
UNIT 18 NATURE AND SCOPE OF SECRETARIAL WORK

Structure

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18.0 OBJECTIVES

After studying this unit, you should be able to:

- state the definition of secretary;
- explain the importance of a secretary and secretarial work;
- describe the roles and duties of a secretary;
- discuss the qualifications of a secretary;
- give the definition of private secretary; and
- explain the qualification and duties of a private secretary.

18.1 INTRODUCTION

Every organisation needs an office through which all the secretarial work is performed. As this work pervades all types of activities connected with the

organisation, it necessitates the existence of an officer or executive who should assist, overview and coordinate the whole work in an efficient manner and keep the integrity of the organisation intact. In modern day common parlance such an executive is termed as Secretary. In this unit you will study the meaning, importance, duties and qualifications of a secretary in detail, and also learn about various types of secretaries.

18.2 DEFINITION OF THE SECRETARY

The Oxford Dictionary gives the following meaning of the word 'Secretary': "One whose office it is to write for another; especially one who is employed to conduct correspondence, to keep record and to transact various other businesses, for another person or for a society, corporation or public body."

Actually the word 'secretary' is derived from the Latin term 'Secretarius' which means "the keeper of secrets" or "the confidential officer". Similarly, the Manual of Secretarial Practice also refers to the profession of a secretary as one of the oldest one, and that wherever "there was a man of action, there, too, was a man of the pen to record his deeds".

Thus, ordinarily speaking, the special features of a 'secretary' may be stated as follows:

- 1) The secretary is a person, male or female.
- 2) He/she should be able to perform the works of confidential nature.
- 3) He/she works for another person or an organisation.
- 4) He/she holds an official position.

In modern times, the secretary occupies a very important position in industry, commerce, social institutions, clubs, government offices and even in the case of individuals like statesmen, physicians, lawyers and Members of Parliament. His duties and functions include conducting correspondence, keeping of records and accounts, writing of minutes and reports as well as acting as Public relations officer and representative of the employer.

18.3 IMPORTANCE OF A SECRETARY

The nature and functions of a secretary differ with each individual institution to which he is attached. Mostly, he works behind the scenes but in no way does it reduce the importance of his office. A secretary, nowadays, is an indispensable part of any organisation, be it commercial, social or political. In certain cases he enjoys a legal status as, for example, a company secretary, or a Secretary of a Government Department, while in other situations he is employed to assist the employer to perform certain routine duties leaving him free to concentrate on more important matters. But, in every situation, the secretary is the most trustworthy person of the institution or the employer whom he/she works for.

18.4 ROLE OF A SECRETARY

The nature of a secretary's role can be explained only by reference to his position in relation to his employer and the functions he is required to perform depending on the terms of his employment, the secretary may hold a very responsible position in the organisation he serves, or his role may be that of a confidential assistant or one engaged in performing only routine clerical work. Basically, it is the nature and importance of his function that determine the secretary's role. It depends in turn on such factors as the nature of the organisation, its size, the employer's willingness to delegate work carrying responsibility, as well as his own ability and willingness to undertake responsible work. The secretary's role may also be determined by the rights, duties and responsibilities under law, as in the case of a company.

However, in modern organisations, the secretary is generally required to perform the role of one or more of the following positions:

- 1) Office executive,
- 2) Liaison officer,
- 3) Advisor to management.

18.4.1 As an Office Executive

In his position the secretary is required to discharge the responsibility of organising and managing day to day work of the office. This involves planning, supervising, coordinating and controlling secretarial and routine clerical work, e.g. correspondence, record keeping, accounts, etc. The secretarial work to be supervised and co-ordinated may include convening meetings by issuing notice, making necessary arrangements for the meetings to be held, keeping record of the proceedings at the meeting, etc. Being the administrative head of the office, a secretary is required to attend to all matters relating to the office staff, involving recruitment and selection, allocation of duties, monitoring performance, and maintaining discipline in the office.

