Identification of Secretary Duties at Bank Nagari Main Branch Padang West Sumatra

Identifikasi Tugas Sekretaris Pada Bank Nagari Cabang Utama Padang Sumatera Barat

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Abstract

The aim of this research is to identify secretarial duties at Bank Nagari, Main Branch Padang, West Sumatra. The secretary assists the leader in carrying out activities: receiving incoming letters and dispositions to branch heads and distribution to related work units, carrying out mail and document storage, managing reception, receiving calls and answering calls, and maintaining and managing harmony and cleanliness. Special tasks, namely having the task of managing and organizing the implementation of meetings, taking care of the leadership's official travel, and providing information about the leadership. Special duties, namely having the task of providing and maintaining equipment, as a second source of information. This research used a qualitative research method with a descriptive approach. The findings revealed that most of the secretarial duties have been carried out by the secretary to the leaders of Bank Nagari based on the Priansa theory. On the other hand, the duties of the executive secretary at Bank Nagari Main Branch Padang, West Sumatra have not met the standards for qualifications for the position of secretary because the current branch head secretary comes from the industrial engineering department, so she lacks knowledge of office administration.

Keywords:
description of the secretary,
the scope of the secretary,
the duties of the secretary

Kata Kunci:
sekretaris,
ruang lingkup sekretaris,
tugas sekretaris

INTRODUCTION

The success of a corporate agency is related to the success of the agency in carrying out its tasks as well as managing and providing services to the community. The success of an agency is inseparable from the role of the leader of the agency. The workload of a corporate agency leader is based on statutory regulations. A leader can have limitations in carrying out all of these tasks. Therefore, a leader of an agency must be creative so that tasks can be carried out without obstacles. Many agency leaders are assisted by a secretary in carrying out their duties. The secretary is an office staff who works to assist the leadership in completing tasks (Suminar & Wardani, 2019). The secretary as an assistant leader is a secretary who works to help with office work. Office work may include dictation, answering telephones, making appointments, correspondence, writing information, and other confidential matters. Meanwhile, the secretary as an organizational assistant is someone who leads a secretariat from a company or a secretariat from a certain government agency (Thomas WB.1994).

The secretary's role is to assist the leadership from the beginning of the process of achieving goals until the goals are achieved. The secretary is directly involved in solving problems faced by leaders, providing suggestions and opinions until the end of organizational goals can be achieved efficiently. The secretary is always ready to provide assistance services to the leadership so that it can reduce the difficulties of the leadership in completing the main tasks as the leader (Sularso Mulyono, 1993). Therefore, the secretary has a very important role in achieving the ultimate goal of an agency. A secretary must have broad knowledge and reliable skills about the office. The secretary also plays a role in understanding all the sources and impacts of problems faced by the agency. Furthermore, the secretary can provide complete information to parties who need it.

The secretary as the organizer of office work is tasked with providing information or information as well as data and its storage. The secretary in carrying out certain roles and duties requires a place to carry out his activities. The process of identifying information from receiving, collecting, managing, and storing to distributing information to parties who are involved or need it, all activities are carried out in an office (Bimrew Sendekie Belay, 2022). A leader in a company has big duties and responsibilities in making decisions, motivating subordinates, meeting the needs of subordinates, being responsible for the safety of subordinates, and organizing work divisions. In carrying out their duties, the leader needs the help of a secretary to carry out administrative activities in managing letters and arranging the leader's schedule. In carrying out these tasks, a professional secretary must work without requiring special orders or supervision. A secretary is responsible for assisting leadership tasks, namely routine tasks and incidental tasks.

The secretary's routine duties are tasks that are carried out every day that have been specified in the job description. By using a simple way of working, using tools that can help speed up the completion of tasks and save movement and energy, a secretary can be said to work with efficiency and obtain satisfactory results. In managing and carrying out the duties of the leadership, the Secretary to the leadership has a very important
role. In addition, the secretary is someone who is trusted by the leadership to hold company secrets. A secretary must know that he is a liaison for superiors and subordinates in conveying clear and accurate information.

Bank Nagari Main Branch Padang, West Sumatra is an institution engaged in the banking sector, where the head of the branch has a secretary to assist the leadership's duties. Based on the results of interviews that the author conducted with the secretary of the leadership of Bank Nagari Main Branch Padang, West Sumatra, most of the secretarial tasks carried out include receiving superior guests, receiving incoming letters that need to be requested for disposition, managing and organizing meetings, handling incoming and outgoing faxes, managing and checking everything needed for business trips, sending and replying to congratulations in the form of cards, arranging branch leadership schedules, receiving incoming and outgoing calls.

