

# On the Standardization, Institutionalization and Scientification of Secretarial Work

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## ABSTRACT

Secretarial work plays an important role in today's society, and the task of secretarial work, generally speaking, is to manage documents, assist decision-making, and provide comprehensive services. With the development of the times, the secretarial work organization has been continuously improved and perfected, and the importance of secretarial work has become more and more obvious. Therefore, the secretarial work needs to be more standardized, institutionalized, and scientified. This article will systematically explain the basic content and importance of standardization, institutionalization, and scientification of secretarial work, so as to improve its quality and efficiency

**Keywords:** *The importance of secretarial work, standardization, institutionalization, scientification.*

## 1. INTRODUCTION

With the progress of human society and the rapid development of science and technology, contemporary secretarial work is undergoing a profound change. Secretarial work is one of the oldest jobs in the world. It can be said that as soon as there appeared the management of public affairs and the division of labor in human society, there appeared the secretarial work[1].

In our daily life, many of us have misunderstandings about secretarial work. Treating secretarial work too high or too low will have a great negative impact on the development of secretarial work. If the secretarial department does not put itself in a suitable position, it will not be able to perform the work well. Therefore, the secretarial work should be based on the overall situation, and ensure the normal operation of the overall work. Secretarial work as a social profession, it cannot be separated from the leadership it serves and cannot exist independently. A secretary must pay close attention to the leadership's intention, correctly understand and grasp the leadership's intentions at any time, strictly follow the leadership's instructions, and help the leadership in its investigation and research to achieve the leadership's intentions. With the development of the times and the progress of society, new problems will continue to arise in secretarial work. To adapt to the new era and new situation, we must strive to improve the level of secretarial work. The standardization, institutionalization, and scientification of secretarial work is the primary aim

in current secretarial work. The standardization, institutionalization and scientification of secretarial work is the call of the times. Good secretarial work is conducive to making the best use of people, complementing each other's advantages, making people to cooperate with each other, coordinate with each other, so that the functions of the entire secretarial organization can be fully utilized and the feasibility of secretarial work is improved. Therefore, the efficiency and quality of secretarial work will be improved in an all-round way.

## 2. THE SPECIFIC CONTENT OF THE STANDARDIZATION, INSTITUTIONALIZATION, AND SCIENTIFICATION OF SECRETARIAL WORK

In order to meet the requirements of social development in the new era, various agencies, systems and methods of secretarial work have been continuously established and improved. Under the general conditions of contemporary society, the standardization, institutionalization and scientification of secretarial work is an inevitable trend of historical development. Secretarial work is a kind of social profession, and its scope is extremely wide. Secretarial work must be in accordance to the leadership's intentions and instructions. The secretary accumulates his work experiences, do the investigation and research and then implement leadership intentions. With the progress and development of the

modern era, there will be more and more social problems. The secretary must adapt to the new era and new conditions, pay attention to the actual situation, and strive to improve his working capacity.

There are many ways to achieve the goals of secretarial work, but in short, it can be summarized by standardization, scientification, and institutionalization. To achieve high-quality, timely, efficient, and safe secretarial work, we must carefully study and explore secretarial work rules, so that our secretarial work can have a unified standard and a unified code of conduct. It is necessary to establish and improve the necessary systems, and at the same time use scientific thinking and scientific office methods to run through every detail of the secretarial work, so as to improve the overall efficiency of the secretarial work, and make the secretarial work standardized, systematic and scientific.

The issue of standardization is of great significance for doing well in secretarial work. All the work of the office department must have some standards and requirements. These are what we often call "standardization". Only in this way can the secretarial work be kept in order.

### ***2.1. Standardization of Secretarial Work***

The content of secretarial work is assisting leaders in arranging receptions, handling paperwork and assigning tasks[2]. Standardization refers to certain rules, orders and prohibitions. The prerequisite for a good secretarial work is that the work of the secretary must be standardized.

Standardization is of great significance for doing well in secretarial work. All work in the office department must have some standards and requirements. These are what we often call "standardization". Only in this way can the secretarial work be in an orderly manner.

