

**I**NSTINCTS THAT ENHANCES BOSS/SECRETARY RELATIONSHIP IN THE WORK -PLACE IN SELECTED BUSINESS ORGANIZATIONS IN ABIA STATE  
Paper Number: JMSE - 2019 - 028**INNOCENT, GLORY CHIMNECHETAM***Department of Office Technology and Management, School of Management Sciences, Federal Polytechnic, Ekowe, Bayelsa State, Nigeria.***ABSTRACT**

*The study focused on identifying the major instincts/factors that motivates a strong relationship between a Boss and Secretary in the work place. The population of the study consisted of 60 secretarial staff. There was no sample, drawn from the study, the whole population was used. Four research questions were formulated which guided the study. There was no hypothesis, A 21-Item structured questionnaire was developed, validated and tested for its reliability. Percentages and frequencies were used to answer the research questions. The major findings of the research were:- 1.Partnership or Deputizing a boss motivates or enhances a stronger instinct between the boss and secretary in the work-place. 2. The secretary's role in organizing her boss schedule of daily duties enhances a stronger relationship. 3. A secretary's tactfulness and the way she psychologies callers and irate human beings enhances their cordial relationship and The secretary's instinct in organizing or achieving his boss or executives objectives matters alot. It was concluded that some secretaries encounter*

**Introduction:**

Business Owners and managers are always in need of information that decisions could be based for optimum results. Consequently, they are always in need of competent and effective information analysts and communication assistants. The progress of any organization depends solely on the quality of its decision making, and decisions that achieves desired result is a direct function of the quality and timeliness of information available to the Executive, he cannot; but pay attention to his information analysts. According to Eni (1991). The services of secretary's cannot be over-emphasized in every organization. Therefore executives needs well groomed secretaries to carry out their duties successfully

*lots of problems, examples lack of settlement on the job, lack of motivation and satisfaction, they are being disparaged in decision making in management team. Insufficient supply of modern gadgets in the office. Bosses like secretaries that are resourceful in their ability to execute mature judgement. It was recommended that secretaries with proficiency in exhibiting their skills should be considered. Bosses in-turn should employ secretaries with the ability to communicate. Possessions of pleasant manner, being polite and tactful, punctual to duty posts, Psychology initiatives. All these factors enhance a strong and solid cordial relationship amidst a Boss and Secretary.*

**Keywords;** *Boss, Secretary, Motivation, Relationship, work-place, Tactful and communication.*

and effectively; a secretary according to Eni (1991) is “A member of the clerical staff whose fundamental functions are concerned with the preparation, presentation & preservation of correspondence and communication of all forms within the organization and to its customers”.

A secretary therefore, is that Executive assistant, who ensures that official information is organized and disseminated in such a way that the manager scores maximum advantages from his decisions.

It is virtually not enough to offer all the secretarial skills which a boss might need, or even those personal attributes such as PUNCTUALITY, RELIABILITY, DISCRETION, TACT, CORIDIAL etc, which a good secretary displays. You have to become a valuable part of the management team, knowing the policies of the firm as well as your boss. Able to play an indispensable and active role in his work.

Given the relationship, information and its management has on the success or failure of the organization, and by implication on the Manager he can't be interested on who becomes his secretary.

Furthermore, the secretary is an alter ego to the executive or boss and the organization at large.

The relationship between the boss and his secretary is therefore one of “Partnership” in the office. That partnership can be an existing adventure, giving enormous job satisfaction, and leading to the advancement of both the boss and secretary.

The word “Secretarial Field” is one in which many people both male and female genders single or married are interested. Yet many people after choosing it as a

career fail to meet up the demand's of the chief executives. The career is one that has been recording large number of students in the polytechnic's and universities studying secretarial studies now known as Office Technology and Management (OTM).

It is in the light of the above, that this research work was carried out to identify the instincts/factors that motivates the chief executives in selecting the personal secretaries.

No organization can function effectively without mutual understanding between the boss and secretary. Both the boss and the secretary need to see themselves as partners in progress when they are working they must be able to trust themselves in the organization. There should be a cordial relationship between them which helps in the office growth.