At Bank Nagari, Main Branch Padang, West Sumatra, the secretary's job description includes managing reception, receiving incoming letters that need disposition, reminding meeting agendas, managing and organizing meetings, and managing official travel, in addition to additional tasks such as maintaining and managing the cleanliness of the administration leadership room that should be done by the cleaning service. This is because the leadership does not want employees or cleaners to enter their rooms freely.

LITERATURE REVIEW

Company leaders have big duties and responsibilities. Therefore, the leader needs the help of a secretary to carry out administrative activities. The word secretary comes from the Latin word secretum which means secret and the person holding the secret is called secretarium or secretarius. In French, it is called secretaire, while in English it is called secretary. According to Tuhagana et al. (2022), the secretary is an assistant to a chief who has the task of receiving dictation, preparing letters, handling guests, reminding a chief of official obligations or appointments, and performing many other related duties in order to increase the effectiveness of a chief.

Secretary Types

The secretary must know clearly the position and role he has in the organization. Related to this, Wursanto (2004) in Priansa (2014) distinguishes the secretary from an organizational secretary, also known as an agency secretary, company secretary, business secretary, or executive secretary. An organizational secretary besides carrying out duties on the orders of the leadership, also has a position as a manager who manages a work unit in the secretarial field. Therefore, an organizational secretary has managerial roles and functions, including planning, organizing, guiding and directing, controlling, and making decisions on various problems faced in the field of secretarial work. Then a private secretary is someone who does certain work that is paid personally by the person who employs him and the leader's secretary is a leader's assistant who is tasked with carrying out various office tasks in order to support the leadership's duties. The secretary in this sense is an employee or staff of an organization, who is appointed and paid by the organization.

According to Astuti, (2020), secretaries based on their abilities and work experience can be distinguished as junior secretaries, who are new employees who have a work position as a secretary. Rank and position are still low. He also has minimal experience in the secretarial field. The duties of a junior secretary
include correspondence, typing, shorthand, receiving dictation, and so on. Meanwhile, senior secretaries are secretaries who have years of service, work experience, and qualified work skills in the secretarial field. He is able to work independently and not depend on orders from the leader. Senior secretaries are not only able to carry out tasks assigned by the leadership. They are also able to overcome various problems encountered so that they are truly able to show themselves as professional secretaries. It should be underlined that a senior secretary is not solely measured by older age, but by the work achievements that have been achieved when carrying out duties as a secretary.

Secretaries who have a higher rank and position than junior secretaries have various kinds of competencies so that they can handle tasks and all kinds of problems quickly without getting much guidance from their superiors. A secretary based on specialization is a secretary who specializes in a particular field. For example, the technical secretary; legal secretary (legal secretary); secretary for accounting (accounting secretary); and secretary of medicine (medical secretary). According to Sedarmayanti (2014), the types of secretarial positions are based on the broad scope and responsibilities, namely the organizational secretary is someone who leads a secretariat from a company or a secretariat from a certain government agency.

A personal secretary (private secretary or personal secretary) is someone who does office activities, to help a certain person, and is personal (Naniek, 2013). The secretary in this sense is not an employee or staff of an organization or company but is appointed and paid by an individual. The secretary does not solely work for the personal interests of the leader, but is official in nature, in the sense that the secretary here is a staff member who assists the leader in collecting, recording, processing, duplicating, sending, storing, maintaining and managing information (Laswitarni, 2015).

In English, a secretary like this is also called a private secretary. Apart from that, there is also what is called the secretary of the board of directors or the secretary of the highest leadership (executive secretary), namely the secretary who carries out administrative work for a body, directors, or top leadership (Zuhriah et al., 2022). In carrying out its duties, the secretary of the board of directors may be assisted by other employees as subordinates as assistants, archivists, ICT technicians, or others, if the scope of work is too broad. Therefore, the secretary of the board of directors often acts as a leader in the group. When compared to a private secretary, the secretary to the directors has greater duties and responsibilities, so the secretary to the directors must also have greater capabilities.

