

## Development Trend of Secretarial Work in the New Century

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**Abstract.** With the development of the society, the functions, methods, service areas and service means of secretarial work are constantly changing and developing. It is necessary to start from the historical development track and realistic needs, summarize and predict the characteristics and development trends of the secretarial profession in China in the new century, and strengthen the construction of the secretarial team in China. The development of social economy always promotes the transformation of social management system with its unique vitality. The rapid development of China's economy has led to profound changes in the economic management system. The secretarial department is in the most active part of the economic management system. As a result, the secretarial work has shown a very significant new development trend. This paper studies the development trend of secretarial work and hopes to advance the construction of our secretarial theoretical system and the work of secretarial work.

### Introduction

With the further improvement of China's socialist market economic system and the rapid changes in social and economic development, the huge legal system of the WTO has had a profound impact on the management and operation of the Chinese government, enterprises, institutions and organizations. The rapid development of Internet technology brings office automation to a more advanced work platform. These will make a profound and profound change in the mindset of the entire society. As the secretary of assistant decision-making management, the characteristics and methods of his work will change accordingly, and the new era requirements for secretarial talents will follow. This paper studies the work of modern secretaries to speed up the process of connecting with the international community and synchronizing with the times, presenting the professional characteristics that are completely different from the traditional secretarial work, and developing towards the trend of professionalization, scientificization, functional strengthening and qualification.

### The Professional Characteristics and Changes of Modern Secretarial Work

The rapid development after China's accession to the WTO and the Internet has brought about great changes in the macro-environment and micro-environment of modern secretarial work. In order to meet the development needs of the new situation, the modern secretary's work presents the following professional characteristics and changes:

Modern secretarial work shifts from skilled work to intelligent work.

In a new era of information, the modern secretariat has become increasingly complex and scientific in its leadership activities, the continuous improvement of the level of leadership intelligence, and the continuous strengthening and expansion of secretarial functions. Objectively, the Secretary has required a new breakthrough in the quality of the Secretary. From the perspective of the secretary's knowledge structure, there must be three levels: First, basic knowledge, including basic knowledge of science and culture, basic theoretical knowledge of Marxism, basic knowledge of laws and regulations; the second is professional knowledge, including secretarial expertise and industry expertise; the third is auxiliary knowledge.

Modern secretarial work shifts from conventional introverted thinking to open thinking. China has established a socialist market economic system. After joining the WTO, it has accelerated the

process of integration with the world. This situation has objectively expanded the scope of the secretary's work. Party, government, and enterprises will have political, economic, cultural, and scientific exchanges across industries, regions, and borders. The expansion of the region has broadened the space for secretarial work and broadened the horizons of the secretary. In this context, the secretary must have a strong three-dimensional open mind, not only concerned with the development of the industry, the region, but also closely watching the domestic and world trends.

Modern secretarial work transforms from transactional services to informational services. With the rapid development of science and technology, the scientific and technological content of secretarial work is getting higher and higher. The secretarial work of the 21st century will be a highly intensive field of knowledge and information. The work carried out by the secretary is not limited to general work such as running a document, doing business, or organizing a meeting. Instead, it uses information as a carrier and regards doing good information work as the basis and means for coordination, reminder, and supervision of the staff. Analyze, process, and process various information collected, and propose plans to reduce risk for leadership decisions.

### **Current Status of the Secretary Profession**

Secretary's job responsibilities are unclear

For a long time, most of China's secretarial work has been integrated into the administrative affairs of the government. There is no clear and accurate professional orientation. As a result, many people lack a correct understanding of the secretarial work and even have serious prejudice and misunderstanding. They believe that the secretary in the work of party and government organs and state-owned enterprise units is just a transitional position, a springboard for leadership positions, and a career that is only suitable for young people or just simple mental work. They did not give due professional respect.

In addition, there is no uniform requirement for the scope and extent of the service provided by the secretary to the manager. It is often carried out according to the needs of the work and leadership of the unit and the personal knowledge of the secretary. This is mainly manifested in two aspects: on the one hand, part of the work that should be performed by the secretary is actually undertaken by others (other departments) or even leaders; On the other hand, the role of the secretary is vague; one manifests as ignorance, one-way obedience, passive in everything, too strong attachment, lack of subjective initiative and enthusiasm, and they cannot actively serve the leadership work and affect the quality of work activities; The other manifestation is over-active, foxes and tigers, and they are led by the "incarnation", which seriously affects the prestige and normal activities of the leaders. This kind of performance is the result of unclear awareness of the role of the secretary.