Furthermore to achieve a good working relationship between the boss and secretary there should be a rule made by the organization to be guiding them in their activities. This rule is usually based on the principle of assistance where by they are aware that the overall job cannot be done without the help of each other. The assistance results to satisfaction from the mutual association. Satisfaction is of great importance in any organization because it is usually transferred to the clients which creates the impression that work is in progress.

When the boss or the secretary has no satisfaction in the job performance of the other the aim of such relationship will be jeopardized. For instance some bosses who are so strict on assigning of duties could compel their secretaries to finish Work of one week in a day. When they fail to fulfill such desire their boss becomes so aggressive on them. This type of attitude is detrimental to their relationship in the organizational productivity.

The boss should know that the secretary is only a human being who could not be equated to a machine and that she could make mistake as well. According to Elegido (1996) he stated that each time we choose to disregard the well being of other people we reduce at least marginally the importance of that well being for us and the strength of the bonds which unite us to them. Choosing to act in that way also reduces the importance we give to acting on the basis of knowledge and understanding as opposed to being carried away by flights of emotions.

On the other hand, the secretaries should have high esteem for their boss by doing the duties assigned to them diligently to avoid making of mistakes that could result to losses in the organization

The boss and the secretary are like a corner stone of any organization cannot do without them. Therefore they have to resist any obstacle that can hamper their relationship from being rewarding as the relationship is ought to be beneficial to the organization as regards to increase in productivity revenue and expansion of office viewing from Elegido (1996) he stated that in trying to promote human fulfillment good intensions are not enough one must endeavour to use effective means.

### **Statement of Problem**

Some bosses do not acknowledge the roles of secretaries in the organization, that is the part they play. At times bosses also show non-challant attitude to work by leaving everything to their secretaries.

Besides, the boss and secretary do not often derive satisfaction from their mutual association which hampers the office growth.

### **Purpose of the Study**

The major aim of the study was to identify "The instincts that motivate, Boss and Secretary Relationship in the work place" Specifically, the study sought to:

1. Identify the secretaries, instinct, for co-operation in achieving his executive's objectives.
2. Find out the secretaries role in organizing her boss daily duties.
3. To ascertain how tactful the secretary psychologies, and handle irate callers in the work place.
4. To identify the factors that enhance boss/secretaries relationship.

### **Definition of terms**

**Secretary:** This is one employed to handle correspondence and manage routine and detail work superior.

**Boss:** This is somebody who exercises control or authority, one who directs or supervises workers.

**Relationship:** The process of having connection with a person and another; the dealings; affairs that one person has to do with another.

**Productivity:** The process of being productive, increase in efficiency and the rate at which goods are produced.

**Satisfaction:** The state of being pleased or contented with somebody action something that happened.

**Understanding:** Being clearly aware of one another's view, feelings, intentions, having or showing insight.

**Organization:** Act of organizing, organized system example; where office function is being carried out usually very complex.

**Management:** Skillful treatment in business joint consultation between workers that control and conducts business.

**Performance:** The act of doing a work the behaviours involved in it notable action that leads to achievements.

**Research:** Careful study of a subject in order to discover new facts or information about it.

**Public relations:** Relationship between a government department or authority business organization and so on with the general public usually through the distribution of information.

**Tactful:** Being careful and judicious in handling issues.

### **Methodology**

Survey design was considered appropriate for this study. The study sought opinion of secretaries from selected business organizations in Abia State on the factors that enhance Boss/Secretary relationship in work place.

Survey design was deemed most appropriate for gathering the data required for the study, since survey design centers on people, their beliefs, opinions attitudes and behaviours (Best 1984).

### **Area of the Study**

The study was carried out in Umuahia and Abandoned metropolis in Abia State, using four (4) selected business Organizations, they are;

1. Nigerian Breweries PLC, 2. Tonimas Nigeria Limited 3. Macvinz Industrial Services Ltd 4.PZ Nigerian PLC, Aba.

### **Population of the study**

The population of the study comprised of sixty (60) secretaries in the four (4) selected business organizations in Abia State used for the study. These secretaries has worked in the there offices for the past seven (7) years.

