

# THE ROLES OF SECRETARIAL PROFESSIONAL IN MANAGING TECHNOLOGICAL CHANGE AND INNOVATION IN AN ORGANIZATION

by

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## **Abstract**

*This paper looks at the role of secretarial professionals in managing change innovation and technology in an organisation, the paper discusses who secretaries are, change innovation and technology, and the secretary's job and the emerging technologies. The paper concludes that the role of secretarial personnel in an organisation cannot be over-emphasized. Also, it is not uncommon to find some organisations while secretaries see technological change innovation as a threat to their work. Based on the aforementioned, the paper recommended among others that secretaries should not see technology change and innovation as a threat to them but as a mechanism to improve them on the job and organisations should organise capacity building from time to time in order to keep the secretaries abreast of the latest trend in the world of technology as related to their profession.*

## **Introduction**

The rate at which the modern office environment is changing cannot be over-emphasized. The fast changes that had occurred and continued to occur in office work, call for preparedness for what is described as “inevitable discontinuities” which heavily affect office administration and management. This is as a result of technological advancement. Every office in today's business world, be it government, industry or others human endeavours, require facts and accurate information for quick decision-making.

There have been remarkable changes in the Nigeria scene of office environment though, not as fast as it has been in the developed economies of the

world because it has been observed that in the technological aspect of office development in Nigeria as a developing nation is unfortunately a slow developer (Michael, 1987). In the same views, Agomuo (2014) posited that Nigeria's approach to office technological development has been haphazard in nature due to lack of adequate preparation towards the arrival of the computer and word processors in office operations.

The office worker including the Secretary expects certain support from the organisation into which he/she is employed. This support can be technological (machines and equipment) and human. In offices of past, managers dictated memos, letters and secretaries typed them. Most recently, businesses have developed word processing centres and relied on personal computers and even electronic mail in an effort to lessen the need for secretarial support and make the employee - secretary very productive (Osuala, 2004).

As a result of changes in technology, the role of secretaries in business has changed tremendously from that of typewriting and shorthand dictation taking, answering of telephone calls and processing of mails. The secretaries of today are exposed to office technology through internet that makes work easier and knowledge more accessible. (Edwin, 2008).

Mumuni and Sam (2014) posited that the functioning of the traditional secretary involve greater physical and mental ability. The introduction of modern technologies and programmes has lessened the onerous tasks for the modern secretary. These range from production, reproduction, storage and retrieval among others. With the advancement of technology, the use of computer and software programmes facilitates the work of the Professional secretary. However, these new developments pose technological challenges which require more knowledge and skills beyond being a Professional secretary.

### **The Secretary**

Various office workers perform some aspects of secretarial work, but not all office workers are secretaries. Secretaries have more responsibility for their work. Professional secretaries perform tasks similar to an executives or administrative assistant. Secretarial function is just central in every organisation and no office can easily function without a secretary. This brings about the importance of secretaries to the successful growth and development of the organisation (Adams, 2015).

According to Adebayo and Akinyele (2012), secretary coordinates the daily routines of an office and organizes the office schedules and paper work which include analysis of prevailing situations, judgement, technical knowledge and creativity. The number and type of activities secretaries are assigned depend on whether they are generalists (multi-functional secretaries) or specialists (such as legal or word processing secretaries). Secretaries use many talents and work with

many different people.

Adams (2015) also posited that a secretary is not just the company secretary that deals with legal matters of the organisation, but rather the position of the secretary is a basic position required in either the academic institutions or company formation or any kind of business set up to fill its general operation. Therefore, the secretarial practice which has been used by many organisations includes application of knowledge, skills, office practice procedures and methods of work performed by the secretaries of different cadres in an organisation.

Evans (2015) in Mohammed (2016) opined that secretarial Profession has come a long way from changes in gender dominance (female) to technologies that have improved work output and increase job opportunities, administrative office roles have also remain an integral part of business operations and all signs of indicated that the secretarial profession is here to stay. Secretaries have played and continue to play vital roles in their respective organisations for a very long time, but practices in the profession is taking too much time to change in the developing nations.

Onifade (2010) posited that a secretary is the person who performs the myriad of daily chores that nibble away at an executive's time. "A secretary is the principal administrative support position in an office increases the effectiveness of program staff by co-ordinating the paper flow of the office and carrying out the required to accomplish the work of the organisation". (<http://www.cs.states.ny/tsplan/tsp>).