The secretary of the board of directors is often called the chief secretary or leader in his department. Based on specialization or special field of work, someone who besides having the skills and ability to work as a secretary, sometimes also has or understands the special knowledge of someone who has expertise in a certain field sometimes also learns knowledge in the secretarial field. Special knowledge or expertise in certain fields referred to, for example, in the field of law, medicine or pharmacy, accounting, and others. Based on this example, there will be the positions of secretary in the field of law, secretary in the field of pharmaceutical medicine, and secretary in the field of accounting. From the types of secretarial positions above, it can be seen that the secretary does not only work for the benefit of the leadership but must also be able to carry out the tasks assigned to him by the leadership. In addition, the secretary can also carry out tasks for each unit as a whole in a company according to its capabilities (Mustikawati, 2012).
Secretary Position Qualifications

According to Priansa (2014), a secretary-led assistant is required to be professional, competent, intelligent, skilled, and serving. For this reason, the qualifications needed as a condition to hold the position of secretary include personality which is one of the important aspects that need to be considered as a secretary. In fact, personality is the most dominant prerequisite compared to the other prerequisites. One of the personalities that need to be considered by a secretary is an attractive personality, as a secretary must have an interesting personality because it is one of the things that is very important to note, friendly. A secretary needs to have a friendly nature so that people will be happy to relate to him, service-oriented by having secretarial skills to anticipate, recognize, and try to meet customer needs. And full of confidence, a secretary must be sure of himself and the potential that is in him full of responsibility. A secretary must have responsibility where the sense of responsibility must be adjusted to what has been done.

Then interpersonal intelligence, the Secretary must have interpersonal intelligence which makes it easier for him to relate to many people, both internal and external to the organization. Through interpersonal intelligence, the secretary will have a strategic role in developing the networking that is owned by the organization, so that the organization will be able to continue to grow and develop. The secretary must have good communication skills so that he will always be close to all parties with an interest in the organization. The secretary must be able to develop an open communication model and system so that various barriers that arise in communication can be minimized.

Secretary's Scope of Duties

The secretary's routine duties include opening incoming mail, providing letter numbers, and inserting disposition sheets for leadership so that leadership is easy to give written orders related to the letter after that inputting leadership orders on disposition sheets that have been filled out by leadership in accordance with incoming letters. Then documenting, compiling, and storing these letters in accordance with letter numbering,
and being able to control and supervise document storage so as to prevent these documents from being used by other irresponsible parties.

The secretary also has the task of receiving and serving pre-scheduled leadership guests. Receiving telephone calls and calling according to the interests of the leadership, arranging schedules of activities and activities of the leadership, in accordance with the interests and needs of the leadership, providing simple reports, both written and unwritten, which are a source of information for the leadership, managing petty cash needed by the leadership related to the implementation tasks and maintain cleanliness, tidiness, and arrangement of the office so that it will create comfortable work. All of these tasks need to be done by a secretary without having to wait for orders from the leadership.

Of the many secretarial tasks, the most basic task is the routine task that the secretary must carry out on a daily basis. In addition to routine duties, the secretary also has special tasks. Tasks ordered by the leadership and their completion specifically require opinion, consideration, and experience. These tasks are not always carried out every day by the secretary. Specific tasks include preparing meeting activities and various supporting tools and equipment; becoming the minutes of the meeting which will record all conversations and other important matters during the course of the meeting; drafting and drafting certain cooperation agreements with other parties in accordance with the direction of the leadership; preparing the leader's official travel documents and accommodation; prepare documents, papers, and speeches needed by the leadership; represent the leadership in a certain event if the leadership cannot come and the event is considered very important; provide information about the activities of the leadership to other parties who need it if permitted by the leadership; and prepare certain confidential letters if needed by the leadership. Leaders sometimes ask secretaries to carry out special tasks without clear job specifications, so the role of the secretary to provide input and experience becomes very important. A leader will give special tasks every day, therefore the secretary must be able to manage the time so that these special tasks can be carried out as well as possible (Azhar, 2022).

The secretary also has special tasks where special tasks concern the needs of the leadership, so that if done properly, the implementation of the leadership's work will be easier including providing and maintaining the equipment and supplies needed by the leadership so that the activities carried out by the leadership can be carried out properly; second source of information other than the leader himself, for parties who need information about the leader's activities; assist the leadership as a supporter of the success of the work carried out by the leadership; reminding the leader of the schedule for meals, worship, and rest when the leader is too busy carrying out his work; become a source of information for leaders when leaders need information about the conditions of employees in their work environment. These special tasks must be carried out properly because they will involve the good name of the leadership. The secretary also has the duty of a receptionist as a receptionist who builds an important image for the credibility and authority of the leadership.