**Table 1**

**Distribution of Population According to Organizations**

| S/N | ORGANISATIONS                   | NUMBERS OF SECRETARIAL STAFF |
|-----|---------------------------------|------------------------------|
| 1   | Nigerian Breweries Plc          | 18                           |
| 2   | Tonimas Nigeria Limited         | 21                           |
| 3   | Macvinz Industrial Services Ltd | 14                           |
| 4   | PZ (Nig) Plc                    | 7                            |

|       |    |
|-------|----|
| Total | 60 |
|-------|----|

The data collected from respondents were analyzed using percentages of items in the B section of the questionnaires were used to answer the four research questions poised.

### Research Questions

Four research questions was raised to guide the study.

1. What are the secretaries instinct for cooperation in achieving his executives objectives.
2. What are the secretaries role in organizing her boss daily duties?
3. How tactful is the secretary in psychologizing and handling of irate callers in the organization?
4. What are the factors that enhances boss secretaries relationship in the office?

### Formular for the use of percentages

Percentage (%) =  $F \times 100$

$$N = 1$$

Where: F= Total Number of Frequencies x 100

$$N = \text{Number of Respondents} = 1$$

**Decision Rule:-** Any item regarded as AGREE has a percentage score of 50% and above. An item with less than 50% was regarded as DISAGREED.

### Research Question one;

**TABLE 1**

What are the factors that motives Boss/Secretary Relationship in the work place. the data relevant to this research question is presented in table 1.

Responses on the factors that Enhance Boss/Secretary Relationship in the Office.

| S/NO | OPTIONS                 | FREQUENCY | PERCENTAGE (%) | FREQUENCY NO | PERCENTAGE (%) |
|------|-------------------------|-----------|----------------|--------------|----------------|
| 1    | Partnership in office   | 25        | 41.7           |              |                |
| 2    | Your Secretarial Skills | 20        | 33.3           |              |                |
| 3    | Being Punchier to work  | 10        | 10.7           |              |                |
| 4    | Organizing your Boss    | 5         | 8.3            |              |                |
|      | Total                   | 60        | 100            |              |                |

The table above shows that most of the respondents agreed that 'Partnership in the office, Enhances a secretary and his Boss.

### Research Question Two;

**TABLE 2**

What are the secretaries instinct for corporate in achieving his Executives objectives?

The data relevant to this question were presented in table 2

| S/NO | ITEMS   | FREQUENCY | %      | FREQUENCY | %         |
|------|---|-----------|--------|-----------|-----------|
|      |   |           | AGREED | NO        | Disagreed |
| 1    | Bosses engage secretaries that are discrete and dedicated to work   | 45        | 95.2   | 15        | 48        |
| 2    | Bosses engage secretaries that possess business sense of Initiative | 30        | 50     | 30        | 50        |
| 3    | Bosses like secretaries that have a pleasant manner                 | 59        | 97.5   | 1         | 25        |
| 4    | Most bosses like secretaries with proficient secretarial skill      |           |        |           |           |

### Research Question Three

**TABLE 3**

What are the role of secretary's in Organizing her boss daily duties?

The data relevant to this research question were presented in Table 3.

| S/NO | ITEMS                                       | FREQUENCY | %  | FREQUENCY | NO | %  |
|------|---|-----------|----|-----------|----|----|
| 1    | Deputing for the boss when he is Not on sit | 58        | 95 | 2         |    | 5  |
| 2    | Provision of writing materials              | 60        | 10 |           |    |    |
| 3    | Receiving Visitors                          | 40        | 80 | 20        |    | 20 |
| 4    | Planning Travels                            | 20        | 20 | 40        |    | 80 |

### Research Question Four

**TABLE 4**

How tactful is the secretary in psychologizing and handling of Irate callers in the Organization?

The relevant to this question were presented in table four.

