduce unemployment. It was concluded that secretarial training is not just important to the employee but affects the success of the organisation or institution. The employers are intent at reducing unemployment as there would be reduction in idleness, illicit activities.

Keywords: Secretarial, Training, Employer and Unemployment

Introduction

A Secretary or Personal Assistant is a person whose work consist of supporting Management including Executives, using a variety of project management, communication or organisational skills. These functions may be entirely carried out to all another or for the benefit of more than one. In other situations a Secretary is an officer of a society or organisation who deals with correspondence, admits new members and organizes official meeting and events. (<https://en.m.wikipedia.org>). 'Training is vital to the health of organisation; priority is placed on empowering employees, organisations are routinely valued at physical capital and intellectually and training is one of the chief methods to maintain and improving. Secretaries form an integral part of the workforce of an organisation which means there is need to have certain skills in order to manage the flow of the office.

Literature

There are some literature written on employees training (secretary and importance of staff training in the organisation which reduces unemployment). Based on this, the paper will endeavor to review some of the researchers that had been conducted on the subject.

To advance in an organisation, a Secretary needs to be well versed in his or her ability to assist her boss and be proactive than reactive in executing her duties. Training a Secretary enhance job performance and on the other hand contributes to the growth of the organisation. The more duties of an administrative assistant she or he can incorporate with her traditional Secretarial duties the better able to fulfil their potentials. Ilo (2000) observes that, secretarial education is a tool for alleviating poverty. This means that a secretarial graduate that is well trained, well equipped with technological knowledge could be employed and could also be on his / her own and as well be an employer of labour. This would reduce the unemployment in the society. Secretarial education is useful to modern business office both private organisations, governmental and non-governmental organisations. The major role or task the secretary performs is to provide assistance to a manager or managers (Amoor, 2009). This days, Secretaries do not deal with papers or carry out their duties manually because all office tasks such as compiling and organizing information for report and long memorandum, maintain confidential, disseminating information relating to administrative policies, researching data for presentation to be given by the executive, comprising and dictating letters and performing any other duties delegated by Management.

(Osuala, 1999) remarks that, most activities of the office such as acting, mail handling and others are now performed by self-regulating machines. The Secretary controls most of these machines. Training has the distinct role in the achievement of an organisational goal by incorporating the interests of organisation and the workforce (Stone, (2002). These days, training is the most important factor in the business world because training increases the efficiency and the effectiveness of both the employees and the organisation. Training is important to enhance the capabilities of employees (including secretaries) who are staff of organisation. The employees who have more on the job experience have better performance because of more on the job experience. The main objective of this paper is how secretarial training would help reduce unemployment in an organisation. People learn from their practical experience much better as compare to bookish knowledge. On-the-job training reduces cost and saves time (Flynn et al, 1995). It is very necessary for the organisation to design the training very carefully (Armstrong, 2000). The design of the training should be according to the needs of the employee (Ginsberg, 1997). Those organisations which develop a good training design according to the nee of the organisation always get good results. (Partflow, 1996). On-the-job training helps employees to get the knowledge of their job in a better way (Reming, 1982). Training is the act of increasing the knowledge and skills of an employee for doing a particular job. On-the-job training has significant effect on the organisational performance also. On-the-job training is very effective and it also saves time and cost. It means that it increases the overall organisational performance.

General Effects of Unemployment in Society

Unemployment leads to social problems that affects people in general. For example higher unemployment has been observed to increase crime. In Germany, right-wing crime is positively correlated with regional unemployment rates. Anyaele (1995) observes that, unemployment is a great problem associated with both rural and urban communities of the Nigerian economy it results to the following problems to Nigeria: **a.** Threat to peace: the unemployed constituted available book for political troubles shooters in the country. **b.** Escalation of Crime Rate: An idle mind, they say is the devils workshop and as a result of this many unemployed youths and able bodied men and women engage themselves in crime such as armed robbery, prostitution, e.t.c in order to earn a living. **c.** It causes migration: this is to move from one place to go and live or work in another place. This can be rural to urban or from one country to another which create vacuum in a nation's march to economic and social development.

