THE IMPACT OF INADEQUATE TRAINING FACILITIES ON THE PRODUCTION OF SECRETARIES

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Abstract: **The impact of inadequate training facilities on the production of secretaries. The major findings of the study include the following: One, that printer, laminating machine, scanner, automatic typewriter, word processing, etc are the training facilities required by the secretaries. Two, Poor environment, lack of equipment, lack of electricity, lack of maintenance, lack of interest, outdated technology etc are the problem associated with the provision of adequate facilities on the production of secretaries. Three, the researcher found out that an unsafe learning environment, low production, increased expenses, accidents, loss of customers are the effects of inadequate training facilities on the production of secretaries. It was therefore concluded that one, secretaries use the following facilities on the production of secretaries: printer, scanner, word processor, photocopier, laminating machine, two, if the maintenance and management of these training facilities area encourage and effectively done, the machine would not break easily. Three, Secretaries would be more practical oriented if the curriculum of the department of office technology and management should be adjusted to be more practical oriented as required in the world of work. Four, maintenance and management of these training facilities should encourage and effectively done to ensure that they do not break easily and make the life span of the existing machine last long.**

Keywords: **Effects, Incompetent, facilities, production, Inefficient, Secretarial training.**

I. INTRODUCTION

Lately, some organizations have shown their resentment as a result of the disappointment they faced while interviewing people who were expected to be trained as secretaries. Interpretation of the term "secretary" is derived directly from the Latin word "secretius" which literary means "keeping of secret". Secretaries are the closest assistance for the principal/ boss. They are a vehicle through which the organization or his/her boss or organization are conveyed to the public in a perceptible and readable form. a secretary is an individual employed by another person, corporation, or society for the main purpose of managing correspondence, transacting other business, and keeping records of the business [1]. States that a secretary is seen as the person who is next to the executive. They are able to assume responsibilities, know the office skills, and execute their work with little supervision. [2]

Oxford Learners Dictionary (2006), defines a secretary as an individual who works in an office. A secretary works for another person, deals with telephone calls, types letters, arranges meetings with other people, and keeps records. States that a secretary's duties can vary by the industry and employer; however, certain tasks are standard to a number of work settings. Generally, secretaries execute basic clerical organizational and office responsibilities for the organization, such tasks include: filing, documenting, correspondence. The secretaries manage the client's files and other records in the office. For example, in a doctor's office, when it is time for the doctor's appointment the secretary pulls each patient's file. The secretary then replaces it when the appointment is done. Furthermore, secretaries are tasked with copying the documents for internal distribution. They are also responsible for faxing documents from the company to customers or clients and receiving the incoming faxes to pass it to the suitable person. Some secretaries use emails, excel, and word processing in order to create document or spreadsheets and pass them to either the customers or employees [3].

The duties of a secretary include the following:

- Keyboarding.

- Preparing a rough draft of executive communication.

- Transcribing.

- Composing speeches, reports, and articles for publication.

- Composing and editing documents.

- Consulting reference sources to obtain information needed by the executives.

- Setting up meetings and conferences and reminding executives of the task delegated to them at these meetings.

Many organizations are complaining bitterly that secretaries are not doing their work well because of inadequate training facilities. A Secretary that was trained with outdated facilities will not be able to perform their duties. She will be both stranded and frustrated finding herself in completely electronic office. It is painful that most secretaries in tertiary institution quit their jobs to look for other jobs. Obviously, the performance of some secretaries in their jobs is link to the problem of inadequate training. Therefore, this study is design to determine the impact of inadequate training as a result of poor training facilities on the production of secretaries [4].

Training facilities is very important in the production of secretaries, she identifies the following machines as the facilities used in the production of secretaries in tertiary institutions. Such machines include: printer, scanner, laminating machine and automatic typewriter machine. A printer is a machine that is mainly used for the creation of hard copies of digital files and documents. In spite of the future promises of paperless offices, it has not yet been achieved. A scanner, she opined, is used to copy images of papers that are not digitally created and converts the papers into digital copies, that can be easily stored on computers or even emailed. Some examples of the items that might need scanning include photographs, publications, drawings, pages from prints, cash receipts, and hand-filled [2].

Laminating machines are used to create signage, keep photos, create ID badges, produce lasting business cards, and reinforce pages in a flip chart or spiral-bound booklet [2]. In general, laminating machines are not used very often in most offices. A person who went through the trouble of printing or copying a certain document can preserve that document with two heat-sealed, thin layers of clear plastic covering each side. A paper is inserted into a laminating sheet. A laminating sheet is usually twice the size of a typical document which is then folded in half. There will be enough of a margin remaining on all edges of the document, allowing the plastic to melt and create a lasting seal.

