

HARNESSING THE POWER OF TECHNOLOGY THROUGH SECRETARIAL PROFESSION

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Abstract

The advancement of technology has had an enormous impact in the world. Computer communication technology in particular has drastically changed the way society operates with new revolution in communication being developed. Instantly, people are becoming more and more reliant on the benefits they derived through information and communication technology which has become significantly important in the realms of education, business, politics, professionalism, interpersonal and crisis responses. Secretarial profession is not an exception of global technological trend. This research shown that the use of computer technology and with it internet communication is of great importance in the secretarial profession. A secretary, who is not abreast with this technological trend, is redundantly kept aside, because of his/her irrelevance in the global suit. There is no where a secretarial profession who is a novice to the computer technology, would flow with the terms and operations of the computers. The research shows that technology has drastically altered the field of communication. With advances in e-mail, instant messaging, chat and moderate forums, secretaries have increased in knowledge and create options when it comes to preparation of data and correspondence. E-mail and instant messaging have given the secretaries the ability to contact information online at any time. This paper discusses how technological advancement can be used for effective service delivery through the automated machines in the modern office today. Finally, recommendations are made towards the usage of ICT and other internet communications to enable the secretaries for more effective delivery of services in all levels of governance.

Keywords: technology, messaging, interpersonal

Introduction

Secretarial profession covers a range of careers that focus on giving support to key role-players in business, such as senior managers and executives. These support roles are highly valued and rewarded as they are acknowledge as essential to the smooth running and success of any business. The secretarial profession produces administrative skill, financial, project management, communication and organizational tasks, to provide support to management, giving you the confidence

to succeed in the business world. (Rosalyn, 2010). Now therefore, looking at world technology is the activity or study of using scientific knowledge for practical purposes in developing the societal world. Technology is the only way practical issues could be done to succeed in organizational businesses. The old conventional method of carrying out secretarial administrations is changing to modernized way of administration which forestall the efficiency in harnessing the power of technology in developing the secretarial profession in the society.

The major use and recommendations of technical equipment to secretarial professionals is to develop the efficiency of secretarial administrative skill, office management, communication and to follow the global trend of information, i.e. ICT to harness the power of technology in developing the field of secretarial profession. One can understand the impressive changes in the global trend which is affecting the secretarial profession as we fail to abreast the changes of the global technological trend.

To face-out the challenges of the modern office which is surrounded with modern technological equipments and to survive them, is to adopt an ICT set, training for those who had no opportunity of computer studies during their schooling days. As at present, graduate of secretarial profession are now appearing and posing new challenges to the old secretaries and creating a sense of job insecurity and threat against them. Previous years secretaries are known as typist, trained in a roadside and now they are gradually phasing out as computer technologist is advancing, taking over the manual typewriting machine and making irrelevant of those who had no computer technological idea called typists.

Around the world, people of all ages and occupations daily encounter information gaps that interrupt their learning and slow their productivity. This information gap shows concern and was evaluated by high class of technologists to disagree and implement sustainable information and communication technology interactions in a secretarial profession. "Because access to technologies rapidly growing everywhere, ICT is a tool that we can leverage to address and harnessing the power of technology in developing secretarial profession to every challenges even in the most remote areas of the poorest countries.

Technology is essential to the success of many businesses in the world. Technology has important effects on secretarial profession for success of business operations. No matter the size of your enterprise, technology has tangible and intangible benefits that will help the secretary to do well in business and produce results which customers demand. It also affects the secretary's security of confidential information and trade advantages.

Importance of IT

Communication using computer

First and foremost, technology helps to harness a firm's ability to communicate with customers. In today's business environment and official interactions, it is necessary for the secretary to have the technological idea to interact and pass effective communication with clients, quickly and clearly. The secretary should be abreast with computer, internet and user of websites to allow customers to find answers to their questions on net.

Efficiency of Operations

The power of technology to secretarial profession also helps the secretary to understand proper the nature of business and management of finances to preserve resources which includes time and physical space. Computer inventory applications allows secretarial professionals and business owners to understand how best to manage the storage costs of holding essentials and confidential documents and software production in the computer. With proper technological equipment in place, executives' secretary can save time and money by holding meetings over the internet at corporate headquarters in another region.

Security

Most businesses of the modern era are subject to security threats and vandalism. In the secretarial profession technology can be used to protect financial data, official statistical data, confidential executive decisions and other proprietary information that leads to competitive advantages. Simply put, technology helps businesses keep their ideas away from their competitor helps by having computers with passwords; a business can ensure none of its forthcoming projects will be copied by the competition.

Research Capacity

A secretary who has the technological capacity and can research for new opportunities will stay a step ahead of its competition. For a business to survive, it must grow and acquire new opportunities. The internet allows a business to virtually travel into new markets without the cost of an executive jet or the rich of creating a factory abroad. A well research secretary is always informed and acquainted with information and facts of current issues of any event. The capacity of the researched secretary can never be contested with a redundant secretary who could not make innovative steps for discovery.

