

The Fundamentals and Indispensability of the Secretarial Profession in The 21st Century

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ABSTRACT: *Secretaries, otherwise known as office professionals, office information managers, administrative assistants, office coordinators, executive assistants, office managers, among other nomenclatures, are becoming more and more relevant in today's offices due to their specialty in general office administration and keeping up to date with technological advancements. This paper considers the fundamentals and indispensability of the office professional in the 21st century. The paper considered professional secretaries and modern digital skills, training and retraining of secretaries for the 21st century, indispensability of the professional secretary in the 21st century, challenges facing the profession and how to be an effective and efficient office professional in the 21st century. The paper concluded that the supportive roles of the office professional are very fundamental and cannot be dispensed with in organisations which make them indispensable in the 21st century. It was recommended, among others, that organisations should provide enabling environment for office professionals in order to get the best from them*

KEYWORDS: Secretary, Office, Professional, Indispensable, Fundamental, 21st Century

INTRODUCTION

Undoubtedly, the professional secretarial staff is the most crucial and indispensable person in any organisation (Onifade, 2010). Secretaries, often referred to as office professionals, office information managers, administrative assistants, office coordinators, executive assistants, office managers, and other similar titles, are increasingly important in modern workplaces. This is due to their special work schedules and experiences in the areas of office administration and practice, human relations, and, keeping up to date with technological advancements and changes for themselves, their executives and their organizations in general. The change in nomenclature is due to the need to upgrade to recent levels of advancements and complexities in the workplace and in technologies. Adeyeye and Fasae (2022) averred that the 21st century is a world ruled by ICT, which has geared up every nation to key into the new wave and the society is becoming more acclimatized with ICT, which has already permeated every facet of human life, hence every business and

organization have to comply with the evolution of new technologies. Citing Ajisafe (2014), ICTs are all kinds of technologies that are used, among others, for creation, storage, dissemination, manipulation and processing of information in its various forms and which help to expedite and aid communication.

Office Technology and information managers are needed for individual, organizational and national economic development and possessing up-to-date ICT and office management skills is the only driving force that could make this realizable (Adeyeye & Fasae, 2022). Office skills are inculcated into students at the secondary through tertiary levels of education. At the secondary level, Akintola and Alao (2015) in Fasae and Adeyeye (2020) emphasized that ICTs are integrated into the Business Studies curriculum in a way that mirrors the dynamic environment in which business is conducted today, creating an authentic and relevant learning environment for students.

At the tertiary levels, Office Technology and Management (OTM) or Office and Information Management (OIM) Programmes are new names used as a replacement for secretarial studies, designed to equip recipients with the skills and proficiency required to serve as office professionals and entrepreneurs in the business world, contents of which have been reviewed to fit into the present workplace demands and ever-dynamic business organizations. Baba & Akaraha (2012) in Adeyeye and Fasae (2022) established that the programmes are employment creative, self-reliant and contribute to national manpower and sustainable development, training of which comprises of development and acquisition of competencies and skills that will enable the recipient to function efficiently in the technologically imbued office of today in order to meet with future office needs. However, sometimes, curriculum contents are not adequate or adequately covered for students to be equipped sufficiently to cope with the demands of current workplace, hence, Amiaya (2015) averred that the dynamism of work, business organizations and the pattern of delivery and exchange of information in the world economy call for revolution in the pedagogical process.

Office managers must possess advanced understanding in ICT to be pertinent in the professional landscape (Fasae & Adeyeye, 2020). Akintola and Alao (2015) found that ICT has significant potential in the business classroom. By utilising ICT, students can develop proficiency in various software applications such as word processing, spreadsheet, database, desktop publishing, website design, and presentation and multimedia tools. These skills align with current business standards and can be applied in the workplace. Information and Communication Technology (ICT) refers to the use of microelectronic technology to acquire, process, store, and distribute various forms of information, including voice, images, text, and numbers. It encompasses a wide range of communication devices and applications, such as radios, televisions, cell phones, computers, network hardware and software, and satellite systems. Additionally, it includes various applications associated with these devices, such as video conferencing and online learning (Adeosun, 2013, as cited in Fasae & Adeyeye, 2020)

Office managers fulfil crucial roles inside an organisation, rendering them a necessary and integral component of the organisation. According to ACGAS & Graduate Prospects Limited

(2011) as cited in Fasae and Olusola (2013), the role of an office manager involves coordinating and overseeing administrative activities to ensure the efficient operation of an office. This includes performing various administrative and IT-related tasks, which can vary depending on the organisation and may range from managing the administrative aspects of a small business as the sole administrator to supervising the office work of multiple staff members.