Overall Effects of Unemployment

Unemployment especially chronic unemployment affects the unemployed in ways other than their pockets. It affects their future ability to find a job, their psychological well-being and more. Even the unemployed because the ripple effects affects the overall economy and the communities where they are unemployed or not is immune to the far reaching effects and lasting consequences of unemployment

Psychological Effects

You cannot always see the effects of unemployment. It can have an overall effect on a person's mental health. While unemployment does not have an initial effect on someone's mental well-being, after a few months, it takes its toll. People experiencing chronic unemployment might become anxious or depressed and have trouble sleeping. Prolonged unemployment also has negative overall effect on a person's sense of self-worth, even after the person is once again employed.

According to Morgan (2012), some of those who already have jobs, perfectly good jobs, are so unhappy that they are faced with unfathomable realities. According to CNBC, employees spent 19.2 hours a week worrying about what their boss says or does. Many employees also face physical forms of stress, like heart problems. It was reported that since 2008, workers feel worse about their work environments levels, apathy towards their jobs. Employers should switch up leadership styles and stop employees quit – that is to reduce unemployment in these ways: Understand their work style: every employee is different just because one employee can complete certain goals or a work with a difficult client do not mean everyone can. Understand their pace of work, including what makes them tick, what they excel in and what they are not so great at performing tasks or duty. If employer do not cater for these needs there will be a decrease in quality of work, which can lead to workplace unhappiness. Improve Communication: Employees cannot possibly know everything, employers have to share information on a regular basis, reflecting healthy communication.

Purpose of Staff Training and Development

The purpose of training is mainly to improve knowledge and skills, and to change attitudes or behaviour. It is one of the most important potential motivators which can lead to many possible benefits for both individuals and the organisation. According to Adams (2002), training makes employees feel that they are part of the organization's family. Training creates the sense of belonging in all employees. It creates the professional development and enhances the employees' skills. It also makes knowledgeable workforce with fewer mistakes. In the same line, McNamara (2010), remarks that training increases job satisfaction and employee morality, enhancing the employee motivation, improving the efficiencies in processes and financial gain, raising the ability to obtain new technologies, developing the innovation in strategies and products and reducing employee turnover are other important benefits of training.

Objectives of Training

The objectives of training include:

- To provide job related knowledge to the workers;
- To impart skills among the workers systematically so that they may learn quickly;
- To bring about change in the attitudes of the workers towards fellow workers, supervisor and the organisation;
- To improve the productivity of the workers and the organisation; and
- To prepare workers for promotion to higher jobs by imparting them with advance skills.

Approach to Training Programmes

Utilizing a systematic approach to training is beneficial on that it priorities a company's objectives and goals prior to initial phases of training designed to ensure training begins and ends with the company's needs. Through the methodical tactic, this pursue the company's interest with competent job performance (Holton, & Sharon, 2003). Training concept is an organized activity aimed at imparting information and or instructions to improve the recipients' performance or help him or her attain a required level of knowledge or skill www.businessdictionary.com

On-going Training

Employee training not only provides benefit to the individual but also to the business, helping your company to continue running effectively. Training and especially ongoing training is a key area for debate in many boardrooms. Regular training is well worth the investment because building up the skills within the business will effectively improve your company's bottom line. Secretarial training will qualify you for career progression: Although you have a skill set suitable for

your current role do you have the necessary grounding for more senior positions, either in house or in another workplace. In order to move up the ladder, formal training could be exactly the best and you need and will mark you as having the ambition and ability to progress to better paid and more skilled administrators work in a range of sectors.

Process of becoming a Secretary:

To effectively perform your role, you will require a number of special skills: excellent spoken and written communication, organisational abilities and technical proficiency to name a few. Your day-to-day tasks will be numerous and your value to your employer incalculable. A Secretary should be efficient, well-organized and good at time management have good communication skills, both spoken and written punctuation be able to work accurately and pay attention to detail have an understanding of business have good keyboarding skills and confidence with a range of word processing and computer packages, able to work unsupervised on your own initiative work well under pressure.