The ingredients that must be contained in explaining who a secretary is should include -confidentiality (secrets), assistance or support or help, professional code of ethics, typing skill and communication skill. A secretary should be able to keep secrets of the organisation and that of his boss. His role is principally that of support, assistance or help. He carries out activities assigned to him by his executives or takes an initiative which is within his authority and responsibility. A secretary is a professional who has some code of ethics which he should guard jealously. He should be dynamic and versatile because he works in an environment that is not static. He should be ready to accept change and challenges of the office and the world of work. His title changes in conformity with his responsibilities. For example, a Legal Secretary has some professional responsibilities different from those on Medical Secretary. The computer's functions now change. You can now talk or use pen to write on the computer and what you say or write is typed devoid the use of keyboard (Onifade, 2010).

### **Technological Change and Innovation**

Technological innovation affects human development in many ways. Throughout history, technology has played a dominant role in the development of society (Agomuo, 2014). Technology has been defined by Blissmer (2003) as the

practical application of knowledge and is considered to be those activities directed to the satisfaction of human needs, which produced alterations in the material world.

Technological change is a complex process, but simply stated a need or demand which triggers the invention or discovery of new technology to improve an office service.

Office technology refers to the application of scientific knowledge, devices and systems to facilitate the information - driven activities of the office. The concept of office technology also associated with the following term: office automation, office mechanisation, electronics technology, office technology and office globalization. These terms are used synonymously and interchangeably. The idea of office technology covers the harnessing of electronic technology for information - processing needs of business organisation - based equipment for storage, processing and dissemination of information (Agomuo, 2014).

According to Audrey and Jaraji (2016), technological change particularly in developing countries is not about innovating at the frontier, but also about adapting existing products and process to achieve higher level of productivity as applicable to their local context. In this process, the ability of local firms and enterprises to access technological know-how is fundamental to shaping their ability to provide products and services, both of the kind that are essential to improve living standards, and that could also promote growth.

However, the changes include technological trends and breakthrough which will support innovation, availability of capital for new machines and equipment, displacement of existing equipment, management of innovation in an organization and organizational structures to facilitate innovation.

According to UN (2015), innovation and technology management is an inevitable issue in the high end technological and innovative organisations. Today, most of the innovations are limited with developed countries like USA, Japan and Europe while developing countries are still behind in the field of innovation and management of technology. But it is also becoming a subject for rapid progress and development in developing countries. Innovation and technology environment in developing countries are by nature, problematic, characterised by poor business models, political instability and governance conditions, low education level and lack of world-class research universities, an under-developed and mediocre physical infrastructure, and lack of solid technology based on trained human resources.

### **The Secretary's Job and the Emerging Technologies**

Onifade (2010) submitted that the innovation and inventions of modern technology (Computer) has made the office to reduce the number of secretaries. The job which the secretaries perform in the office and the errands they run have been

taken over by the computer. He therefore posited that organisation and secretaries are now working to ensure that secretaries are retained in their work stations. Considering the following efforts:

- i. Secretaries are continually retrained in order to keep abreast of innovations in the office machines, organisation, attitude and responsibilities.
- ii. As office automation continues to evolve, retraining and confirming education will remain integral part of secretarial jobs. Changes in the office environment have increased the demand for secretaries and administrative assistants who are adaptable and versatile.
- iii. Secretaries are encouraged to tackle challenges through assignment of new responsibilities.
- iv. Secretary's act as members of a team work and this making them to participate in some decision making process.
- v. Employers look for good customer service and interpersonal skills.

According to Nwaokwa and Okoli (2012), the introduction of Information and Communication Technology (ICT) has changed the roles of secretaries. They opined that ICT has influenced the performance of secretaries in delivery of information, accuracy and effectiveness at the work place.

Nonye (2013) researching into the need for capacity building of secretaries in modern office technology concluded that secretaries should be abreast of the use of modern office technology and recommended the need for periodic training programmes to be organised for secretaries to update their knowledge on modern office skills.

Onifade (2009) posited that work of the secretary in an organisation include the coordination and management of the office environment, the management of his boss official activities and many other job that could be assigned from time to time. The need for efficient information dissemination which is among the major duties of the secretary has necessitated the secretary not to be left out in technology development. However, Funmilola (2015) recounted that, advances in information and communication technologies have created a new space within which individuals and organizations can operate.