Moreover, the office professional fulfils a wide range of responsibilities that contribute to the advancement of their organisation. They are an essential employee who is skilled in office information processing and administration. According to Encarta (2009) as cited in Fasae (2013b), a secretary is responsible for performing clerical and administrative tasks in an office setting. These tasks include writing orders, letters, and other official documents, as well as keeping records. A secretary also acts as an official scribe, handling correspondence and conducting various transactions on behalf of an organisation, public body, or individual. These factual statements demonstrate that secretaries have expanded their role beyond mere typing for their superiors. They now frequently engage in writing correspondence, scheduling meetings, managing data through spreadsheet and database software, interacting with clients and the public, overseeing office operations and personnel, managing procurement, and even providing training to other employees.

The work environment is becoming intricate with each passing day. The Federal Ministry of Education (2002) in Oyinloye; Asonibare and Oluwalola (2021) observed that the nature of work is becoming increasingly intricate and flexible due to the growing demand for innovative work and learning approaches. They also noted that technology has revolutionised traditional office practices, necessitating the acquisition of new skills, competences, knowledge, and abilities to thrive in the modern office of the 21st century. They acknowledged the need to teach and prepare future office workers in order to equip them with the necessary skills, knowledge, and experiences to adapt to the evolving office environment brought about by technology advancements. According to Ibrahim (2015), modern organisational methods have significantly expanded to incorporate the demanding requirement for workers to adjust to the swiftly evolving techniques, new equipment, and work processes. Drucker (2010) observed that knowledge organisations in the knowledge economy require the expertise of knowledge workers. This implies that secretaries and office managers must acquire new skills, encompassing both technical and interpersonal abilities, to effectively carry out their work in modern offices.

Secretaries aid and facilitate the manager, supervisor, or executive in assuming new duties and obligations by using computers, the internet, and other sophisticated office technology to carry out crucial "information management" tasks in a contemporary office setting (ACGASGPL, 2011 in Fasae & Olusola, 2013). Tuke (2020) demonstrated that technology progress has revolutionised workplaces by incorporating cutting-edge equipment and procedures. Consequently, secretaries are faced with more demanding tasks and are expected to enhance their job performance. His research shown that confidential secretaries require instruction and ongoing education in electronic communication, internet use, and webpage

development in order to enhance their work effectiveness. Secretarial staff members have been identified as the primary individuals responsible for office information processing (Ezenwafor & Okeke, 2012). The primary purpose of offering training and re-training for secretaries is to facilitate their professional development and ensure they stay updated on the latest information and technology related to office processes and operations.

Ocholi, et. al. (2022) emphasised the importance of secretaries enhancing their technical skills in order to adapt to the changing workplace landscape brought about by the digital revolution. This is crucial for improving work quality, fostering creativity, and ensuring continued employability. Secretaries with a growth mindset can bridge the skills gap and open up more promising job prospects in the future.

Secretaries and Modern Digital Skills

Umoru (2020) argued in Ocholi et. al. (2022) that secretaries are distinguished from other staff members due to their proficiency in information and communication technology (ICT) and digital office abilities. According to a study conducted by the UK Study Centre (2021), digital skills refer to the abilities required to utilise digital devices, communication applications, and networks for the purpose of accessing and managing information. These skills are highly important in the workplace, especially with the increasing prevalence of remote work and the constant evolution of technology. It is crucial to provide secretaries with effective training on the tools, technology, and digital skills necessary for success in the office. This is essential for keeping up with the growth of remote working and the rapidly changing technology landscape.

Homes (2012) in Fasae and Olusola (2013) summarized the job functions of the Administrative Manager/Office Manager/Secretary as: attending to telephones; utilizing an Internet-based content management systems; maintaining spreadsheets; regularly monitoring the company website and making changes as required; maintaining company accounting records; creating forms and templates; composing, typing, and distributing routine correspondence; attending to visitors and callers; needs; maintaining and scheduling event calendars and appointments; ordering and dispensing office supplies; reviewing work done by others to check for correct spelling and grammar; operating office equipment; using a variety of software packages, such as Microsoft Word, Outlook, Powerpoint, Excel, Access, to produce correspondence and documents, among others.