Roles of a Secretary

Support Staff of yesterday will type, take orders perform filing, attend to visitors and make phone calls for bosses. However, the demands made of today's Secretary and different they are expected to juggle multiple tasks, be proactive, manage time, people and problems communicated for results, think on their feet and relate well to people at all levels. To meet these requirements, Secretarial professionals will need to enhance human, technical and conceptual skills in order to be a team-player manage change and be empowered as effective professional. The secretary is responsible for keeping people informed about the organization's activities. Their main job involves taking minutes of meetings, and keeping files of past minutes report. The main components of secretarial work include: gate keeping, routine office work and text production, oral and written communication, interpersonal skills, knowledge of the nature of the business and familiarity with the technical, commercial and financial terminology. The role of the secretary is to support the chair in ensuring the smooth functioning of the management committee. The secretary is responsible for ensuring meetings are effectively organized and minutes maintaining effective records and administration. The role of the professional secretary of today in the business environment is also constantly changing and expanding with various forms of administrative and managerial responsibilities (Wikipedia, 2004).

Traditional Secretaries – particularly those at more senior levels (e.g executive secretaries, Personal assistants). The extent to which Secretaries are expected to use their judgment in dealing with in-coming information, priory and deciding who should deal with it. **Routine office Work** – The ability to use basic equipment and

technology (e.g telephone, facsimile, photocopiers, filing systems has always been a basic requirement for Secretaries. Increasingly expected to manage and organize the office environment. Their task range from ensuring that there is an adequate supply of stationery to researching or adopting new office procedures and designing filing and library system. **Text Production** – Traditionally text production has been limited to typing and maybe basic word processing, advances in IT and widespread computerization have greatly expanded this area of work. Secretaries are increasingly expected to be familiar with a range of computer packages. **Team Worker** – there has been a shift from the personal Secretary and towards the team Secretary their role as coordinators is becoming increasingly important. Team Secretary needs to act as “cogs that keep the wheel turning” example can provide an important link between team's members and between the team Manager and other Staff. They are expected to communicate with and provide information to other parts of the organisation and to the external world on the teams' behalf and area of work not directly related to the work of their Manager. **The independent worker** - Working on specific projects – Secretaries take responsibility for specific project arranging conferences is one area while secretaries are involved – they are involve in making decision about the suitability and value for money of hotels and conference facilities, travel arrangement, they need a varieties of skill requirement and need to be flexible and adaptable.

Benefits of Training Staff

Good for your business: (organisation) Training can improve business performance, profits and staff morale. You choose what new skills your workforce gains, targeting skills to meet the needs of your operation for new and the future. You demonstrate to your workforce that you value them although to invest in them, improving loyalty and staff retention, in turn, retention is a saving to you.

Good for your workers: They acquire new skills, increase their contribution to the business and building their self-esteem. The training they do can take them into other position within the organisations position with better prospects and or better pay are up skilled to do new and different tasks, which keeps them motivated and fresh. Because they are being trained on your time, they see that your value the enough to invest in them. A good company is seen as one that retains rather than churns. www.skills.sa.gov.au/benefits-of-training, Benefits of training your staff. Work Ready skills and Employment

Increase job satisfaction levels: Through continued investment from the business staff can have a much higher sense of job satisfaction which can improve their motivation towards their work. This reduces employee turnover and increases productivity which directly improves competitors from taking away best employees

by offering training incentives.

Provide internal promotion opportunities: Employing new staff involves high recruitment costs and hiring fees. However with ongoing training your existing staff can become more eligible for internal promotions.

Attract new talent: All business want to have the best employees and so with ongoing training this will not only mean better staff retention but the business may also attract better talent from the start, as this gives the business a good image and is a key feature many people look for within their job search. Provide an incentive to learn if training is provided as part of a longer development pathway, employees will have much more incentive to learn, participate in the session and put their new skill into practice. As you can see, ongoing training is important not just to employee development but also affects the success of your business.

What is Unemployment?