All information presented by the secretary about the leadership must be able to raise the profile of the leadership. Receptionist duties include receiving and answering telephone calls for management in a friendly manner; receiving and replying to e-mails addressed to the leadership; providing information about the busyness of the leadership as well as providing advice if you want to meet with the leadership; receiving guests
and providing the best service, from serving drinks to snacks. Then the secretary also has the task of temporary treasurer. The secretary sometimes becomes the assistant treasurer who supports the successful implementation of leadership activities through simple financial management, where the financial management will be reported to the finance department within the organization. Duties as interim treasurer include handling financial affairs related to official travel of the leadership; handling the affairs of expenditure needs for the benefit of the leadership accommodation; paying accounts, taxes, and contributions on behalf of the principal; managing the daily expenses of the leadership; provide the windfall funds that the leader needs when he is carrying out important work.

The secretary has certain social duties, where the social duties serve to bring leaders closer to the internal organization and to external organizations. Some of these social tasks include being a glue for the relationship between leaders and employees so that the relationship between leaders and employees will continue to support each other to achieve the goals of the organization; holding family gathering events between the leadership family and employees so that good and harmonious relations and mutual respect between leaders and employees will be fostered; provide certain assistance on behalf of the leadership to people who are experiencing problems; sending flowers or congratulatory letters to external relations of the organization and internal parts of the organization who are happy; send mourning wreaths if there are family, organizational relations, and or leadership relations who are mourning.

The secretary plays an important role in incidental tasks. In these circumstances, according to (Martiana & Oktarina, 2017) the functions of the secretary include preparing meeting agendas, preparing reports, speeches, or other documents needed by the leadership; making an overview of the news and articles published in newspapers, and magazines that are related to the interests of the organization; correct printed materials drafted by the leadership; representing the leadership in various receptions or meetings. Secretaries are often asked to assist leaders in arranging a business meeting or business meeting. Several guidelines for secretaries so that holding business meetings can bring results are determining the time and place for conducting business meetings between leaders and organizational relations; providing supporting equipment so that the implementation of the business meeting can take place smoothly, effectively, and efficiently; providing stationery and other necessities needed at the meeting; preparing snacks served to leaders and organizational relations; arrange an effective meeting schedule so that the meeting is able to produce something useful for the leadership and the organization.

**Secretary Role**

According to Priansa (2014), the secretary has a very strategic role in the organization. In this role, attached to the supporting role that characterizes the secretary is the role of ambassador in the sense that the secretary is an ambassador, meaning that the secretary is a representative of the organization so that the attitude and behaviour he displays represent the organization in which he belongs. As the gateway, the Secretary is the gateway because he is the frontline for the organization and the leader of the organization. The functions as a receptionist, both guests from internal organizations and guests from external organizations. Therefore, usually, the existence of a secretary is usually not far from the office of the head of the organization. In fact,
sometimes, if there are guests who want to visit the leadership of the organization, then he must report and get permission from the secretary. Then have the role of an organizational housewife so that she can manage and maintain the organization properly. And has a role in Public Relations as a liaison between the organization and organizational leaders with the work environment and the community environment, both directly and indirectly. In its role in public relations, the secretary needs to have skills in dealing with the various traits and behaviors displayed by other people. The secretary needs to place himself in a conducive manner in the event of a dispute between the head of the organization and the office work environment or the community environment. Thus, he needs to have sociable skills in working together so that he is able to have good relationships in his function as public relations.

The secretary is also an assistant leader in a company which can determine the success of the leadership in managing the company and the company's overall performance. The size of the role of the secretary also depends on the company and in accordance with the position of the secretary itself. Each of these will differ from one another such as a personal secretary or a manager’s secretary. According to Paoki & Ambalao (2022), the role of the secretary is strategic by acting as an information center, the secretary is able to carry out their strategic role in a company, namely a role that is expected to have a positive influence on long-term company performance and can be achieved through good information flow internally as well as external.

As a technical role that is expected to improve the performance of the leadership. Secretarial activities that provide clear and accurate information to the leadership will greatly assist and facilitate the leadership to carry out its functions properly. Thus, the heavier the leadership's workload, the more intensive the secretary's duties will be. Then as a supporting role, it is expected to have a positive influence on other members of the organization, which can be achieved by distributing information (incoming and outgoing), and as a keeper of company secrets who is able to control various company information, the secretary must be able to manage this information properly and not spread it haphazardly, especially to parties outside the company. This is a form of the secretary's loyalty to the company which is realized through activities that support the improvement of company security.