18.4.2 As a Liaison Officer

The secretary acts as a link between business executives and outside parties including clients, customers, and the public. He also acts as a link between higher level managers and the administrative staff. In this capacity, the secretary in a way shields his employer from the necessity of dealing directly with the staff and outsiders on day-to-day routine matters, and on subjects of general relevance. When required, he acts as the mouthpiece of management to communicate decisions concerning the staff or members of the public. The secretary may also have to play the role of Public Relations Officer (PRO) of the organisation, keeping the public informed about the activities of the concern and dealing with correspondence in that connection. Indeed the

secretary is often found to be most capable of performing this role as he is thoroughly conversant with the objectives, plans and programmes of the organisation activities. Taken together, the secretary acting as liaison officer enables busy executives and managers to concentrate on their primary responsibilities in the long-run interest of the organisation.

18.4.3 As an Advisor

One of the important roles that the secretary may be called upon to perform is that of an adviser to management. This may arise out of necessity, for busy executives and managers are not always able to muster by themselves all information pertaining to a decision-situation, particularly decisions on policy matters. The secretary can fill this gap provided he keeps himself abreast of latest developments in various fields and is regularly in touch with sources of information. Being informative and having intimate knowledge of the day-to-day activities of the organisation, the secretary is in an eminent position to give advice to management in the form of suggestions for making appropriate policy decisions. The advisory role of the secretary may be a part of his official status, or it may be a privilege that he earns by virtue of his integrity and efficiency. A secretary may be said to have reached an ideal position if the management invites suggestions from him or seeks his advice reflecting the trust and confidence reposed in him. Of course, the exact nature of the advisory role of a secretary depends on the nature and size of an organisation. Generally speaking, secretaries of trade associations, professional bodies, cultural organisations, company secretaries and secretaries of government departments are required to assume the advisory role in varying degrees.

18.5 DUTIES OF A SECRETARY

The duties of a Secretary may widely differ depending on the terms and conditions of his employment and the employer's activities, and his status in the organisation. Distinction may be made broadly between the duties of a 'Routine Secretary' and an 'Executive Secretary'. A 'Routine' secretary generally is the executive head of the office, managing day to day office work. His duties mainly consist of organising and controlling office activities, i.e. providing clerical services to the organisation, efficiently and economically. As regards the activities of the office related with general services like correspondence, maintenance of records, etc., concerning all the departments the duties of the secretary are like those of a line executive. These duties include: selection, training, placement and remuneration of office personnel; providing necessary forms, stationery, machines and equipment needed for office work; and providing congenial working environment to the office staff for efficient discharge of their responsibilities. Besides the above general services, there are some office activities which are performed in different functional departments by the departmental staff. With respect to these office activities, the secretary tenders advice to the

departmental heads and his duties are those of a 'staff officer.

The duties of an 'executive secretary' are wider in scope. The 'Executive Secretary' is entrusted with many administrative and managerial functions and granted executive powers accordingly. His duties may include: organisation and management of the secretarial department covering all personnel matters; conducting correspondence with other departments as well as outsiders; organisation and control of accounting functions; representing management for negotiating contracts, settling legal disputes, etc.; maintaining liaison with clients, customers, and the public, as well as government departments, employees union, dealers and suppliers.

Check Your Progress A

1) Who is a secretary?

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2) List the main roles of a secretary.

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3) Which of the following statements are True and which are False?

- i) Anyone who deals with other's confidential letters is a secretary.
- ii) A secretary invariably works for another person or organisation.
- iii) A secretary may or may not be required to act as a stenographer.
- iv) As an office executive, the secretary is responsible for discipline in the office.
- v) As PRO the role of a secretary is that of a liaison officer.
- vi) The secretary cannot give advice to managers but only suggests ways and means of resolving problems.
- vii) An 'executive secretary' has the responsibility of ensuring that the quality of goods produced is of the highest standard.
- viii) A 'Routine Secretary' is only concerned with the office services which are centralised in the general office.