Training and Retraining of Secretaries for the 21st Century

Noting the importance of digital skills for secretarial profession and the nature of future office, Ocholi et al (2022) said technology should not be a reason for exclusion of secretarial professionals, but rather a tool that empowers and helps to overcome adversities and discover new opportunities and education in digital skills, and, without doubt, the best way to overcome this challenge. Iberdrola (2021) also noted that digitisation is not adverse to social and economic progress but brings prosperity, social equality and, ultimately, a more competitive economy.

The need for retraining of secretaries in organisations in modern times is expedient. Ihedioha and Donatus (2016) in Mani (2020) envisaged that secretaries would be thrown out of their jobs at the wake of ICT but found that ICT increased the demand and popularity of secretarial staff due to their professionalism in keyboarding and their ability to complete task within a short time, and, with accuracy. Onifade (2010) noted that advancements in modern technology may result in some secretaries losing their jobs due to innovations and inventions in computer technology. However, the author argued that regardless of the computer's innovations or inventions, the presence of a secretary, who is the only individual trained in efficiently managing information, office correspondence, and human resources for the organization's benefit and to achieve its objectives, is essential for the computer to operate effectively. He stressed that the computer is only a tool in the possession of the secretary and cannot serve as a substitute for the secretary. The presence of a secretary will always be necessary in the workplace, but the number of secretaries may not be as high as it once was.

Ocholi, et. al. (2022) concluded that training enables a secretary to acquire the necessary technical skills and attitude to effectively handle multiple tasks in a future office setting. This training focuses on immediate, short-term enhancements and improvements that have a positive impact on their behaviour and propel their career advancement, ultimately leading to improved performance in an office environment. According to Olaopa (2015), the digital era possesses four significant qualities - decentralisation, globalisation, harmonisation, and empowerment. These qualities contribute to a growing trend towards increased freedom and a reduced reliance on fixed structures. Consequently, individuals are increasingly required to think entrepreneurially, effectively combine different elements, and manage themselves. Agbo (2018) and Mani (2020) highlighted the importance of providing additional training in certain areas of ICT Application packages, particularly those related to online processing and information dissemination. This training would be beneficial and applicable to office processes and operations.

While training and retraining are crucial, according to Fasae and Olusola (2013), who cited Akpomi and Ordu (2009), the performance and efficiency of the secretary (office manager) in any corporate organisation are contingent upon the presence of office technology, as well as the secretary's abilities and competences. Modern company organisations have recognised the role and significance of secretaries, as well as the necessity of supplying appropriate office tools and equipment to ensure the effectiveness of secretarial activities.

Indispensability of the Professional Secretary in the 21st Century

Fasae and Olusola (2013) opined that secretaries are important in organizational development and have much to contribute to the development of an organization through their personal and professional attributes of diplomacy, initiative, loyalty, punctuality, responsibility, carefulness, tact and human relation. Duncan, 2011 in Ngotngamwong (2018) established that executive assistants are said to be indispensable, trouble shooters, translators, help desk attendants, diplomats, human databases, travel consultants, amateur psychologists, and ambassadors to the inside and outside world as they highly benefit executives and can be

trusted with delegated higher-level work, thus creating a win-win scenario as the company's ultimately reap benefits leaving executives to more important tasks and the ability to lead a more enjoyable lifestyle.

Ocholi, et. al. (2022) outlined various factors that characterize organisations' complexities such as communication, interaction, human relationship, digital systems, and many more and maintained that the need arises for complex solutions to combat these complexities. Citing Rae (2021), the nature of work will continue to change with increase distance working and automation and the manpower needs of many businesses and the functions being affected because machines now perform complex tasks with greater speed and accuracy than human beings; hence future secretaries are expected to demonstrate technological competencies in the use of laptops, and smart devices to perform secretarial or word processing tasks on daily basis.

In view of the complexities in workplace and technologies, effective language skills are required of the administrative office professional. Bansa and Salien (2019) classified the secretary as a constituent of the administrative hierarchy in the corporate realm. Consequently, it is imperative for a secretary to possess the ability to adapt to intricate situations. Bansa and Salien emphasised that proficiency in English, encompassing speaking, listening, reading, and writing skills, is a fundamental requirement for a secretary. The majority of their job mostly involves written and verbal communication, word processing, and typing. It also requires associated skills such as organisation, presentation, multitasking, and working well under pressure.