An automatic typewriter is operated by electricity; it types prepared information in a predetermined displayed style, without the typist sticking the keys, returning the carriage, or operating any of the stand standard machined controls. Automatic typewriter types at a high speed. Documents typed with electronic machine never needs to be checked and they are cheaper to produces than hand-typed letters". All automatic typewriters have a standard keyboard and a number of functional keys which are used to give the machine instructions, such as STOP, START, and PARAGRAPH.

A word processor is a computerized typewriter capable of doing a range of operations automatically at the press of a key; it consists of the keyboard, a visual display unit (VDU) an external memory unit, and a printer. It believes that the prior word processors were very pricy and financially unattainable for most common secretarial situations. Due to the high cost of word processors, their limited ability, a cost-benefit study may have to be conducted to conclude if the investment could perhaps be justified economically. Organizations create secretarial pools, known as word processing centers, for the word processing equipment to be used more effectively [5].

The stated that a computer is a device that can receive and store a group of instructions, then act upon the instructions given in a calculated and anticipated fashion. This definition indicates that both the data and the instructions upon which the instruction act can be altered. A device where the given instructions cannot be altered is not considered to be a computer. Information is when the output is used to make a decision. Its main purpose is the reproduction and storage of text [2].

The training facilities used in the training of secretaries include: computer, memory typewriter and dictating machine. A memory typewriter is a typewriter with memory to retain any matter typed there-on if so desired. Typed matter can be stored in a memory, provided the memory knob is set and the record button depressed [5].

Dictating machines are the machines that record and can vary in nature. Dictating machines could be either be electrically operated or a battery. The secretary is supposed to be familiar with their mechanisms. Some dictating machines are portable cassettes for travelers, central system or desk-tape while some have auto transmission facilities and remote control. Dictating and transcribing machines provide for the storage and production of spoken words. Dictating machine is normally disks or belts with coated tape which can be removed from the machine after dictation, in which when played back for transcription produces the dictated massage [6].

II. PROBLEMS ASSOCIATED WITH THE PROVISION OF ADEQUATE FACILITIES FOR THE PRODUCTION OF SECRETARIES

The problems with the provision of adequate facilities for the production of secretaries, he discovered that the incompetence of secretaries in some tertiary institutions to perform up to the marginal level was a result of the lack of equipment required for training and developing secretaries. It was acknowledged that poor provision of equipment for their growth as well as their training was responsible for the secretaries' poor performance in institutions [7].

The secretary cannot store and input the variables to be merged and the computer equipment cannot produce numbers of letters, while the secretary is busy with something else. This means that a secretary with computer skills will easily achieve this fact [8].

Highlighted that the lack of computer literacy in a modern secretary will slow down the processing of documents and increase the time needed for producing finished documents [9]

The computer equipment has automatic features that enable a secretary to easily create statistical data in a formal report. A secretary with limited computer knowledge may find it difficult to deal with manual operations. In modern office work, manual operation is unacceptable by modern executives and managers of an organization [10].

An institution cannot withstand or efficiently carry out developing and training their secretaries without providing sufficient financial resources. A fund is required to sustain the infrastructure and facilities to provide development and training and [11].

The absence of sufficient financial resources needed for the development and training of secretaries means that long-lasting and practical institutions cannot be afforded. This will result in semi-literate secretaries who are neither beneficial to themselves nor the economy of the institution. In recent institutions, problems such as finding financial resources to aid the development and training of secretaries have been increasing [3].

The stated that undoubtedly government institutions consider the problem of inadequate funds as the major bottleneck in the development and training of secretaries. Finance very important to success in business. Due to the lack of funds, some tertiary institutions have a hard time training their secretaries. Another major problem is the non-promotion of the secretaries that have undergone advanced training in secretarial duties [5].

The acknowledges that due to the recession in the economy of Nigeria, the limitations to the development and training of a secretary became highly alarming. Before the oil glut, the limitations were tolerable, but afterward, unattraction of petroleum to the anticipated revenue became noticeable, depletion of external reserve of the country, devaluation of the local currency to an irrelevant position, and unemployment became pronounced with great decreases in the social spending [6].

The writing on organizational financing has recognized that lack of sufficient financial resources for the training and development of secretaries leads to semi–literate secretaries who are neither beneficial to themselves nor the institution. In some modern institutions, problems such as finding financial resources to aid the development and training of secretaries have been increasing. Some institutions are unable to solely fund employees' development and training [9]. Therefore, they have requested inputs from other tiers of government, philanthropic individuals, and charitable bodies to address the continuing problem of inadequate funding for the development and training of secretaries. The personnel management has had to raise funds from the following sources:

- Fees.
- Internally generated revenue.
- Subvention from the government.
- Workers' taxes should be a source of funding for the training and development of secretaries.