Those individuals and organizations that have learned to take advantage of the opportunities afforded by operating in this new space have realised significant competitive of technology advancement.

Ejeka (2015) asserted that new technology has captured the secretarial profession and make it challenging. The effect of electronic development has become a visible reality in our days. When we talk of electronic equipment we mean those classes of electronic that affect office activities such as telephone and other electronic typewriters, photocopies, scanners and the computers. The digital telephone and other electronically powered machines reduces the long hour to more pressing of billons, this making the world a small global place where contacts could

be made between people at different continents and seconds. He further stressed that the stereotypical image of the secretary as a servant to the boss is fading. Today, secretaries are seen as a partner working side by side with their bosses and taking responsibility for more decision making. Though secretaries have always possessed intelligence and initiative, current technological advances especially with computers have made it easier for secretaries to be recognized within a company. Secretaries no longer need to type various versions of forms or letters. They now have time to show management new talents and abilities. A secretary now spends more time composing correspondence instead of typing it.

Without much ado, it is no longer a news that the work of the secretary is becoming enviable with the new technology and innovation. The automated office permits greater efficiency, higher production by improved quality of work and stress-free working atmosphere. However, training and learning is a necessary process for achieving overall objectives and it is also essential in improving organisational performance.

### **Conclusion and Recommendations**

It is evident from the foregoing that the role of a secretarial professional] in any organisation cannot be over-emphasized. In modern times, it is not uncommon to find some organisations where secretaries find it difficult to adapt to emerging changes in the world of technology. It is against this backdrop that the researches make the following recommendation:

1. Secretaries without new skills in the use of modern office technological gadgets should be retrained to fit into the trend of current advancement.
2. Secretaries should be encouraged to use their initiation in taking some decisions that are beneficial to the organisation.
3. Organisation should organise capacity building like seminar, workshop and conference from time to time to keep the secretaries abreast of the latest trend in the world of their professions.
4. Organisations should procure modern office equipment for secretaries as this will assist them to do their job in order to improve efficiency and productivity.
5. Secretaries should not see technology change and innovation as a mechanism to improve them on the job.

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# THE ROLE OF SECRETARIAL PERSONNEL IN ACHIEVING ORGANIZATIONAL GOALS IN THE ERA OF ECONOMIC RECESSION

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## **Abstract**

*The prevailing goal of any organizations in Nigeria is success which is the key to achievement and comes with joint efforts. A research study revealed that most organization were after results regardless of how it was achieved, this is very sad. A single difficult task can take up to 2 to 4 hours to achieve but after all these efforts, the Management smile at the result not on human efforts. This paper was prepared to review such matter as the role of secretarial personnel in handling and achieving organizational goals and what Management should know about achieving those goals in economic recession.*

## **Introduction**

Economic recession is a fall in gross domestic products. It is when the economy stands still without moving forward or backward. The marginal point at which the economy is graphically represented in gross domestic products determines the fall or rise in economic system. Therefore, to learn about how to achieve organizational goals especially in this era of economic recession is very important. Nigeria is currently undergoing serious economic recession which had claimed so many lives. People are dying everyday, no money, no food and clothing, even employment is difficult. How do we survive? To know this, we need to consider first, the perspective of secretarial personnel in economic recession, and link this to how to achieve organizational goals in the period of recession.

There is no doubt that many have much to say or write about economic recession in Nigeria, but whatever thoughts are as to the cause of economic



recession, the truth is that our economic system cannot survive recession except specific actions are taken. Nigeria is a good country endowed with many gifts of nature but the ability to utilize those gifts is fractioned due to unwillingness of our youth to utilize their skills and potentials for the benefit of our country. Instead, they prefer travelling abroad to work and utilize their potential for the benefit of other nations. Apart from this, the average Nigerian prefers a white collar job to being an entrepreneur, this is very sad. We all like to be master not servant. Take for example the job advertisement published in the Thursday April 7, 2017 of the Nigerian Punch newspaper by the Railway Corporation, about 5000 applications were received. Sadly, only a handful application was considered due to the economic situation and the target of the organization.

Realistically speaking, does an individual have to labour under his fellowman before he can realize his dream? God has endowed every individual with skills and potentials. Can we not harness such knowledge and ability to create jobs and opportunities instead of searching for white collar jobs or travelling to other nations? Each person's little contributions in this way can take our beloved country out of recession.