Business

Secretarial profession is an optional profession to business Management and in business; communication is a priority to blend with transaction even as far abroad. Harnessing the power of technology through secretarial profession is by using the

technological equipment to fast-track every business deal. Technological devices in office, workshop, home, market shield etc, as communication tools, give the secretary the ability to flow with technological idea. This has become incredibly important for the world of business. Communication technology such as computer, Smartphone, internet work spaces and video conferencing has expanded the work place physically and length wise (Edward 2011).

These tools gave the secretary power and ability to make calls, text or E-mail internet connection through browsing to any place in the world. Internet work spaces such as file showing programs and collaborative message boards have given companies and organizational secretaries the ability to facilitate group work regardless of geographic location. Video conferencing has given the secretaries the opportunity to convey and conduct meetings with people on opposite sides of the globe. The result of these advances have been an increase in productivity and savings in transportation for the organization itself and the secretary meeting communication technology incredibly supported to the world of business.

Interpersonal interactions

A secretary, who has no idea of interpersonal communication in using technological equipment, is still roaming in the dark. Interpersonal interactions are becoming more and more dependent on communication technology. Cellphones and their texting abilities have spawned a generation that largely keeps in contact through short messages are sent in real time. Internet social networking sites like Facebook, twitter and MySpace have made it easier for individual secretaries to cultivate a particular image to project to the world, and for people to keep up on each other's live. Video conferencing services such as Skype allow loaded ones to talk to see each other over vast differences in a fast paced society. These technologies make maintenance of networks, friendships and some other relationships easier to navigate than ever. (Jupiter – images/goodshoot/gritty images).

Tools and Technology

With the arrival of the information age, it is nearly impossible to find a business office or organization without a digital component. Paper filing systems are being transferred to electronic databases capable of retrieving information on customers within seconds. Accounting is now recorded on computer software platforms designed to enable office businesses to both analyze and track their records. All of these have replaced the old typewriter mechanic/manual writing with pen and paper utilized in businesses of the past.

New Technology

It was discovered in 2010, cloud computing and social CRM are those revolutionary technologies shaping the way businesses conduct operations. Cloud computing essentially means doing more business operations over the internet.

Companies and other organizations can purchase access to software with having to purchase the software and install it themselves. It essentially allows a business to use new software immediately with little difficulty and cost. A “virtual office” is a form of cloud computing. CRM is customer relational management, is evolving from engaging customers through traditional methods such as via telephone or in person to utilizing social networking platforms such as facebook, and twitter to engage customers. Companies or organizations utilized those social networking platforms to market to customers via the internet. Older CRM platforms “managed” customers rather than directly communicated with them. Social CRM allows organizational secretaries to break the barrier (Rasalyn Goh 2010).

A shrinking world

The power of technology allows national and international commerce to become reality. Business now sell worldwide instead of being caged into a local consumer base professional secretaries with technological ideas, are now transacting business easier in computation with the push of a button and e-mails allow customers to communicate quickly and efficiency with so many businesses.

Increasing Efficiency

Technologies such as computing, social networking and wireless applications allow secretaries to streamline operations. Cloud computing allows business transactions to move to a more efficient information technology (IT) model. Energy and real estate costs due to the centralization of data on servers. Social networking increases customer rapport, allowing for potentially greater profits and increasing customer loyalty. Seeing the comments above important innovation has the power to develop technological ideas and to transform your world in ways you cannot even imagine it. Secretarial professionals are to acquire themselves the knowledge with technological research in everyday life, harnessing the techniques through secretarial practices.

Comments

Seeing the above important, innovation has the power to develop a technological tasks and to transform your world in ways you cannot even imagine it. Secretarial professionals are to acquire themselves with technological research in everyday life, to harness the techniques through secretarial practices.

Recommendations

The earlier out dated secretaries should enroll for ICT training to meet-up the modern technological trend.

In tertiary institutes, ICT, internet and social network should be a compulsory course to secretarial departments with high credit units.

The use of manual typewriter should phase out and introduce personal computers such as laptops; desktops etc to enable mastered the techniques.

Secretaries should be made exposed to automated office equipment to enable them meet the challenges of automated office tasks.

Innovations and practice systems should be adopted and express

Secretaries should embark on regular technological training courses, which includes information and communication technology (ICT), office techniques and regulation etc.

Both government and private organizations should update their working equipment to align with current trends in technology and management.

Effect changes to provide modern equipment and replace the obsolete office equipment to enable the secretaries meet-up the physical challenges of digitalized and automated office tasks.

Governments and the private sector should employ secretaries and send them for training always.

Conclusion

Let me summaries by adapting this concept of learning system to those who are much engaged to their daily business activities.

Micro e-learning is the best and minimized ways of acquiring technological knowledge to those who had the opportunity before now. Micro-learning is an informal way of consuming with the chunks of information, while you go about your daily business. Technology creates team dynamism within a business because employees at different locations have better interactions. Secretaries are meant to becomputer literate. It enables to follow with social networks interactions. With the aid of ICT, data can flow from a point to everywhere in the world, in which the secretaries have to control the data and manage it with the power of technology he has.

Technology brings a new set of responsibilities, hence the secretary have to build sustainability into the computer for data to be managed and for information dissemination to other points.

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