Furthermore, writers agree that one of the largest problems today is political instability which is encountered by secretaries. The constant change of government affects the development and training of secretaries, in that a secretary may belong to a different party from her/his employer's. From this fact, there is a clear implication that misunderstanding can lead its way into their inter-personnel relationship.

It believes that professional inequality results in a lack of sense of dignity. He went further to opine that some working benefits, offered to workers in other professions are denied the secretaries. These can include training secretaries, enhancing their working conditions, investing in modern machines, etc. A secretary is mistakenly seen as nothing more than an aide for her/his boss. Furthermore, a secretary does not solely attend meetings for the purpose of partaking in policy execution and decision making rather a secretary attends as a recorder of discussions. In fact, this implies that secretaries are poorly valued in the profession and this influences their morals in the presence of other co-professionals in the course of development and training [12].

The stated that poor rewards to secretaries are a financial problem that secretaries have been fighting with for years. This goes to emphasize the belief that the wages paid to trained secretaries are fairly low and as a result, secretaries have to face a poor standard of living. He added that with the difficulties facing secretaries in some tertiary institutions, it is not encouraging that, such problems will not cause interest in the field as many are expecting higher incomes to support their daily lives and meet their social and economic demands to live to expectation. This problem will be further decreased if the problems are investigated and are given beneficial treatment by the government [8].

III. EFFECTS OF LACK OF TRAINING FACILITIES IN THE TRAINING OF SECRETARIES

The effect of lack of training facilities on the production of secretaries include: increased expenses, unsafe learning environment, low production, unhappy employee or secretaries, and loss of customers. The increase of miscellaneous expenses can be expected by institutions that do not provide their secretaries with proper training. Miscellaneous expenses can include the cost of medical attention for injured secretaries due to their lack of skill when using supplies and equipment, compensation for the clients for any faulty products, and the cost for the protection of the institution against lawsuits [12]. Also, the health administration and occupational safety state that inexperienced secretaries are more prone to injuries. This occurs when secretaries lack the experience and skills needed to use the supplies and equipment safely. The rate of production is low when secretaries do not know enough to perform their jobs confidently. Secretaries that are interested in performing their duties, feel a sense of pride for doing a good job and advance to a more eminent position. If no training facilities are provided, secretaries will not understand how their job functions, and so none of their targeted goals will be achieved. Furthermore, this will lead to low morale among secretaries, which results in a higher secretary's turnover rate. To potential job candidates, a company with a reputation of high employee turnover is considered unattractive [11].

IV. WAYS TO IMPROVE TRAINING FACILITIES ON THE PRODUCTION OF SECRETARIES

The listed various ways to improve training facilities on the production of secretaries. He agreed that all secretaries have to grow with technology and acquire certain skills to not be removed from the job. In order for a secretary to effectively and efficiently do their job, tertiary institutions must develop and train their secretaries with modern machines, such as a computer, printer, scanner, laminating machine, automatic typewriter, word processors, and dictating machines, etc. This action should be taken for secretaries to be able to fit in modern offices [9].

To improve training facilities on the development of secretaries, all tertiary institutions included in the development and training of secretaries should identify an effective method of recognizing secretaries' needs for training. He suggested that secretaries should be supported when suggesting their training needs to their direct supervisors or the authorities. All the funds allocated to secretarial development and training should be well managed [10].

He further suggested that a defined training policy that states the objectives of the training program should be adopted by the management. The management is also expected to show concern in secretaries and help provide them with sufficient training facilities for their jobs. They are also expected to provide experts who can offer on-the-job and in-house training programs for potential secretaries.

V. CONCLUSION

Based on the findings of the study, the following conclusions were made.

That secretaries use the following facilities on the production of secretaries. These facilities include: printer, laminating machine, scanner, automatic typewriter, word processor, photocopier, dictation and transcribing machine, computer, flex writer, and memory typewriter.

Secretaries face problems that hinder their effectiveness, these problems include: lack of equipment, lack of funds, lack of electricity, political instability, lack of interest, outdated technology, poor leadership from the top management, heavy workload, lack of maintenance, and poor environment. They are not adequately motivated and consequently, they could not put in their best in their work.

If maintenance and management of these training facilities are encouraged and effectively done the machines would not break easily thereby making the span of the existing machine last long.

If the school management employed professional trainers to give the students adequate practical training needed for them, they would be professionally effective.

Secretaries would be more practical oriented if the curriculum of the department of office technology and management are adjusted to be more practical oriented as required in the world of word.

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