Oyinloye, et al. (2021) concur with Ugiagbe (2002) that a secretary must possess advanced office skills, the ability to take on responsibilities without direct supervision, demonstrate initiative, exercise sound judgement, and make decisions within their authorised scope. They also agree with Boladele (2002) that a secretary should be a warm, highly helpful, and understanding individual whose primary goal is to alleviate, solve, prevent, or mitigate work-related challenges and difficulties for their executive. The authors further emphasise that the quality of available secretaries is contingent upon a reliable and acceptable reporting framework, which is crucial for enhancing productivity in the public sector. This can only be achieved through the implementation of an effective and efficient human resource development structure.

According to Onifade (2010), the indispensable secretary possesses several key characteristics. These include upholding professional ethics such as confidentiality, maintaining a high standard of appearance, and demonstrating unwavering loyalty. The secretary also exhibits personal attributes such as adaptability and self-confidence, as well as business attributes like secretarial skills and responsibility. In terms of moral principles, the secretary is expected to adhere to principles such as confidentiality, honesty, loyalty, reliability, responsibility, and the ability to work independently and meet deadlines. Additionally, the secretary should demonstrate cooperativeness, flexibility, and the willingness to acquire additional skills, such as computer proficiency and knowledge of other positions within the organisation. Lastly, the secretary should resist the temptation of accepting gifts or favours from both internal and external clients, as there may be ulterior motives behind such gestures. A professional with a strong ethical aptitude is cognizant of their own attitudes, assumptions, and beliefs towards others and groups, as well as the usefulness and constraints of these emotions. He possesses a high level of skill in understanding the true intentions and actions of individuals by acknowledging the existence of differing viewpoints, perceptions, and beliefs.

Onifade (2010) emphasised the secretary's essential role as a versatile professional responsible for shaping an organization's image and managing information. The secretary can maintain job security by undergoing retraining, which can be achieved through attending classes or engaging in online education to acquire proficiency in operating new office technologies, such as internet and teleconferencing computer facilities.

According to Buseni's (2013) research, the utilisation of computer, telecommunication, and video methods had a positive and substantial correlation with the productivity (performance) of public sector secretaries in Bayelsa State, Nigeria. According to Deloitte (2020), in a digital era, robots and humans will have the ability to independently and collaboratively perform their respective strengths. However, their primary role will be to find, attract, and engage individuals possessing the appropriate talents and expertise to fulfil the organization's goal and purpose. Regardless of whether individuals are working in real or virtual environments, it is important to enhance the quality of work, workspaces, leadership, and cultural approaches in order to adapt to the future workplace.

Challenges facing the Office Professional in the 21st Century

There is no doubt that the office professional is faced with myriads of challenges which may hamper his effective performance. For instance, Ocholi et al (2022) emphasizes that the COVID-19 pandemic has altered the nature of work, workforce, and workplace of today which has popularised the use of virtual office across the globe as office workers were directed to work from their respective homes. Matić (2018) also observed that the development of new technologies dictates the adjustment of traditional jobs and skills to the digital environment, requiring digital skills, collaboration and social hub where people come together to deliberate on ideas and come up with solutions to problems. The challenge lies in office professionals' ability to use modern office equipment in the course of receiving and sending out information in the most appropriate, fastest and reliable form which is germane in the future office. The use of these technologies is expected to improve the job performance of office professionals in areas of record keeping, memo writing, collaboration, image making, data sourcing, information dissemination, timely decision making process, e-mailing, data-gathering and so on.

Furthermore, Osborn (2021) in Ocholi et al. (2022) outlined the importance of digital skills to include increasing revenue; businesses building stronger customer relationships; having a competitive edge over competitors; providing new strategies and approaches to working; improving productivity and effectiveness, and better communication, while FutureLearn (2020) stated that it boosts the career of those who want to embrace the flexibility of freelance work, enhances personal and professional skills that gives more options for getting a job.

Huge variety of skills that can be considered as digital skills as highlighted by UK Study Centre (2021) include: skills to send emails securely, use email attachments, and post on social media; handle information and content, use search engines, understand that not all online content is reliable, access content across devices and on the cloud; set up accounts

online, fill in online forms; find solutions to problems using tutorials/chat and improve productivity; and keep passwords secure, take precautions against viruses, among others.