### **Recession**

National Bureau of Economic Research (NBER), defined recession as “ a significant decline in economic activity spread across the economy, lasting more than a few months, normally visible in real Gross Domestic Product (GDP), real income, employment, industrial production and wholesale, retail sale”. More specifically, recession is defined as when business ceases to expand, the GDP diminishes for two consecutive quarters, the rate of unemployment rises and housing prices decline.

Many factors contribute to an economic fall into a recession, but the major cause is inflation. Inflation refers to general rise in the price of goods and services over a period of time. The higher the rate of inflation the smaller the percentage of goods and services that can be purchased with the same amount of money. Inflation can happen for reasons as varied as increased production costs, higher energy costs and national debt.

People tend to cut their spending and save more amid an inflationary environment. Less spending causes GDP to decline. As GDP declines, unemployment rates rise because companies lay off workers to cut costs, combined, these factors cause an economy to fail into a recession (Chizorah, 2014).

### **Causes of Economic Recession In Nigeria**

The major causes of economic recession in Nigeria are as follows:

1. High Inflationary rate: a general rise in price of goods and services – leading to low purchasing power.

2. Accumulation of debt servicing especially foreign debts.
3. High interest rate – discouraging investor.
4. Fall in aggregate demand, fall in wages income.
5. Unemployment, and general loss of confidence on the government due to economic indices.
6. Poor Economic Planning: Poor economic planning and no concrete implementation of her economic planning is the major cause of Nigeria current recession – budget delay, and exchange rate policy.
7. Banning of importation: government banning the importation of certain essential agricultural products like Rice without considering gestation period is an error.
8. Removal of fuel subsidy: this is the major cause of rise in domestic oil price, fall in the global crude oil price deteriorating Nigeria exchange rate.
9. High interest rate: interest rate of between 26.77-27% is extremely high for investors. This high interest rate is discouraging investors of unemployment culminating into rate of high unemployment in the country, reduction in aggregate demand especially from the households
10. High Taxation: it is only in Nigeria that we see government changing to high tax rate during economic recession. Small businesses are “slaughtered” with high interest rate. Both high interest and tax rate has lowered Nigeria aggregate demand.
11. Policy Conflict: The economic policies appears conflicting, How? High-interest rate, high tax rate are tight monetary policy measures. But government told the public it is adopting expansionary policy – budget deficit, etc, (Emmanuel, 2017).

### **Different Kinds of Shaped Recessions**

1. W – Shaped recession – refers to a double dip recession where economy goes into recession shortly after recovering from first.
2. V – Shaped recession – refers to a quick recovery after initial recession.
3. I – Shaped recession – refers to a period of stagnant recovery after initial fall in GDP.

### **Remedies of Economic Recession in Nigeria**

1. **Reduction in tax rate:** government should reduce tax rates on individuals, small businesses, and corporations by lowering the tax rate by at least 10% points.
2. **Effective spending:** More increase in government spending will not solve the problem of recession. It is a strategic spending in area with high multiplier effect such as agriculture and manufacturing sector that increase

- aggregate demand.
3. **Expansion of export earnings:** Nigeria needs to expand her export earnings and production base through wise investment. Otherwise, might likely end up in a classical Malthusian situation, where the resources cannot support the population.
  4. **Need for diversification:** injecting more funds into the economy is not bad, but there is need for diversification, allowing free flow of Naira and stabilizing the oil sector, modernizing agricultural sector.
  5. **Enhance access to credit:** for instance, total consumer credit in Nigeria stands at less than \$10 billion dollars in about \$500 billion economy this corresponds to about 20% of her GDP. Consumer access to credit will speed up the economy. The CBN recently raised the real interest rate of Nigeria. This policy should be evaluated. The interest rate at 26.93% is too high. The economic policy indices should be re-evaluated.
  6. **Increment in expenditure:** Nigeria government should increase her expenditure on skills. This is one point that most African countries have always neglected. It is only skills that lead to production. People are looking for problem solves, so the government should invest in skills acquisition e.g IT, telecommunication, agro-allied, sports among others. The training should be 80% practical. There is a need for multiple competencies, particularly among youths as a measure to curb increasing global joblessness.
  7. **Stop talking:** Nigeria government led by Buhari should stop talking and start working. Enough of talk, people want to see actions. The youths should be encouraged to go into farming. They should be trained free in various agricultural activities.
  8. **Better mechanism:** The government major policy is on development of agriculture but a better mechanism should be put in place to grow the sector, the government should empower the youth to go into the sector, government should build more grain storage to store agriculture product excess. Government should also go into large scale farming on the vast lands lying fallow (**Emmanuel, 2017**).