18.6 QUALIFICATIONS OF A SECRETARY

What qualifications a secretary should possess to discharge his duties properly is a relevant question one may ask either to assess one's own eligibility for a secretary's position, or to recruit a secretary. Since he has to undertake a variety of tasks, a secretary must possess certain basic academic qualifications, intellectual qualities and personal attributes, besides specialized knowledge to suit the requirements of any particular type of organisation; which will enable him to perform his duties successfully. Some of the essential qualifications and attributes which a secretary should possess are briefly discussed below:

- 1) **General Education:** Irrespective of the type of organisation to be served, it is essential for all secretaries to possess educational qualification of a reasonably high standard. A Bachelor's degree in Arts, Commerce or Law is generally considered a desirable qualification.
- 2) **Proficiency in English Language:** Verbal and written communications through correspondence happen to be an important part of secretariat work. Hence proficiency in English language is essential for a secretary to be able to interpret communications received as well as draft letters, reports, precis, etc. efficiently. With an academic degree of high standard, one may have acquired good command over the English language. But it may also be necessary for a secretary to have knowledge and training in specialized use of English for business correspondence, drafting of resolutions and minutes of meetings, press releases, etc.
- 3) **Knowledge of another language:** In India, knowledge of Hindi and some of the regional languages may be quite useful for a secretary seeking employment in any national-level organisation. Likewise, a secretary employed in an organisation having world-wide operations or branch offices in several foreign countries, is likely to be found more useful if he has working knowledge of one or more foreign languages.
- 4) **General Knowledge:** Intellectual curiosity and reading habits help one to acquire general knowledge. A person who is well read and mentally alert makes a valuable secretary as he may be able to perform his duties better in a complex situation requiring all round general knowledge. Moreover, with sound general knowledge, a secretary is in a better position to provide information of general importance that management may need from time to time. He can also give better advice.
- 5) **Practical Knowledge of Office Management:** Since a secretary's job generally includes organisation and management of office activities, he should have practical knowledge of office methods and equipment, of modern methods of filing and indexing, use of personal computers, and operation of office intercommunication systems. He must also have knowledge of the methods of selection and training of employees, pay-fixation, and provision of pension and provident fund benefits, welfare amenities, etc.

- 6) Personal qualities:** Besides the qualifications mentioned above, the following personal qualities are also likely to contribute to the success of a secretary in his job:
- i) A good personality which will command respect and inspire confidence in his subordinates and colleagues.
 - ii) A healthy physical appearance, cheerful bearing and energetic disposition
 - iii) Qualities of head and heart : good judgement and presence of mind, a strong sense of justice.
 - iii) Self-confidence and self-discipline
 - iv) Sincerity, integrity of character, and loyalty
 - v) Sense of responsibility, honour and dignity
 - vi) Tact, discretion and good manners,
 - vii) A good memory of facts, faces and names.

18.7 IMPORTANCE OF SECRETARIAL WORK

The indispensable nature and importance of secretarial work can hardly be disputed in the modern world. As organised activities in the social and economic spheres have expanded and assumed greater complexity, there has been an increasing need for secretarial services to assist persons in authority in their day-to-day administration. The significance of secretarial work has been particularly recognised in industry trade and commerce characterised by vast expansion in size and complexity of the organisation following technological advance at a fast pace in manufacturing, transport and communication along with expanding markets for products.

The importance of secretarial work may be attributed to (a) the onerous nature of secretary's functions, and (b) the increasing dependence of management on secretarial assistance.

The job of a secretary generally carries onerous responsibilities. The private secretary of a doctor or lawyer, or that of a business executive, is often known to have become indispensable to the employer due to the nature of work handled by the secretary, which may include matters of confidential nature as well as financial affairs. The secretary of any social organisation, educational institution, co-operative society or registered bodies has also to undertake work carrying heavy responsibility. A company secretary besides acting as executive head of the office has several duties and responsibilities cast on him under law. He has also to bear administrative responsibilities like functional managers besides having to perform the role of advisor of the top management.