Ocholi et al. (2022) outlined that a secretary should have fundamental proficiency in office technology, possess business acumen, and be adept in office ICT skills. Additionally, they should have a comprehensive understanding of the operations of all departments within the institution or organisation they are employed in. He is a crucial member of the office staff, responsible for essential duties that contribute to the organization's growth and improved performance. He acts as a gatekeeper and caretaker, handling difficult and time-consuming chores that relieve the boss of these responsibilities. The International Association of Administrative Professional (IAAP) in Nnaji and Okoro (2019) defined a secretary as an executive assistant who possesses advanced office skills, exhibits the capacity to take on responsibilities independently, demonstrates initiative, exercises sound judgement, and makes decisions within the limits of their assigned authority. This description elucidates the specific set of skills, knowledge, and abilities that may be demanded of secretaries in future workplaces, necessitating ongoing retraining in technology to stay updated on emerging office technologies and evolving responsibilities.

For the office professional to continue to be relevant, there is need for:

- **Attitudinal Change at Work**

In order for the modern office professional to remain consistently relevant in the 21st century, it is imperative to establish constructive habits in the workplace. Ambali (2018) delineated the characteristics of a good attitude, which encompass punctuality, honesty, consistency, diligence, dedication, and commitment. Adopting a favourable and optimistic mindset, along with constructive thoughts, at the workplace will have a direct impact on the performance of an office professional. This will enhance their productivity and influence the successful completion of tasks, as well as shape the perception of others towards them. A positive mindset facilitates timely completion of tasks and enhances one's ability to collaborate effectively, hence increasing the likelihood of colleagues consistently desiring to work alongside them. Additionally, maintaining a good attitude will enable him to serve as a commendable example for his colleagues. His attitude serves as a reflection of his character, and he has the option to embrace happiness, positivity, and optimism or succumb to pessimism and paranoia, resulting in a bad perspective on his profession. Optimistic thinking and a positive mindset contribute to enhancing the psychological well-being of office professionals, enabling them to effectively manage difficult conditions in the workplace.

- **Utilizing New Technologies**

The employment of new technologies in the office threatens lazy and indulgent secretaries who may be jittery and apprehensive about their jobs. As observed by Onipede (2010), though an executive may think he can use the computer himself without the services of a secretary because of the modern software on computers, a hardworking, dedicated and reliable office manager is indispensable as organisations are always on the look out for office

professionals who can give the best. Ocholi, et. al. (2022) advised that the first step to developing skills is for secretaries to understand the digital skills most applicable to them and their business which will give their career staying power the moment they get a job as reliance on digital communication will continue to grow. Secretaries/office professionals should therefore arm themselves with the basic digital skills and continuously upskill themselves to keep pace with the latest developments.

- **Dealing with a difficult boss**

In addition to technological aspects, Smith (2013) observed that certain executives exhibit excessive demands, such as expecting their secretaries to work beyond the standard schedule even when the workload does not necessitate it. They may also insist on additional reporting that goes unread, assign numerous "special projects," or seek approval for every decision made. The secretary must possess tact and judgement in order to effectively interact with such a boss.

How to be an Effective and Efficient Secretary in the 21st Century

Productivity, aimed at in any organization, is the state of being able to bring forth expected performance through a set of identified and measurable behaviors, knowledge, skills, and abilities that directly and positively impact the success of employees and the organization and are requirements for the office professional to be productive in the 21st century organization. The Virginia Standard Occupational Descriptions, (2012) outlined the following tips to help the office professional to be efficient in the 21st century.

(a) Possessing Knowledge, Skills, and Abilities: Knowledge of: office practices, procedures, and computer software programs; correct English usage and grammar; the organization, work flow, staffing, forms, procedures, composition of letters, minutes, reports, charts, and spreadsheets; scheduling and coordinating travel arrangements; skills in: typing, composing routine correspondence and reports; ability to: determine work priorities decisions and take appropriate actions; meet schedules and deadlines of the work area; communicate effectively; interpret and apply complex rules, regulations, policies, and procedures; analyze and assess services and operations for quality, efficiency, and effectiveness and to make recommendations for improvements. Tuke's (2020) study showed that electronic communication competencies needed by confidential secretaries for effective job performance include checking mails, ability to identify unread messages, applying techniques for saving new mail, sending mails and receiving mails. internet application competencies accessing internet application software, uploading information to internet, downloading information from internet, ability to identify appropriate application and ability to move around applications. web page design competencies assessing software application, typing a HTML code, formatting a table in HTML, applying colour to a HTML element, ability to create a hyperlink, publishing a webpage on the internet, refreshing a webpage, print webpage document, using shared devices in a network and stop a web page.

