

CURRENT ISSUES AND BEST PRACTICES OF SECRETARIAL PROFESSION

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Abstract

Current issues and best practices in secretarial profession was researched and seen the importance of technological advancement in the global trend. This result proves that the usage of automated office equipment diversified the secretarial profession to secretarial technology, in enhancing the secretary for effective usage of the equipment and service delivery. Changing remain paramount, the old conventional method of carrying out secretarial functions is changing to modern technological way which promotes efficiency in the service delivery as a current issue in all modernized offices. This paper points the values and importance of a secretary who have the technological idea to meet-up the demand of servicing in the global trend. The paper evaluates the function of the secretary to how the innovative fact be mastered and to carry out a proper function through computer and IT training. Finally, recommendations are made for way out and also to acquire the technological skills which to enable the secretarial professionals to function in all organizational firms and more effective delivery of services in all level of governance.

Keywords: secretarial profession, current issues, advancement, technology

Introduction

It is said that changes remains permanent in life, and driving to current issues to be practiced. In the world today, the ways of doing things manually are phasing out and the shape of technology is gaining ground in all facets of human endeavours and its environment.

New mechanical equipment are being introduced for business and office usages, producing volumes of jobs within a short time and stress free.

This is as a result of technological advancement being a factor to fastract transaction business and easy communication. Every person in the world today's business or human endeavours, require facts and accurate information to make quick decision. (Margaret Akpomi & Pac Ordu 2009). The secretary and other administrative officers, expects technological support i.e. machines and the

electronically equipment in the office for best practices. The success of the current introduce equipment depends on people, procedure and equipment, automation can only be successful, if a careful study is carried out to assure the need of the equipment and the financial resources available that when planning to equip the office with modern current technology, great care should be taken to the changing nature of technological instrument.

For a new equipment to be installed in an organization, it has to win the good wish of the secretary, since the secretary is the one to use the equipment by getting the good will of the secretary using the new equipment, the introduction and procedure will be accepted and effective then allowing the secretary to go through training, to practice how the equipment could be used.

Current technological equipment, offers new roles and responsibility for the secretary to understand the operative nature of the machines. Such new roles presuppose that additional training and qualification are required from the secretaries.

The current issues and best practices in secretarial profession is only to flow with the current technological idea which is to be adopted and to be able to influence and communicate to the best of your ability and to develop successful production, effective and professional in accounting personnel, office practice, communication and inside knowledge of the operation of all concern technological requirements in the office in your organization or company, unlike a half-baked secretary who posses only knowledge of shorthand, typewriting and basic office practices. The advent of the word processor has helped to make the secretarial career path clearer.

Secretary for he/she to be employable or already employed but lacked the knowledge of current automated office technologies, should be knowledge versed and have the skills of those automated office equipment and its concept. The knowledge of the categories of equipment and its concept. The knowledge of the categories of equipment and their intended uses and differences (Merony 1987).

According to Pac Ordu (Pac Ordu 2009), the manager is to concentrate on a more creative task with the presence of an experienced secretary assisting him, opined that automation remains prominent factor that has contributed immensely and positively to the complete information processing revolution. In recent times, the secretary's routing has reached an advanced stage due to the invention of new current technological office equipment, which most of the traditional and routine tasks are performed by the current technological equipment in the office, such as computers, internet, telephone, video conferencing, digital printers etc. In a nutshell, technology as a current issue have improved in all ramifications of human endeavours and secretaries profession thus, enabling secretaries to become best practiced and

prepared for automated office task.

Information Management

The secretary manages information and is the custodian of information. Now following the current issues for better practices, technology has made it very clear and automated by which information can be better managed by the secretary.

Responsibilities can run from scheduling staff appointment to office management to managing an entire database. Since technology had made the computer an easy access in the modern office, mastery of the latest and current office, technology is essential, secretaries are often the primary conduct of information from their employers to the rest of the world, so they must be comfortable communicating with others in person and on the telephone, secretaries who work in specialized fields, such as law chamber, and accounting, have a working knowledge of that field. Executive secretaries often initiate and execute independent projects, and draw attention on how to utilize and manage it properly.

Adopted Administrative Careers

When we are talking about career, it refers to a profession that someone does and always been practicing in life and in which he/she hope to gain advancement. Looking at the nature of secretarial profession, a secretary is an umbrella term for any member of administrative jobs in her career, and best qualities secretaries have mastered them all. Many secretaries use their experience to acquire a similar career or another profession entirely due to the technological changes in their environment. Some secretaries get practice using editorial skills and divert into editorial profession.