A significant part of the secretarial work is carried out through the office, of which the basic functions are: (i) receiving and collecting information, (ii) recording information or making records, (iii) processing information

involving computation and statistical work, and (iv) communicating information. On the one hand, the office is required to supply information as collected, recorded and processed by it to the management as and when required; on the other hand, it has also the duty of communicating policies, directives and instructions issued by management to managers in different departments for their guidance.

It is on the basis of accurate information and factual data provided by the office that management can formulate plans and policies and assess the results of planned efforts. Again, it is with the system of communication provided by the office that management succeeds in directing, guiding and coordinating various activities. Also effective control over business operations can only be possible if relevant factual information is provided by the office.

The facility of computerisation has made recording and processing of information as well as its storage much easier. But collecting information and receiving information from various sources continues to be a stupendous task. Besides, classifying information and data received, and preserving the same in proper form so as to be easily retrievable from computer memory requires special care.

So voluminous and varied are the information and data and so dynamic is the nature of environment in which organisations function that management of all modern enterprises have come to depend heavily on the systems and procedures governing the flow of information, also known as the Management Information System (MIS), which the secretary has to organise and manage.

Another aspect of secretarial work which adds to its importance is related to meetings. Of all the secretarial services provided to the top management, those pertaining to meetings have vital importance, for decisions taken at meetings and the discussion that takes place in course of the meetings happen generally to be the basis of action. The responsibility of the secretary in this connection includes convening meetings, issuing valid notice with agenda and memoranda for consideration, securing adequate accommodation and seating arrangements, assisting the chairman in conducting the meeting, recording the proceedings and preparing the minutes of the meeting, and finally circulation and confirmation of the minutes. Follow up action involving communication of the decisions to the concerned parties is also required to be taken by the secretary. The management invariably depends on the secretary to ensure that rules and regulations as laid down in legal enactments or by the organisation are strictly complied with, so that the validity of meetings and proceedings/minutes are not-disputed or challenged.

Check Your Progress B

Fill in the blanks selecting the correct words/phrases from those given within brackets:

- i) With a general knowledge, the secretary can provide accurate and better to management. (guidance, advice, information, assistance)
- ii) For a secretary, knowledge of specialised use of English is necessary for..... (precis writing, drafting resolutions, interpreting communication)
- iii) It is desirable for the secretary of a national level organisation in India to have knowledge of and some languages besides knowledge of English. (Hindi, Gujarati, foreign, regional)
- iv) Secretarial work carried out through the office includes of policies, orders and instructions. (Formulation, communication, drafting, channelisation)
- v) Management can formulate plans and policies more objectively on the basis of the and provided by the office under the Secretary. (Statements, information, reports, data, evidence)

18.8 TYPES OF SECRETARIES

Keeping in view the varied type of functions and duties, which may be performed by secretaries, one may distinguish between the following types of secretaries:

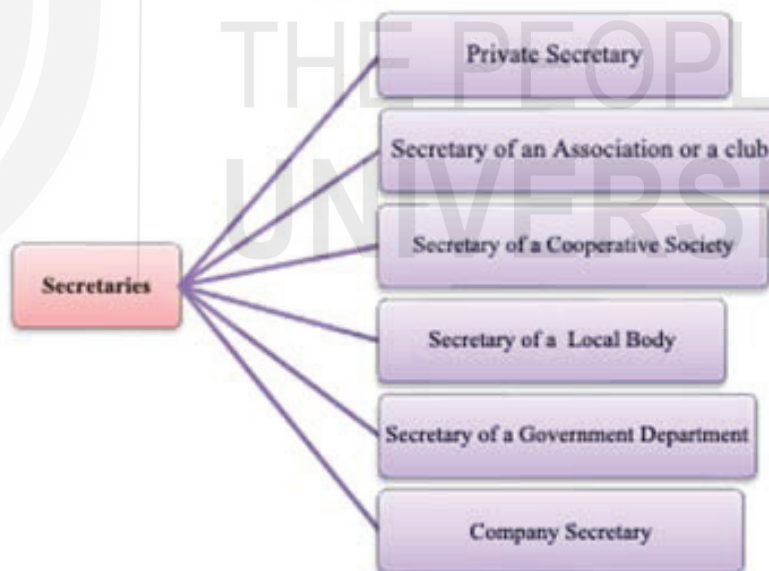


Figure 18.1 Types of Secretaries

In this unit we shall examine the nature of a private secretary's job, the qualification he/she should possess, and the duties generally assigned to him/her. The relevant aspect of the position of other types of secretaries will be discussed in the following units of this Block.

18.9 PRIVATE SECRETARY

A Private Secretary is a secretary to an individual official, administrator or chief executive of a business firm. The main object of employing a private secretary by an individual is to shift some of the burden of his responsibilities on to the secretary and thus relieve himself of certain routine matters, such as arranging meetings, fixing appointments, handling mails, drafting speeches, preparing notes, making travel arrangements, etc. The work of private secretary is very confident and intimate in nature which demands complete loyalty to the employer.

A private secretary, usually employed by a prominent citizen or official in high position, is expected to sacrifice his personal interests and even accept the blame for mistakes of his employer in good grace. As he is employed for personal work, he must thoroughly understand his employer and know his likes and dislikes, habits, tastes, hobbies, matters of interest, and all other details concerning his life and background.

When an individual decides to have a private secretary, he looks for someone to whom he can delegate some of his own routine duties, who can take care of his responsibilities whenever required to do so in his absence, to whom he can confide private and confidential matters, and who will be sufficiently tactful so as to maintain cordial relations with every one he/she has to deal with.

Although the work of a private secretary is varied and interesting, it is often quite exacting too. Usually there are no fixed duty hours, and he/she has to bear with the changing mood and temperament of the employment.

18.9.1 Qualifications

The status and eminence of the person whom the private secretary has to serve generally indicate the qualifications and personal accomplishments that should be possessed by the secretary. In most cases, a private secretary is expected to have the following qualifications:

- 1) A reasonably high standard of general education with a Bachelor's degree;
- 2) Instruction and training in secretarial course run by a professional institution;
- 3) Skill in stenography and typing work;
- 4) Practical training in office practices and procedures including acquaintance with office equipments and machines;
- 5) Reasonably good general knowledge;
- 6) Knowledge of a foreign language if necessary;
- 7) Personal qualities may include

Sincerity	Cheerfulness
Resourcefulness	Loyalty
Discretion	Dependability
Tactfulness	Orderliness
Sense of proportion	Punctuality

Put together, a private secretary is supposed to be an all rounder. He is expected to be well versed in all relevant matters, keep good contacts, and work behind the scene unless it is desired otherwise. He should be well informed about the activities of his boss without being too inquisitive about his personal matters. He should not, unnecessarily, pry into the professional affairs of the boss but must always be ready to give advice based on facts. He should always look dignified and in no way do anything which might lower the image of his officer or the employer.

A private secretary should be healthy, alert, knowledgeable, willing to work for long hours, adjusting to a changing environment, and above all should be a trust-worthy representative of his employer. He need not be highly educated but should be thorough and well-versed in matters relating to his duties

18.9.2 Duties

The duties of the private secretary are bound to vary depending upon the employer's requirements. The duties of the private secretary of a Minister will naturally be different from those of a Member of Parliament, or of a Business Executive, or of a solicitor, or of a College Principal. A private secretary who has to attend to the needs of the employer both at the latter's residence and office may be entrusted with a wider variety of work as compared to one who attends to the employer's needs only during office hours.