(b) Strengthened Relationship with the Executive: “It’s very important to have a strong, or otherwise healthy relationship with the boss for a variety of reasons. Yang (2014) noted that having a good relationship with the boss just makes sense and offered the following tips for improving your relationship with your boss:

- having a tremendous amount of influence over workplace stress, whether real or perceived.
- making the workplace exciting and something to look forward to each day.
- typically holding the key to your advancement within the company, or sometimes outside as well.

According to Smith (2013), in order to enhance your relationship with your boss: Empathise with your boss's perspective, demonstrate your worth, go to great lengths to enhance your boss's reputation, understand the appropriate timing and manner of communicating with your boss, seek feedback, develop a personal relationship with your boss, volunteer assistance, keep your supervisor updated, set realistic expectations and exceed them, request guidance and support, display respect towards your boss, be genuine, refrain from engaging in office politics and gossip, and establish a channel of transparent communication. Engaging in honest and open communication with your boss fosters openness and cultivates trust within the relationship.

(c) Improve your Human Relation Skills: Human relations might mean the art of getting along with others, that is, having a ready smile for everyone that comes into sight, showing courtesy when required, etc. As an image projector of the organization, the office professional should avoid negative attitude at work because it will result into bad image of the organisation.

(d) Take good care of your health. One of the personal attributes of a secretary is strength.

Her work is strenuous and must be able to multi task and work under stress. The office professional must take good care of her health to avoid breakdown in health.

(e) Keep learning. The secretary is an intellectual who is knowledgeable in many things. Ocholi, et. al. (2022) reiterated that a qualified secretary should be knowledgeable and versatile in basic office technology skills, office ICTs and the operations of all departments within the organization. She should read wide and know what is going on in the environment so as to be up to date as this knowledge will help her to improve the state of her organisation. According to LonAccBusScc (2021), the office professional plays a crucial role in improving the company's well-being by understanding the relationships within the organisation and identifying the important factors that impact the efficient coordination of different departments. This understanding helps shape the organization's future direction and atmosphere. Intellectual competence encompasses the capacity to perceive the organisation

as a cohesive entity, as well as the ability to discern the interplay between different functions within the organisation and the impact that changes in one area have on others. It also involves conceptualising the connection between the individual firm and the industry, the community, and the political, social, and economic influences of the country.

(f) **Practice ergonomics.** Ergonomics is a scientific discipline that examines the relationship between persons and their job and work environment. By incorporating ergonomics concepts into work practices, one may effectively avoid and manage musculoskeletal injuries that result from repetitive or powerful movements, as well as maintaining uncomfortable or constricted postures. This measure aids in mitigating the occurrence of injuries, discomfort, pain, muscular fatigue, edoema, stiffness, inflammation, numbness, tingling, burning feeling, heaviness, weakness, or clumsiness in the hands caused by stress or repeated tasks involving the use of computers, office equipment, or current office technology. Implement a strategy of taking brief and regular pauses to alleviate tension when engaging in prolonged computer usage. These breaks should occur every 20-30 minutes and last for 2-3 minutes, during which it is recommended to engage in physical movements involving the entire body. Utilising accessories such as a footrest, document holder, monitor stands and arms, screen filter, and other similar items can provide assistance.

CONCLUSION

The supportive roles of the office professional are very fundamental which make them indispensable in the 21st century. Every organization, whatever its size, cannot dispense with the services of the office professional.

Recommendations

- Every organization, whatever its size, should seek the services of the office professional for effective organization and administration of the organization.
- Executives, who want to succeed should retrain their office professionals in order to gain new knowledge in emerging technologies and office complexities.
- Organisations should provide enabling environment for office professionals in order to get the best from them.
- Office professionals should seek to upgrade their knowledge in modern technologies and modern office activities in order to continue to be relevant in today's offices.
- Office professionals should cultivate positive attitude with positive thinking at work in order to be more productive employees and to erase the negative public image about the profession.
- Office professionals should attend seminars, workshops and conferences in order to update themselves with current knowledge in office practice and management.

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