### **Perception of Secretarial Personnel in the Era of Economic Recession**

Secretarial personnel are the group of professional secretaries who see to the administration of secretarial functions and management relationship towards the achievement of organizational objectives. They support the management to achieve his decisions at various level. They do typing jobs and take shorthand dictations. Through their skill, they transcribe dictated scripts into simple language that the executive can read and understand. They handle various correspondences for their bosses, and perform data processing operations using applicable software

application system.

The secretarial personnel ensure that their role as secretaries is well defined in any organization. They help the Management to carry out most administrative functions. They refer clients to the appropriate units. They create a friendly ground to manage problems in the organization and aid to achieve the goals of such establishment.

The role of secretarial personnel cannot be undervalued in any organization. The secretaries sometimes act as an appointment agent in form of collecting applications for recruitment purpose for their institution. They are foresight personnel who see to the development of the organization. They serve as assessors to the organization and when at forum during recruitment exercise on proxy, etc.

Their perceptions are;

- Inflation is the major cause of recession in Nigeria.
- Fuel price is higher than the income at disposal and the ability to utilize the little income to satisfy human needs becomes a problem.
- The price of dollar that is constantly fluctuating, if stabilized can solve the problem of high cost of living in Nigeria.
- The reduction of fuel prize can be a contributory factor to solving economic recession in Nigeria.
- In economic decision making, minimum wage of workers should be considered.
- The tax on workers salary is rather too high, its review can ease spending.
- Payment of workers salaries and arrears as at when due is important, this may resolve the problem of recession in Nigeria.

### **The Role of Secretarial Personnel in the Organization**

1. To create a friendly relationship to achieve organization goal by winning customers interest to the service of the organization.
2. To suggest a good ideas of how organizational objectives can be achieved.
3. To contribute to the development of the organization through rendering quality services to the public.
4. To serve as assessors at interview level for their boss.
5. To prepare itinerary for the boss traveling arrangement
6. To produce honest appraisal of subordinate for boss decision
7. To tactfully work against political interest of accepting bribe and corruption tendencies within the organization before rendering service.
8. To receive visitors and re-direct.
9. To make and answer telephone calls for the boss.
10. To take dictation and transcribe with appropriate software application for the boss.

## What Management Should Understand About Achieving Organizational Objectives

To achieve the objectives of any organization depends largely on the role the management in achieving such.

1. Management should know that goals are the major drive of the business. If there is no goal, there is no organization. A goal is what the organization depends upon to run their day-to-day activities. A goal in another sense, is an objective, aim, target or aspiration. For example, if Mr. A. wishes to become a driver, that is a choice, but if he goes further to buy a car and employ expert driver to teach him on how to drive for 2 to 3 hours every Friday, that is a goal, because at end of the training, Mr. A. will become an expert driver. Therefore, a goal is what we set to achieve a particular task.

### *Example 2:*

If an Hospital is National Health Insurance Scheme (NHIS) accredited and is required to render General Medical free services to the patients in a stipulated numbers of days e. g. Monday, Tuesday and Thursdays in three weeks by 2 to 3:30p.m. daily. How can the hospital achieve this goal?

The first thing is to look at the statistics of patients on NHIS. For instance, if 5000

patients are on NHIS, then we can say,

3 days in a week x 3

= 9days in three weeks

Therefore,

5000 patients

9 days

= 555.55 patients.

This means that the nurses at NHIS will be attending to less than 556 patients within 3 days in a week. This kind of service can become too cumbersome for that nurse on duty if more hands are not involved.

So, to make it easy for such a nurse, NHIS Management should ensure that there are more nurses available to carry out the task.

Since there are 555.55 patients available for the three days in a week, we can say:

555.55 patients

Numbers of days approved in a week

185.183 patients.

4 nurses

= 46.2957.... patients per day.

This means that the numbers of patients that a single nurse must attend to at each day from the above statistics is 185.183 patients in a day. And since time

is allotted to each of the days, the Management can choose to have four nurses in place to carry out the above task.

If four nurses were put in place for each day, the calculation will become, 185.183 patients

4 nurses

= 46.2957.... patients per day.

The result above showed that a single nurse can attend to less than 47 patients in a day between 1 O'clock to 1.30p.m.