The level of the secretary team is uneven.

With the development of society, the demand for secretarial personnel is growing, and the scope of employment of secretaries extends from a single public service area (i.e., party and government organs and state-owned enterprises) to all aspects of society. Although the Vocational Skills Identification Center of the Ministry of Labor and Social Security promulgated the "Secretary National Vocational Standards" and "Secretary Skills Identification Standards", it is not well understood by the society. This has led to a very irregular source of secretarial teams, and the channels for employers to choose secretaries are still very wide.

### **New Requirements for Secretarial Talents in the New Period**

After thousands of years of development in China, the main content of the work and the most basic things still remain. If there is a change, it is the process of continuous innovation, which constitutes a rich history of Chinese secretaries. The core part of the task and content of the secretarial work in the new century is still the main content of the past secretarial work. However, in the specific operation, the secretaries are required to change their ideas, concepts and methods, and they are innovative. This is the most important and fundamental task we face in the new century.

Establish new concepts

We must observe and think about dealing with problems from a global perspective and emancipate our minds and seek truth from facts in all aspects of the work of the secretary and the whole process and keep up with the times with new thinking and creative work.

Explore new paths

We must use new knowledge and new methods to research and explore scientific and effective management and operation mechanisms, improve procedures and systems, optimize institutional setup and functional allocation, and transform service methods to provide high-quality services to leading organs and leaders, and then let the overall work become efficient and orderly.

Learn New Knowledge

The key to the 21st century is learning. Some people say that learning is more important than academic qualifications, and common sense is more important than knowledge. This is very reasonable. In addition to political theory, the secretarial staff must also learn modern science and technology, economics, financial knowledge, computer and network knowledge, legal knowledge, history, literature and other new knowledge that can reflect the achievements of human civilization. At the same time, they need to focus on learning from practice.

## **Development Trend of Secretarial Work**

Secretary work tends to be social.

With the development of the knowledge economy, the complexity of modern social production is increasing. The social division of labor is becoming more and more detailed, the scale of cross-collection is getting bigger and bigger, and the demand for secretarial work in all walks of life is increasing, which makes the secretarial work gradually become socialized.

Secretaries are becoming increasingly professional in various fields

In the future, the knowledge and ability of the secretarial team may expand in both the direction of becoming professional in multiple fields. Due to the increasingly fierce market competition, many companies may go bankrupt or be merged every day. Many new companies are born or expanded every day. Due to the different scales of enterprises and the different forms of secretaries, those secretaries of "single-armed combat" are bound to be mixed: they must be "facades" and "windows" for business leaders, and they should receive reception and public relations. They have to do things for them, and they have to make suggestions and help decision-making.

The scope of the secretary's work function has expanded.

With the development of society, people's requirements for secretarial personnel will become higher and higher, and the scope of their work functions will continue to expand. There are four main functions of the secretarial work in the new era: the staff of the decision-making, the assistants of the work, the provision of information, and the processing plant of the materials. The secretarial work will be transferred from the traditional office and service to the "intelligent" service. In addition, the secretary will continue to instill new knowledge in the knowledge economy era (providing a brief statement, opinions, and policies on adapting to the knowledge economy, familiarizing and using leaders to guide practical work). On the basis of a comprehensive understanding of the leadership knowledge structure, the secretary needs to provide targeted services. For example, some individuals and organizations hire secretaries to engage in specialized translation work, bodyguard work, technical assistance work related to their industry, and private life service work.

## **Conclusion**

The qualification of the secretary will raise higher and more comprehensive standards for secretarial practitioners. This will encourage the majority of secretarial workers to work harder to learn and acquire more knowledge and skills, and to have a more reasonable knowledge and ability structure. The secretary should make himself meet the new requirements of the "high intelligence" proposed by the secretary in the future "high-tech, high-sensitivity" society in terms of knowledge,

intelligence and ability.

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