Mature cognition is often the understanding of the regularity of secretarial work content after repeated practice, and the standardization of secretarial work is to stipulate the mature cognition, which makes the secretarial work develop in a more mature direction.

### ***2.2. Institutionalization of Secretarial Work***

In the era of knowledge economy, the competition between enterprises is actually the competition of corporate culture. Corporate culture is a reflection of the overall strength of an enterprise, a reflection of the level of corporate civilization, and also the transformation of knowledge-form productivity into material productivity[3]. But facing new opportunities and challenges in secretarial work, institutionalization is conducive to the development of enterprise work and lays a solid foundation for the enterprise to become bigger and stronger.

The institutionalization of secretarial work is mainly to establish a sound institutional system and a scientific and effective mechanism, and to increase the construction of institutional culture, so as to effectively improve the efficiency of the secretary's daily work and better improve the level of corporate management culture.

The office is in a special link in the operation of the enterprise, which may directly affect the overall interests of the enterprise. In order to better play the role of the office, we must establish a sound and sound secretarial work system in the office so secretarial workers should be loyal to their duties. Institutionalization is the vane of secretarial work.

### ***2.3. Scientification of Secretarial Work***

Scientification is the purpose of secretarial work. The scientification of secretarial work is the core goal of doing a good secretarial job. In the secretarial work of modern society, the scientification has become more and more important.

The scientification of secretarial work mentioned here mainly means that the secretarial work process must conform to its inherent objective laws and act according to such laws. When doing this, it must also keep pace with the times. Only in this way can we better realize the scientification of secretarial work. Starting from the actual situation, working in accordance with the objective laws of its development can increase the success rate. Only by enhancing the scientification of secretarial work and reducing the blindness and randomness can the efficiency and effectiveness of secretarial work be improved.

In today's society, government agencies are facing reforms that require simplified administration and improving work efficiency. This is a challenge to secretarial workers. How to adapt to the needs of the new situation is a serious common problem. We should study and summarize practical experience with a scientific attitude, explore the rules of work, and reduce blindness in the work process, which are of great significance to the long-term development of secretarial work[4]. Given our country's special social pattern and the degree of emphasis on secretarial work, it is determined that the scientific secretarial work has far-reaching significance.

## **3. THE SIGNIFICANCE OF STANDARDIZATION, INSTITUTIONALIZATION, AND SCIENTIFICATION OF SECRETARIAL WORK**

### ***3.1. The Significance of Standardization***

The standardization of secretarial work is conducive to improving the uniformity of the code of conduct of the

staff in the office and enhancing the work awareness of the office staff.

Under the social environment of the new era, the standardization of the secretary's working environment guarantees high-quality and efficient work, the positioning of employees as to what they need to do, and how to do better. Only by doing this can the company have clearer work goals. Standardized secretarial work can improve the quality of corporate office management.

### ***3.2. The Significance of Institutionalization***

The standardization of secretarial work is conducive to improving the uniformity of the code of conduct of the staff in the office and enhancing the work awareness of the office staff.

The institutionalization of secretarial work is of great significance to the daily work of secretaries. Often high-efficiency work has one common characteristic, that is, it has a standardized and institutionalized management system, so that the company can achieve success. The institutionalized secretarial work optimizes the efficiency of the company's internal work, so as to adapt to the internal needs of the company, enable the company to continuously update and develop, and improve the company's own cultural soft power. It is conducive to further strengthening department management, clarifying employee office procedures, and improving office efficiency.

### ***3.3. The Significance of Scientification***

The scientification of secretarial work has extremely rich connotations. Scientific secretarial work is to seek practicality, and actively explore and master objective laws to improve the effectiveness of secretarial work. The scientification of secretarial work makes secretarial work more professional and standardized. Scientification is the summary of many previous practices. Compared with others, it is more convincing and feasible. It reduces the chance of error.

The scientification of secretarial work will directly affect the decision-making level of superior leaders. Decision-making is the main responsibility of upper-level leaders. The correctness of decision-making is directly related to the success or failure of management, and correct decision-making cannot be separated from the investigation and research of various aspects of secretarial work and office work, and the correct judgment of survey data. In this regard, the secretarial department, as the main department assisting leadership in decision-making, undertakes the important task of handling the leader's mobile phone information, and providing advice. The scientific management of information will enable the leader to make better and quicker decisions.