Broadly speaking, the duties performed by a private secretary may be generalised and discussed under the following heads:

- i) Routine Office duties
- ii) Receptionist's duties
- iii) literary duties
- iv) Financial duties
- v) Domestic and Social duties
- vi) Duties relating to meetings
- vii) Miscellaneous duties

Let us examine the nature of these duties

- i) Routine Office Duties:** They include taking shorthand dictation, drafting and typing of letters, handling incoming and outgoing mail, filing and indexing of letters, maintenance of records, maintenance of books and registers, and operation of office appliances such as telephone,

duplicator, Dictaphone, fax, etc.

- ii) **Receptionist's Duties:** These duties consist of handling inward and outward telephone calls and keeping a record of the same, attending to visitors and their enquiries, answering enquiries over the telephone, screening and fixing appointments and engagements, maintaining diary and memory aids for the boss and for himself/herself.
- iii) **Literary Duties:** These duties are drafting of routine letters, reports, speeches or statements on behalf of the employer, making precise and summaries of letters and reports, proof-reading and attending to printing of books, pamphlets and speeches, etc.
- iv) **Financial Duties:** These include handling of employer's bank transactions, payment of bills, taxes, staff salaries, subscriptions, donations, maintenance of records of the employer's investments and income there from, payment of insurance premiums, filing of insurance claims, renewal of policies, filing of Income Tax Returns, and Keeping expense records including travel expenses and preparing bills therefore.
- v) **Domestic and Social Duties:** They consist of looking after the household affairs of the employer, payment of wages and salaries of domestic staff, making arrangements for parties, luncheons, dinners and other entertainments, sending invitations, making arrangements for tours, travel reservations, attending to needs of house guests, acknowledging letters, and sending messages of condolences, congratulations, and greetings on special occasions.
- vi) **Duties Relating to Meetings:** They cover the work of preparing the agenda, issuing notices, making arrangements for holding the meetings, arranging documents and files to be needed in course of the meetings, making arrangements for voting, drafting minutes, preparing reports of the committees or subcommittees under the dictions of the chairman, and following up the decisions taken in the meetings.
- vii) **Miscellaneous Duties:** May include all such acts that build up the image of the employer and develop better public relations subject to the professional objectives of the boss.

Check Your Progress C

1. Define 'Private Secretary'.

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2. Which of the following statements are True and which are False?

- i) A private secretary must perform his duties keeping in view the likes and dislikes of the employer.

- ii) The private secretary of a lawyer must have a Bachelor's degree in law.
- iii) The private secretary does not have to attend to telephone calls if there is also a receptionist and telephone operator.
- iv) One of the social duties of a private secretary is to write letters regularly to the relatives of the employers on his one half..
- v) The private secretary is invariably expected to minimise the expenses of the employer.
- vi) Some of the literary duties of a private secretary are actually routine duties.
- vii) The private secretary has a right to attend and cast vote in the meetings chaired by his employer.
- viii) The private secretary should not ordinarily interfere with the professional affairs of the boss.

18.10 LET US SUM UP

A 'Secretary' is one whose office it is to write for another; especially one who is employed to conduct correspondence, to keep record and to transact various other businesses for another person or for a society, corporation or public body.

In modern times, the secretary occupies a very important position in industry, commerce, social institutions, clubs, government offices and even in the case of individuals like statesmen, physicians, lawyers and Members of Parliament. In certain cases, the secretary enjoys a legal status, while in other situations he is employed to assist the employer to perform certain routine duties leaving him free to concentrate on more important matters.

Basically, it is the nature and importance of his functions that determine the role of a secretary. In modern organisations, the secretary's role may be described in terms of his position as - (1) Office executive, (2) Liaison officer, and (3) Adviser to management. As office executive, the secretary is entrusted with the responsibility of organising and managing the day to day work of the office. As liaison officer, he acts as a link between business executives and outside parties including clients, customers, and the public, as also between higher level managers and the administrative staff. He may also play the role of PRO. The secretary's role as adviser to management arises out of necessity to brief busy executives and managers who are not always in a position to muster by themselves all information pertaining to a decision-situation particularly those relating to policy matters. The advisory role of a secretary may be part of his official status, or it may be a privilege that he earns by virtue of his qualities.