From the above statistics, the Management of NHIS can achieve their goals if a proper function is applied.

In this second example, who is the major contributor to the achievement of the Hospital (NHIS) goals?

**Answer:** the Management.

If the Hospital Management did not make the free drugs available and some instruments needed to achieve those goals on that day, can the nurses perform excellently well?

So, here Management is the sole contributor of how organizational goals can be achieved in any establishment.

### **To Achieve Organizational Goals**

1. Management should ensure adequate supply of electricity within the premises
2. Equipment of various sizes should be made available for secretary use.
3. Technical support like engineers and maintenance service contractors are important.
4. Office chairs, tables, and computer systems should be properly fixed.
5. The Management must ensure that the channel of communication within the organization is not too complex. Everybody including visitors to the organization should be able to access and pass information without any difficulty. For example, the management can go for internal communication system (i.e. intercom) in addition to cell phones (or mobile phones) it will be good.
6. **Conducive working environment:** The management should ensure that the working environment is conducive for the secretaries to work, such as making available the needed facilities to perform tasks, the environment should be clean, the roads within the compound should be motorable for cars and different vehicle that will be visiting the organization to pass. Flowers should be neatly trimmed, for a good outlook and air condition properly attached to each of the offices etc.
7. **Provision of water:** The system that the organization needs to adopt in making water available in the compound should be very flexible. Availability of water in the compound will reduce time wasting. If there is water, the staffs

- will be able to use the conveniences in the office environment without looking for alternatives elsewhere.
8. **Communication system:** The hierarchy of communication between the Management and staff should be flexible. Management should see their secretaries as part of the management team not as a slave or just a mere copy typist. Secretaries should be made to feel free to express themselves to their bosses at all levels.
  9. **Language barrier:** The Management should avoid using dialects to pass important information, to avoid ambiguity during communication. There is need to maintain official business language (i. e. English language) to communicate.
  10. Management should avoid making their secretaries to work under duress; this is not good. When secretarial personnel of organization are made to work freely, they will better enhance their knowledge to achieving organizational goals without procrastination.
  11. **Social security:** which includes wages and salaries, hospital bills, incentives etc are also important. This should be considered critically by the Management.

### **The Role of Secretarial Personnel In Achieving Organizational Goals In The Era Of Economic Recession**

If the Management of any organization can meet up the above responsibilities, it is now the role of secretarial personnel to ensure the optimal use of the available materials, equipment and organizational resources to achieve the expected goals of such organization. How can this work?

1. It is the role of secretarial personnel to ensure that the office chairs, tables and computer system put in place by the Management are not misused. Computer system should be properly shut down when the voltage is off.
2. The social security of staff put in place by the Management should not be abused. For instance, if Management observed that the sickness of a secretary is minor and that he/she can remain on duty while using the medical drugs scheme, such secretary should not absent himself/herself from duty post without permission.
3. The wages/salary negotiated with the Secretarial Staff should not be something taken for granted. Salary payment is usually on the 30th or 31st of each month. Secretaries should not expect to be paid on or before 31<sup>st</sup> of the month, since this may not be the initial agreement between your Management and yourself. Doing this may lead to sourcing for salary advancement more often than waiting for your salary by month end. This is not too good. You can source for alternative elsewhere without bothering your management.

4. It is the role of secretarial personnel to assist the organization in decision making. The reason being that economic decision is what usually leads to economic recession, if not appropriately made.
5. The major cause of recession is inflation. It is the duty of secretarial personnel to understand the development of the organization and seek to provide adequate support to the management.
6. It is the role of secretarial personnel to be up and doing ensuring that the goal of the organization is achieved. Secretaries need to know what the goal of the organization is and work towards helping to achieve such goals.
7. Since our economy is currently in recession, secretarial personnel must understand the nature of the economy and the shape of recession affecting economic system in Nigeria.
8. Secretarial Personnel should ensure that there is no wastage of any available resources provided by the Management in this economic recession.
9. Punctuality of Secretarial Staff is also important to achieving organizational goals. Secretaries should ensure that they maintain punctuality at work, to grip the available income of the organization which visitors may want to contribute to the organization cover.
10. Interpersonal relationship: this is very vital, secretaries should have a good interpersonal relationship with their boss and the general public who may have one or two things to do in the organization. This will help to sustain the existing customers while looking for the new ones.
11. Communication skill: is also important. A secretary should be able to communicate effectively in English language, our official business language.
12. Penmanship: good handwriting is necessary for the secretaries to sustain business and achieve the goal of organization. If a secretary can write correct legible figures and make statement, the little available income of the organization will be properly maintained rather than wasting organization resources due to poor handwriting and statement.
13. Report: a report of daily activities of the organization should be well arranged and typed neatly by the secretary for Management review.
14. Secretarial personnel should avoid suggesting inflating the price of products as a result of recession in the country.
15. Secretarial personnel must maintain good personal appearance when coming to their offices and when relating with the customers. This will help them to sustain the existing customers.
16. Information: Secretarial personnel should be at alert to happenings in the country and other related field of business to improve the output of the organization for better achievement of organization goals.
17. Bribery: a secretary should not accept bribe from any visitor before rendering