Many secretaries, who are responsible for office physical plant, find more specialized opportunities in these areas. Those interested in doing secretarial work on a temporary basis may seek assignments through a temporary agency. Those agencies provide companies with administrative workers on a daily, weekly, or monthly basis.

Temporal work has the advantages of flexibility and variety of bosses, office settings, and tasks. It also has the drawbacks of **sameness**, you will quite possible be given one boring task to do for a week and the possibilities that the work may **dry up** at certain times of the year when you could really use a pay check.

Current issues of technologies outweigh the old fashion: According to Olowu, ThankGod (2011), in one of his papers, said that in the former, at the most basic level of grade 1 and 2, a secretary is usually an audio typist with a small number

of administrative roles, without having the knowledge of the current administrative technological skill. A good command of the prevailing office language and the ability to type is essential. At higher grades and with more experiences of the current automated office equipment, the secretary begin to take an additional roles of advancement and spend more of his time maintaining physical and electronic files, dealing with the post, communicating through internet, photocopying, e-mailing clients, ordering stationeries and answering telephone calls.

Current issues of technology outweigh by far the outdated ways of using pen and manual typewriter machine in the office, and being replaced with computer technology which with a push of a button, information can be disseminated among others.

Information Technology as Current Issue:

Gone are those days when information goes through letter writing, and posting was usually manual which can take some days to get to the owner, is the receiver.

The current issues have made technology to drastically alter that of manual practices and change to the electronic practices.

The use of computers and other electronic means to process and disseminate information is the current issues that have taken place. Any secretary, who has no idea of these technological devices, has no value in the society.

Computer technology has important effects in office operations, and allows the secretary to process data quickly, current errors and edit files. Information technological infrastructure affects the culture, efficiency and relationships of confidential information and trade advantages.

Video Conferencing

Looking of the current issues and best practices in secretarial profession, video conferencing is a technological facility that uses more of internet with or without the telephone and allows visual and speech communication among several people at the same time. For example, Federal College of Education (Technical), Omoku, Rivers State, Nigeria can be remotely participated in a meeting held in one of the Asian countries whereby people sees and hears everybody who attends the conference meeting in that country through video watch.

Nanotechnology

Computers are usually seen as machines built for use on a human scale, but nanobotes are sophisticated machines that are smaller than the width of a human hair. As currently nanotechnology improves its impact will be felt in a variety of fields.

These might include Cancer-destroying molecules, clothing that adapts to its environment and strong, flexible materials for buildings and vehicles, (Edward M. 2010).

Secretary was noted as an audio typist regardless of technological skill, meanwhile, still an office staff who combines the mastery of secretarial skills of typewriting and shorthand with office routine functions. Current issues of technologies was brought and initiated by innovation and a consequence of the industrial revolution. It is a collection of methods for controlling machinery and production processes by mechanical method, usually with electronic equipment (Spencer 1981), said that automation has replace human work which is done by machines or system designed to perform a specific combination of action automatically or repeatedly. Innovation for best practices of current technological equipment has the power to transform our world in the ways we can't imagine.

We are to understand the current issues of automated equipment in the office and practice to know how they work and the changes in lives. We use computers (graphical interfaces and the mouse), to the way we buy and listen to music or access books, newspapers and magazines, and even our experiences at the movies (Pixar and Toy Story).

*** Comment**

Modern offices are being equipped with automated gadgets and business operations are increasingly influenced and affected by the advance of technology.

Businesses that previously used paper filling systems are going paperless. Computers and servers are replacing old typewriters. Networks are replacing trade-tutorial face-to-face interaction. Technology plays an integral role in all of these changes. These are the current issues to be practiced in secretarial profession.

Recommendations

1. A professional secretary should be innovative and creative for current issues.
2. A secretary who had no computer concept should either go for training or should be kept redundant.
3. Every secretary should embark on research and attends conferences and workshops.
4. Government and private sectors should update their working equipment to align with the current issues of technology.

5. The secretaries should be exposed to automated office equipment to enable them meet the challenges of automated office tasks.

Conclusion

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 sent in real time. Internet communication is one of the current issues of social networking sites like facebook, myspace, and twitter has made it easier for individuals to cultivate a particular image to project to the world, and for people to keep up on each other's lives through communication. Secretarial professionals are not left alone of the changing trend, one have acquired the technological skills to suit the current trend for best practices.

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