

Countermeasures to Improve the Information Quality and Work Efficiency of Administrative Secretaries

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Abstract: Administrative personnel are the main body of administrative work. Their personal quality is directly related to the management level of administrative departments and whether the administrative work can be carried out smoothly and efficiently. A college administrative secretary with a high sense of responsibility, flexible work, should have some specific work ability, be able to complete the tasks assigned by the superior leaders in an orderly, efficient and accurate manner in a limited time. Based on the information quality and work efficiency of Administrative Secretaries, this paper analyzes the connotation of the information quality that administrative secretaries should have, and puts forward some effective suggestions on improving the information quality and work efficiency of Administrative Secretaries in Colleges and universities.

1. Introduction

The quality of Administrative Secretaries mainly refers to the relatively stable quality attribute formed by the long-term learning and training of Administrative Secretaries [1]. These quality attributes will play a long-term, continuous and even decisive role in administrative work [2]. To meet the basic characteristics and requirements of administrative management, administrative secretaries should have comprehensive qualities in many aspects, which can be summarized as: good political, ideological and moral quality, solid professional quality, excellent ability quality [3-4]. Administrative personnel are the main body of administrative work. Their personal quality is directly related to the management level of administrative departments and whether the administrative work can be carried out smoothly and efficiently [5]. This paper discusses how to improve the information quality and work efficiency of Administrative Secretaries.

2. The Basic Qualities of Administrative Secretaries

The ability of Administrative Secretaries is the organic combination of various practical abilities of secretaries engaged in secretarial activities. It is the basic element for a secretary to finish his work efficiently. Due to the complexity and diversity of secretarial work and the richness and universality of secretarial activities, secretarial staff are required to have multiple capabilities, as shown in Figure 1.

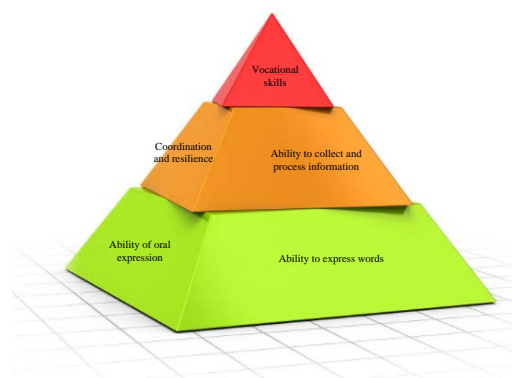


Fig.1 Various Abilities of Secretarial Administrators

2.1 Good Political, Ideological and Moral Quality

2.1.1 Good Political Quality.

Administrative secretaries are the makers, executors, or disseminators of various policies. Therefore, they must have good political quality, which is mainly reflected in their profound Marxist theoretical literacy, firm political belief, scientific and correct world outlook, outlook on life, and values, political acumen and discrimination that can judge right and wrong, and their ability to adhere to the leadership of the party in practical work. We should uphold the party's line, principles and policies, firmly adhere to the correct political direction, consciously keep in line with the Party Central Committee, and ensure the smooth flow of government orders, which must be followed when there are orders and stopped when there are prohibitions [6].

2.1.2 Strong Sense of Service.

The main contents of administrative management work are administrative services and daily office work. It is more about giving the upper hand and getting the lower hand, filling in statements, summarizing relevant materials and information, and ensuring the integrity and continuous update of relevant data. It should be said that there are many kinds of work, which is very complicated and trivial. It requires not only patience, but also hard work to do it well. Therefore, administrative secretaries should have a strong sense of service, a high sense of responsibility and professionalism [7]. No matter big or small, we should be careful and meticulous, and avoid carelessness, sloppiness and prevarication. We should take service as our duty, be willing to serve, and be willing to contribute.

2.2 Solid Professional Quality

2.2.1 Precise Knowledge of Policies and Regulations

Administrative management is a work with strong policy nature, which must be administrated according to law, that is, to standardize administration according to the requirements of laws, regulations and rules. We should abide by the national laws and regulations as well as the internal rules and regulations. We should neither overstep the authority nor abuse the authority. We should act according to the authority and legal procedures to prevent the “dislocation”, “offside” and “Absence” of functions [8]. Therefore, the Administrative Secretaries must be familiar with laws, regulations and various rules and regulations, be able to skillfully use laws, regulations and rules in administrative work to effectively manage daily administrative affairs, conduct themselves in the process of dealing with internal and external affairs, have a rigorous attitude, accurately and efficiently complete the duties assigned by their own work, and establish a good image of administration according to law.