service.

18. Delay: Secretarial Personnel should guide against unnecessary delay in providing services to their clients. This will make the organization to lose valuable customers and thus reduce the income level of the organization per week, and if this happen! The organization is on the way to recession. Why? There will be accumulation of deficits both in the purchase of raw materials and workers salary which is created as a result of loss of customers and income levels.
19. Laziness: Secretarial personnel should be hardworking. No time wasting, no gossiping and humorous behaviour during work hour. Since Nigeria is seriously undergoing economic recession our time should be spent on achieving the goal of organization per day.
20. Sleeping: sleeping is a serious misconduct. Secretaries should avoid sleeping at the time they are expected to be at work and get something doing. The above roles of Secretaries and the Management of the organization showed that if both can team-up together in the fight against economic recession, definitely achieving organizational goals in this era of economic recession will be very easy.

### **Team Work Between The Management and The Secretarial Personnel In Achieving Organisational Goals**

For Management and the secretarial personnel to become successful in achieving organizational goals, team work is most crucial. You need a winning team. It is impossible to make it on your own. There is no such thing as a self-made man. We need each other to grow and expand.

According to the Oxford Advanced Learner's Dictionary, team work is defined as an individual working together as a group to achieve common goals. Trees do not grow on their own. They are planted and nurtured to full maturity alongside many others. You must have a team that produces the best results with you now and in the future.

The Management and secretarial personnel must therefore be totally committed to the vision and share common purpose and mission. They must be ready secure loyalty and cooperation for the eventual success of the goals. Seek first to understand, to be understood and communicate effectively. Have a long term relationship which requires mutual respect and mutual benefits.

The Management must also know that the secretarial personnel constitute a very unique dimension of help they cannot do without in achieving organizational goals. The Secretarial

Personnel enable management stay on their assignment until it produces amazing results. The truth is that management cannot do it alone. **“No man is an Island”** and must learn to treat the Secretarial Personnel well.

### **What is the significance of team work in achieving organizational goals?**

1. Team work signifies the ability to work alongside with others as one
2. It promotes openness, transparency, objectivity and stands against leaving people in the dark.
3. It encourages participation and improvement
4. It recognizes potentials and promotes them
5. It listens, cultivates ideas and maximizes them
6. It allows all parties to partake of the celebration and the rewards

The challenge in team work is handling people. Due to the complex nature of man, he manifests the unexpected. To achieve organizational goals, it is to operate by values, purpose and principles and not by feelings, by standards and not by persons or personalities. The management and the secretarial personnel must begin to address the challenges of weak competencies, low trust and poor communications, burn out as well as lack of focus and let every man be highly committed to their assignment, and success will emerge.

### **Conclusion**

Failure requires no teamwork; you can fail successfully when alone. ***“Success has many relations but failure is an orphan”*** – Bishop David Oyedepo. The challenge in team work is handling people. Due to the complex nature of man, he manifests the unexpected. Therefore a wise man must always expect surprises. People do change, mature and evolve. Let appreciation be without ceasing and learn to understand and respect each other. It cost nothing to say; thank you.

### **Recommendations**

By and large, we recommend;

- (1) Talented Nigerian youth abroad should return home and combine their efforts and potential with our government to move the country forward.
- (2) Government should operate by standards and not by persons or personalities
- (3) Operate by values, purpose and principles and not by feelings
- (4) Give room to people to misbehave and to grow up
- (5) Keep training, loving and trusting them with their character flaws notwithstanding
- (6) The management and the secretarial personnel must begin to address the challenges of weak competencies, low trust and poor communications, burn out as well as lack of focus
  - Let every person be highly committed to his assignment and success will emerge.

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