N = 60

**BERKELEY RESEARCH & PUBLICATIONS INTERNATIONAL**

Bayero University, Kano, PMB 3011, Kano State, Nigeria. +234 (0) 802 881 6063,

Website: [www.berkeleypublications.com](http://www.berkeleypublications.com)



ISSN: 1098-5331



| S/NO | ITEMS  | YES | %   | NO | % |
|------|--|-----|-----|----|---|
| 1    | By being polite  |     | 100 |    |   |
| 2    | Having Business Sense of Initiative                          |     | 100 |    |   |
| 3    | Ask Intelligent questions and listens attentively to callers |     | 100 |    |   |
| 4    | Being able to plan Co-ordinate and having organizing skills  |     | 100 |    |   |

## DISCUSSIONS

On the question on the factors that enhance Boss/Secretary relationship in work place, it was revealed that the exhibition of the secretaries' skills are important. According to Eltori (1982) "the Boss expected the secretary skills to be exhibited accurately without errors and mistakes and is expected to be typing at least 60 words a minute and taking down shorthand dictations at the rate of 120 words per minute. The secretaries instinct for co-operation in achieving his executives objectives is when he/she dispose the proficient secretarial skill and once having a pleasant manner helps in achieving the set goal.

It was revealed that most of the respondents agreed that the factors that enhance Boss/Secretary relationship is the role of the secretary in organizing the Boss schedule of duties; like planning Journey's or tour, Receiving information etc. a secretary's prime factor is to be of great assistance to her Boss "Eni" (1990).

The secretary's qualification affects the field of work, this is because most Bosses like choosing secretaries with proficient skills in performance. These qualification will enable the secretary to be all made, both in shorthand and typing and of course be able to manage the affairs of the organization with tact. Finally, being polite having Business sense of Initiative asking intelligent questions and listening to instructions, planning, co-ordinating and having organizing skills shows how she psychologies Irate callers in the work-place. All these accrue to the factors that enhance the instincts of a Boss towards the secretary in the work-place.

## CONCLUSIONS

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

1. Most Bosses expects the secretary to display fully her secretarial skills



2. The secretary command of English and word processing should be sound and proficient enough
3. Bosses like secretaries that have more organizing ability to be effective and the secretary's instinct for co-operation to be perfect and appealing in achieving his boss objectives
4. Bosses like secretaries that are Resourceful in their ability to exercise mature judgement

### RECOMMENDATIONS

Based on the findings of this study and the conclusion drawn from it, The following recommendations were made;

1. Bosses in choosing secretaries should choose secretaries that are hardworking without growing weary.
2. Secretaries with proficiency in their professional skill
3. Bosses should focus on; choosing secretaries that make punctuality their watch-word and secretaries with pleasant manner fact and polite in their communication.
4. Male secretaries should be chosen because they apply energies and are discrete in service, while their female counterparts only slouches on their chairs and are very lazy.
5. Bosses should choose secretaries that are smart, not the ones that can seduce their Executives.
6. Bosses should choose secretaries with these factors;
  - a. Ability to communicate
  - b. Psychologies
  - c. Good listener
  - d. Punctual to their Duty post
  - e. Proficient in their skills etc

All these factors enhance a strong boss secretary relationship in the work-place.

### REFERENCES

- Eleanor M. and little J. (1980). The successful Secretary Estover Pay mouth 1pg. 6,76.
- Elegido.,(1996) Secretaryship as Career.The secretary Vol.50.No.6,pg.19-26
- Eltori., (1982) The secretaries role in Organizing her Boss and his Daily Duties

- Eni O.O., (1990). Role of the secretary in present day Nigeria (Unpublished lecture notes.
- Fries et al, (1968). The secretaries role in Organizing her Boss and his Daily Duties Technical Education Today, Vol. 4. No. 1 and 2 pgs 27.
- Macdonald E.E; (1998). The Developing Role of the Secretary, Education and Training, Vol. 30,850 NO6.pg. 15-19.
- Ogba W. and Serene C.; (1988). A day in the life of a secretary Business Concord, Vol.4, No. 8. Pg. 8.
- Oyeyide S., (1985). Secretaryship as Career. The secretary Vol.50. No. 6, pg.25-27.
- Schedin V.E; (1977). Sex Role Stereotyping ability and performance. personnel psychology Journal, Vol. 41,No. 3.
- Whitehead G. (1997). Secretarial Practice made simple, London William Heineman Ltd.