The unemployment is defined by the Bureau of Labor Statistic as people who do not have a job, have actively looked for work in the past four weeks and are currently available for work. Also, people who were temporarily laid off and were waiting to be called back to that job are included. Unemployment can also be defined as the amount of labour unused. When a factor of production is not doing any job we say it is unemployed. Labour which is the most import and active factor of production which simply means, that without labour all other factors will not be put into practice.

Realistic Approach to the Problems of Unemployment:

The two key problems resulting from unemployment of resources, especially the unemployment of labour, are personal hardships and lost production. The owners of the unemployed resources suffer personal hardships due to the lack of income. As a result of the society also suffers from unemployment due to the lack of available production.

Personal hardships – Unemployment creates personal hardships for the owners of the unemployed resources. When resources do not produce goods their owners do not earn income. The loss of income results in less consumption and a lower living standard ... In terms of common good, the unemployed are members of a society just like everyone else and deserve the opportunities to enjoy the fruits of the productive economy. An affluent society “should be able to provide for everyone. In addition, social problems that cause personal hardships to other members of the society tend to increase with the personal hardships of the unemployed, including crimes, divorce, suicides. etc.

Lost production- Unemployment also causes total production in the economy to decline. If fewer resources are engaged in production, fewer goods and services are produced. As suggested ... an initial decline in the income, consumption and production associated with unemployment triggers further decline in income, consumption and production. Number crunching economists have estimated that for each 1 percent in the unemployment rate that gross domestic product declines by 3 percent. Lost production is especially troublesome because it is an opportunity that is lost forever. That is, when an unemployed worker does NOT produce output today output can never be recouped.

Conclusion and Recommendations

Training is an organized activity for increasing the technical skill of the employees to enable them to do particular jobs efficiently. In other words, training provides the workers with facility to gain technical knowledge and learn new skills to do specific jobs. Training is equally important for the existing as well as the new employees to get acquainted with their jobs and also increase the job-related knowledge and skills which the secretary of any organisation needs and thus would promote the output and growth of an organisation. Employee productivity is a major concern for employers and lower productivity cannot be blamed on the employee entirely. A lot of it has to do with the environment at the work place and the work conditions along with series of factors that define the work culture. Employers have to implement wide spread changes in their setup to improve the productivity of their work force and reduce unemployment. Employee talent is a valuable asset for a company or organisation and it needs to be tapped to its fullest by keeping the employees motivated to perform and deliver the results they are qualified for and capable of. Employers may often believe that once they have recruited the best talent in the field the results will immediately follow.

A few factors that can help improve the employee productivity at the workplace:

(1) Accountability: Every employee needs to be aware that he is accountable for his actions and decisions and he can either pass the buck or pass the blame to someone else. This will help him work meticulously, tackle cautions rather than reckless decisions and not take advantage of his superior.

(2) Encourage, motivate, rewards and recognize: The employer must ensure that on his part he has words of encouragement for his staff. Encouraging words helps them move forward and do even better and makes the worker feel happy. Innovative ways of motivating them spur them even more. For example, holidays or conferences paid for by the company have been found to motivate employees immensely. Rewarding the hard work put in by employees makes them continue to work in the same fashion and if the employee feels that his work is not appreciated in

words or inmaterial terms he may gradually stop doing so since he may feel that others working less are gaining the same too so he need not to work more.

(3) Tools and equipment to raise productivity: The place must have the best machinery, devices and equipment that yield error free result in the minimum possible time. Efficient electronic equipment with no connectivity issues and break downs will help to save precious time. They should take the place of paper work and yield fast results. Some of these include; Smart phone, computer laptops tablets computer latest application and software that offers quick connectivity and access... which are the information communication tools that the secretary uses and controls at the organisation for maximum positive results at the offices.

(4) Train, train and retrain: There is nothing worse than not knowing what to do. You feel lost, confused and frustrated all the time. Everyone hates not knowing. All organisations should provide training for their employees, Ultimate benefit is for the organisation itself. Training a secretary enhance job performance and on the other hand contributes to the growth of the organisation

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