The duties of a Secretary may differ depending upon whether he is a 'Routine Secretary' or 'Executive Secretary'. A 'Routine secretary' generally has the duties of the executive head of the office providing clerical services to all other departments. With respect to departmental offices, the secretary's duties are those of a staff officer. The duties of an 'Executive Secretary' include a wide range of administrative and managerial functions with corresponding executive powers.

The essential qualifications and attributes which a Secretary should possess are: General education of a reasonably high standard, proficiency in English language, knowledge of Hindi and regional languages, sound general knowledge, practical knowledge of office management, and an impressive personality.

The importance of secretarial work may be attributed to (a) the onerous nature of secretary's functions, and (b) the increasing dependence of management on secretarial assistance. As organised activities in the social and economic fields have expanded and assumed greater complexities, there has been an increasing need for secretarial services to assist persons in authority in their day to day administration as well as decision-making.

Consistent with the variety of functions and duties which may be performed by secretaries, one may distinguish between several types of secretaries e.g. Private secretary; Secretary of an Association or a Club; Secretary of a Co-operative Society; Secretary of a local body; Secretary of a Government Department; Company Secretary.

A Private Secretary is a secretary to an individual official, administrator or chief executive of a business firm. The main object of employing a private secretary is to shift some of the responsibilities of an individual to the secretary and thus relieve the individual of certain routine duties such as arranging meetings, fixing appointments, handling mail, drafting reports, etc.

A private secretary is generally expected to have the following qualifications: General , education of a reasonably high standard; training in secretarial work; skill in stenography and typing; practical training in office procedures; good general knowledge; knowledge of foreign language if necessary; personal qualities of sincerity, resourcefulness, discretion, tact, sense of proportion, cheerfulness, loyalty, etc.

The duties of a private secretary may be generalised under several categories, e.g. Routine office duties; Receptionist's duties; Literary duties; Financial duties; Domestic and Social duties; Duties relating to meetings; and miscellaneous duties.

18.11 KEYWORDS

Executive Secretary: A secretary who is entrusted with a wide range of administrative and managerial functions.

Liaison Officer: One who acts as a link between executive and outside parties flower level staff.

Office Executive: One who is entrusted with the responsibilities of organising and managing day to day office services.

Private Secretary: A secretary employed to perform the routine duties of an individual, or an administrative officer or a business executive

Secretary: One whose office it is to write for another conduct correspondence, keep record and transact various other businesses for another person or for a society, or corporation or public body.

Staff Officer: One who renders specialised advisory services.

18.12 ANSWERS TO CHECK YOUR PROGRESS

A	3	i)	False	ii)	True	iii)	True	iv)	True
		v)	True	vi)	True	vii)	False	viii)	False
B		i)	information, advice	ii)	Drafting resolutions				
		iii)	hindi, regional	iv)	Communication				
		v)	Information, data						
C	2	i)	True	ii)	False	iii)	False	iv)	False
		v)	False	vi)	True	vii)	False	viii)	True

18.13 TERMINAL QUESTIONS

- 1) Who is a Secretary? Point out the importance of secretaries in the business world. Outline the functions of a secretary as an office executive.
- 2) Discuss the role of a Secretary as (a) Executive head of the office, (b) Liaison officer, and (c) Adviser to management.
- 3) What qualifications should a Secretary possess? Give reasons to justify the essentiality of the qualifications.
- 4) Distinguish between the duties of a 'Routine Secretary' and those of an 'Executive Secretary'
- 5) Write an explanatory note on the duties of a Private Secretary.
- 6) Define the position of a Private Secretary. What qualifications should a Private Secretary possess?
- 7) Describe the nature of duties of the Secretary of a modern organisation and bring out the importance of secretarial work in that context.

Note: These questions will help you to understand this unit better. Try to write answers for them. But do not submit your answers to the University for assessment. These are for your practice only.