The scientification of secretarial work directly affects the efficiency and quality of an organization. The secretarial work is responsible for a large number of daily tasks such as document processing, meeting management, information processing, seal management, public relations and so on. These tasks are cumbersome, and if they are not well managed, they will cause chaos in the office, leading to low efficiency and poor service quality. The implementation of scientific secretarial work can be non-chaotic, and methodical.

## **4. THE WAYS TO REALIZE THE UNIFICATION OF STANDARDIZATION, INSTITUTIONALIZATION, AND SCIENTIFICATION OF SECRETARIAL WORK**

### ***4.1. Adhere to the Principle of "People-orientation"***

Office work needs to adhere to the "people-oriented" principle, which is very important for doing office work well. In the daily work, "people-oriented" principle means to establish and to strengthen the employees' awareness of active service. At the same time, managers should constantly strengthen the overall awareness of employees. Employees should think about problems based on the overall situation, not just from personal views[5]. Adhering to the people-oriented principle is an important principle to promote the unification of the three modernizations of secretarial work.

Adhering to people-oriented principle is an important prerequisite and foundation for the standardization, institutionalization and scientification of secretarial work. If the principle of "people-oriented" is discarded, uneven, unreasonable or low-quality staffing will take place, which will inevitably affect the function of office management. Therefore, in order to standardize, institutionalize, and scientificate secretarial work, it is necessary to rationally deploy personnel according to people-oriented principle. The office can have a high level of public relations coordination ability.

### ***4.2. Strengthen the Construction of Secretarial Work Team***

People are the most active and decisive factor in office work, and the primary resource in the daily work process. The key to achieving the unification of the three modernizations of secretarial work lies in the company's employees. Secretarial work team must strengthen business studies, business training, so as to improve the staff's ideological level, theoretical level, and practical operation ability. Staff members must cultivate their organization and coordination ability, expression ability, information ability, innovative ability, to adapt to the development and management of the enterprise.

The improvement of the overall quality of employees is also conducive to the better unification of the three modernizations. The office should not be a place for gossip, and secretarial staff should have better ideological quality. To do this well, the office must do a good job in building the ideological and moral quality of the team. First of all, secretarial workers should pay attention to studying the party's line, principles, and policies, and consciously maintain a high degree of ideological and political consistency with the party Central Committee. When reporting, distributing documents, coordinating work, and answering questions, we must take the party's policies as the criterion and be a model for implementing the party's line, principles, and policies. Second, we must have the spirit of self-denial and dedication, willing to be a "stepping stone." We must take the initiative to serve the leaders, serve the grassroots, and serve the masses. Third, secretarial staff should give full play to the spirit of seeking truth from facts, conduct in-depth investigation and research, get out of the office as much as possible, penetrate into reality, understand the actual situation, grasp the latest developments, and provide leaders with comprehensive, accurate, and timely information.

#### ***4.3. The Company Should Establish a Sound Scientific Work System***

Companies should establish and improve working procedures and rules, keep up with the times and make timely repairs of procedures and rules, so that every person has rules and regulations to follow[6]. These measures can help the company to achieve the rationalization of office resources, the standardization of staff behaviors. By formulating a series of job responsibilities, a reasonable division of labor and a clear operation mechanism of responsibilities can be realized. Only a good operating mechanism can meet the needs of the company's work.

### **5. CONCLUSION**

The standardization, institutionalization, and scientification are the foundation and goal of secretarial work. It can be said that the work of the secretary is complicated but not messy, and has a certain regularity and importance. The improvement of secretarial work ability cannot be achieved overnight. It requires practice and the accumulation of experience. Secretarial work is the main body of office work. Therefore, it is necessary to form a standardized, institutionalized, and scientific working method, improve the system, establish an excellent information system, and promote the development of secretarial work. The continuous development of secretarial work can create a high efficiency and high Quality secretary working environment.

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