According to Widiawati, 2020), the role of the secretary towards subordinates is also an assessment of the subordinates so how the attitudes and behavior of the secretary will affect the work of subordinate employees. For secretaries who are friendly, polite, and communicative, of course, it will provide a good working relationship atmosphere for subordinates, so that all work and problems can be discussed and resolved properly.

**RESEARCH METHOD**

This study used a qualitative research method with a descriptive approach. The data collection technique was carried out by direct observation at Bank Nagari Main Branch Padang West Sumatra for 2 months to make it easier for the writer to obtain data and information. In the observations, interviews were carried out, namely with the secretary at Bank Nagari Main Branch Padang Sumatra Bara, and data was collected using literature studies from journals (Study et al., 2022).
RESULT AND DISCUSSION

In order to be able to carry out the assigned duties and responsibilities, a secretary must have qualifications that can support and support the work. Qualifications for the position of chief secretary at Bank Nagari Main Branch Padang West Sumatra is an Indonesian citizen, a minimum Grade Point Average for State Universities is 2.75 and for Private Universities a minimum of 3.00, able to communicate well, willing to follow all company regulations, willing to be placed in all units Nagari Bank office work. After all these requirements are met, the tasks that must be carried out by a secretary appear. Based on the information that the author obtained, the chief secretary at Bank Nagari Main Branch Padang, West Sumatra, has met the existing qualifications. It's just that the chief secretary has no experience in the secretarial field because he comes from the industrial engineering department.

The head secretary has a routine task, namely receiving incoming letters from the disposition of the branch head and distributing them to related work units according to the existing disposition. Incoming letters are received in the Human Resources (HR) section. The HR department will see and check who the letter is addressed to. If the letter is addressed to the leadership, then the HR department will give it directly to the leadership secretary. After the letter is received, the secretary will open it and view the contents of the incoming letter. The secretary notes in the incoming letter agenda book. Then schedule a letter, then the leadership secretary makes a disposition sheet. Letter disposition is used to submit letters to the leadership or deputy leadership of Bank Nagari Main Branch. On the disposition sheet, the secretary records the number according to the incoming letter. The disposition sheet was submitted to the leadership. After the disposition is conveyed to the leadership, the secretary distributes letters to the designated sections according to the instructions given by the leadership. If the letter is already in the intended section, the secretary asks for a receipt as proof that the letter has been received.

The leadership secretary has the task of carrying out the storage, maintenance, and security of letters and documents relating to the duties of the branch head. The documents are stored in a gobi in a filing cabinet. The leader's secretary has the task of maintaining cleanliness and tidying up the leader's room. The secretary arrives earlier before the leader arrives. The secretary checks the leadership room starting from the cleanliness of the room, to the completeness of work facilities and equipment.

The secretary has the task of managing the reception of the branch leadership by recording it in the guest book of the branch leadership along with receiving, carrying out services, and connecting telephone conversations to and from the branch leadership in the context of carrying out the duties of the branch leadership. The way the leader's secretary serves guests well is by greeting guests, asking the purpose and purpose of guests’ arrival, making guests feel comfortable and happy, and escorting guests to the leadership's room. So, the secretary's duties are appropriate according to Priansa in terms of receiving and serving the guests of the leadership. The chief secretary has the task of receiving and answering telephone calls and receiving and sending faxes. As for the process of receiving and answering telephone calls from the Main Branch of Bank Nagari, Padang, West Sumatra.

The secretary's way of receiving calls is to answer and answer the phone before ringing 3 (three) times by mentioning the identity of the office, saying "Good Morning" and "Good Afternoon", identifying
themselves, and offering what can be assisted. The secretary of the leadership received a call in the manner "Bank Nagari Main Branch Office good morning, you can help with Erisa". Then move on to the next conversation. If the caller wants to speak with the leader, beforehand the secretary knows the whereabouts and schedule of the leader, if the leader is in place, the secretary immediately connects the phone with the leader. If the leader is busy or cannot receive a call, the secretary must be able to reject the call with words that can be understood and give consideration to calling again. If the phone comes from security, notifying that there is a guest whose identity and purpose are unclear, then the secretary takes action not to directly convey it to the leadership. The secretary must know more clearly to be conveyed to the leadership. If the leader is not in place, the secretary must record the message and the identity of the caller, so the secretary can convey it to the leader.