2.2.2 Proficient Professional Knowledge and Skills

Administrative management is also a science. Administrative Secretaries need to master the corresponding management knowledge, explore the internal laws of their own administrative work, be familiar with the business of their departments, and summarize a set of effective professional management methods through specific management practice. Reasonable use of time, fully improve work efficiency, and seize the time period with the highest work efficiency, as shown in Figure 2. At the same time, in order to adapt to the requirements of the information age and make the administration more scientific, fast, convenient and transparent, the administrative secretaries should learn to use modern information technology, including computer, multimedia, Internet and other timely and accurate collection and processing of information, maximize the communication and response ability of all departments, and ensure the efficiency and level of the administrative management [9].

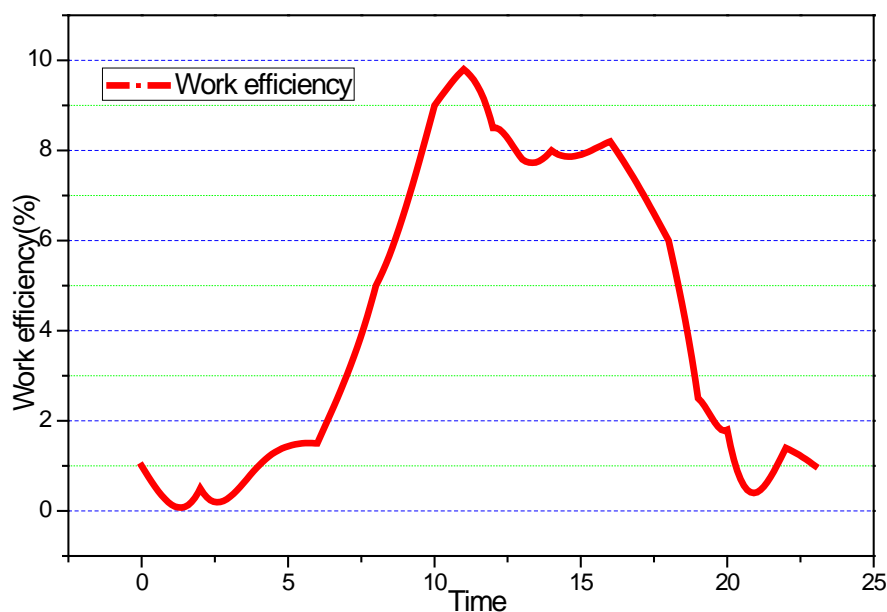


Fig.2 Changes In Work Efficiency during the Day

2.3 Excellent Ability and Quality

2.3.1 Strong Verbal and Written Skills

Expression ability refers to the ability to use language to clarify their own views, opinions or express thoughts and feelings, mainly including the ability to express words and oral expression. Administrative secretaries often preside over meetings, formulate policies and documents, upload and issue work instructions, receive visitors, participate in social activities and so on. Good written and oral expression ability plays an indispensable role in clarifying opinions, strengthening communication, promoting communication, creating atmosphere, shaping image, and improving the influence of administrative management.

2.3.2 Strong Innovation Ability

Administrative secretaries should adapt to the new situation of reform and development, actively respond to various opportunities and challenges, and constantly study new situations, solve new problems and explore new laws. This requires every administrative secretary to have strong innovation ability, to use known conditions and information according to the objectives and tasks of administrative management, and to form unique and valuable new programs and ideas through active thinking activities [10]. We should actively break through the shackles of the old ideas, habits and stereotypes, emancipate our minds, broaden our horizons, think about changes and seek innovation, and carry out our work creatively on the premise of following the objective laws. In the work, we should not only carry out the decision-making of the superior departments and leaders, but also think ahead of time, think about what the leaders didn't think, innovate boldly in the way of work, put forward more new ideas and methods, promote the implementation and implementation of the decision-making in a new and unique way that the masses like and see, so as to achieve better results in the administrative work.

3. Measures to Improve the Information Quality and Work Efficiency of Administrative Secretaries

3.1 Give Full Play to the Function of Information Education in Colleges and Universities

Colleges and universities are the treasure house of talents gathering and the palace of disseminating new ideas and technologies. It not only has strong teachers, but also has rich information education resources, complete library and information system, developed information network, and high degree of informatization in most universities. In view of this, colleges and

universities can rely on its various advantages to carry out regular information education and training for Administrative Secretaries. In the process of training, the first thing to bear the brunt is to establish clear training objectives. A clear training objective is not only the starting point and destination of cultivating the information quality of Administrative Secretaries in Colleges and universities, but also the evaluation standard of the information quality of Administrative Secretaries in Colleges and universities. It can not only standardize the contents and methods of training, but also guide the administrative secretary to consciously strive and pursue according to this goal. If the training objectives are not clear, the practical activities of training may lose their direction, which is difficult to be standardized. The training objectives formulated by colleges and universities mainly include the following five aspects:

- First, it can obtain information timely, effectively and accurately through various ways.
- Two, according to the actual needs of the administrative secretarial work, we can distinguish the authenticity and the pros and cons from the information obtained in various ways, eliminate redundancy, absorb the essence, and reorganize and collate, so as to achieve effective integration of information.
- Third, be able to use all kinds of information creatively, extract new information that meets their own needs on the basis of analysis and judgment, and make leadership decision-making and their work more scientific and reasonable.
- Fourth, be able to actively learn all kinds of new technologies and knowledge.
- Fifth, when obtaining and using information, we should consciously abide by the moral norms and relevant laws.

3.2 Build a Good Information Environment

A good information environment is the catalyst to promote the Administrative Secretaries to improve their information quality consciously. It can stimulate the interest of the Administrative Secretaries in applying information technology. Colleges and universities can build a good information environment from the following three aspects:

- One is to increase the publicity and education of information quality. According to the development process of information construction in our country, combined with the evolution of social information environment, the publicity and education of national information policies, information laws and regulations, and information morality are carried out for the Administrative Secretaries of colleges and universities from different angles, so as to make the Administrative Secretaries have a deep understanding of the requirements of the information society for themselves, so that they can consciously improve their information quality in their daily work and life .
- Second, strengthen the construction of information infrastructure in schools. Colleges and universities should plan as a whole, provide necessary hardware conditions such as materials, equipment and places, and software conditions such as talents and technology for the cultivation of information quality of Administrative Secretaries, vigorously promote the application of information technology and network technology with multimedia computer as the core in secretarial work, and improve the basic quality of secretaries in using information technology to acquire and process information.
- Third, establish rules and regulations for updating information equipment. Speed up the update of information equipment, so that administrative secretaries can work better.

3.3 Establish and Perfect Scientific Examination and Incentive Mechanism

It is an important means to improve the information quality of Administrative Secretaries in Colleges and universities by integrating the information quality of Administrative Secretaries into their post qualification assessment and salary assessment system, and establishing an assessment and incentive mechanism that links work performance with personal treatment. We should make a set of scientific, fair and reasonable performance appraisal and evaluation system in line with the requirements of the information society, and use such incentive measures as spiritual reward, material reward, professional title evaluation and post appointment to fully mobilize the enthusiasm and initiative of the Administrative Secretaries of colleges and universities, so as to make them put

into work with a new face, so as to improve the level and efficiency of service for leaders. For those administrative secretaries with poor information quality who do not meet the requirements of the development of the information society, they should strengthen the training or transfer in a planned and step-by-step way. In the face of the new requirements of the information society for the information quality of the Administrative Secretaries of colleges and universities, some colleges and universities have launched a new measure of “no Internet, no job”, so the Administrative Secretaries have to consciously pursue and “cultivate” according to the requirements of colleges and universities, which will effectively promote the Administrative Secretaries of colleges and universities to rapidly improve their information quality.

3.4 Implement Strict and Effective Training System

Colleges and universities must establish and implement a strict information quality training system, which should be planned, organized and focused on the study and training of Administrative Secretaries in the whole school, and strengthen the pre post and on-the-job information quality training of Administrative Secretaries. Administrative secretaries should be trained in higher education, psychology, administrative management, secretarial science, clerical science and other professional knowledge before taking up their posts. In the process of improving the learning and training system, colleges and universities should, according to the continuous development and update of information technology, stipulate that the administrative secretary should participate in a certain class hour of information education and training every year, and make clear the objectives, methods, key points and time limit of learning and training, so as to systematize the contents, diversify the forms and idealize the effects. Qualified colleges and universities can also open up an information exchange platform for Administrative Secretaries, so that it can become an information position for publishing secretary work rules and regulations, transmitting work dynamics, and a learning garden for secretary personnel to update their knowledge and exchange their business.

4. Conclusion

The administrative secretary is an important member of the upload and release, maintaining the normal operation of the administrative departments. Be able to complete the tasks assigned by the superior leaders in an orderly, efficient and accurate manner in a limited time, and provide or report effective and targeted information to the superior leaders in a timely and correct manner. On the contrary, if we can't provide or report effective information to leaders in time and effectively, it will not only not cause special attention of leaders, but also help them. We should attach importance to the construction of the administrative secretary team, improve the treatment of the administrative secretary, provide more training and further study for the Secretary, and improve personal business ability. In the work, the Secretary constantly exercises his professional quality, keeps a good attitude, makes a correct role orientation, and completes all administrative work with high quality and efficiency.

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