Another activity that is often carried out by the chief secretary, namely receiving telephone calls, both from within the company and outside the company, usually occurs repeatedly and ranges from more than 20 (twenty) times per day. The process of receiving and sending faxes at Bank Nagari West Sumatra Main Branch is receiving faxes from sub-branch regarding letters related to leadership, first received by the secretary via fax, sending faxes by entering letters or documents into the fax feeder machine facing the machine direction, enter the destination fax number into the fax machine. Then press the start button, wait for the documents to pass through the machine and arrange the documents when finished. Then wait for the "complete" confirmation if it already exists, then the delivery was successful.

The chief secretary has a special task, namely managing and organizing meetings or gatherings chaired by the branch head or deputy branch head and preparing everything for the smooth running of the said meeting or meeting. At Bank Nagari Main Branch Padang, West Sumatra, the secretary prepares for the meeting. Starting from the number of chairs to be used, the cleanliness of the meeting room, preparing the projector, attendance list, office stationery needs, and others. Before preparations are carried out, the secretary must know about the meeting held by the head or deputy branch head so that it is easy to prepare the documents needed by the head or deputy branch head. The Secretary of Bank Nagari has the task of managing and checking everything needed for official travel for branch leaders, both those that must be prepared by themselves and those that must be requested from other work units according to their respective needs and areas of work. The head of the branch going on a secretarial business trip must be able to prepare all the needs needed by the leader.

In connection with the official trip, the leader does not need to prepare everything because the secretary, as the right hand of the leader, has the duty to take care of the departure of the leader from departure to his return. As for Bank Nagari Padang Main Branch, the process in checking the leadership's official travel is to remind the leadership to bring important documents and prepare letters of application for official travel and other needs. Business trips carried out by leaders are carried out when leaders have certain appointments and have to go on business trips. The leadership secretary has the task of providing information about the leadership's activities to other parties who need it if permitted by the leadership. The secretary must know about the activities of the leadership in order to facilitate the secretary in conveying information to the part that needs it.
The leadership secretary has the special task of providing and maintaining the tools and equipment needed by the leadership. The secretary places all the equipment needed in the leadership room such as stationery and paper. The Secretary of Bank Nagari Main Branch has a duty based on the theory of Priansa as a second source of information besides the leadership, for those who need it. The secretary can provide information when a party requests information. The secretary provides the information needed based on the data that has been received, collected, organized, and stored. Some of the information provided may be routine in nature and may be special or incidental in nature. Information is given orally or in writing.

The leadership secretary has social duties, namely holding family gatherings between the leadership family and employees so that good and harmonious relations and mutual respect between leaders and employees will be fostered. The secretary has the task of organizing family gathering events to strengthen friendly relations between leaders and employees. Furthermore, he has the task of sending flowers or congratulatory letters to external organizational and internal relations who are happy. The leadership secretary has the task of sending and replying to congratulations in the form of cards, souvenirs, or other items from the branch head or deputy branch head. The leadership secretary has incidental duties, namely the secretary to the leadership of Bank Nagari Main Branch Padang, West Sumatra, has the task of representing the leadership at various receptions or meetings when absent. Then the head of the branch notifies a secretary to be able to represent. The chief secretary has the task of a business meeting, namely determining the time and place for conducting a business meeting between the leadership and organizational relations. The secretary can do something like this if organizational relations determine that it is not right with the leadership schedule that has been planned in advance before the business meeting is held. The next task of the secretary is to provide supporting equipment so that the implementation of the business meeting can take place smoothly, effectively, and efficiently. Then the third secretary task is carried out by the leadership secretary, namely providing stationery and other needs needed at the meeting. And prepare snacks for leaders and relations. The leadership secretary provides food or drink to the leadership relations so that they are patient in waiting for the leadership.

CONCLUSION
The qualification for the position of Secretary of Bank Nagari Main Branch Padang West Sumatra currently comes from the Industrial Engineering major. The scope of duties of the Secretary to the leadership has tasks including routine tasks, special secretarial duties, special assignments, receptionist duties, social tasks, incidental tasks, business meeting tasks, and creative tasks. Most of the scope of the secretary's duties have been carried out by the secretary to the leadership of Bank Nagari based on the Priansa theory. Meanwhile, for the duties of secretary to the head of the Bank Nagari branch, Main Branch, Padang, West Sumatra, he has not yet been found to serve as interim treasurer and personal advisor. It can be seen that the duties of the leadership secretary at Bank Nagari Main Branch Padang, West Sumatra have not met the standards for qualifications for the position of secretary because the current branch head secretary comes from the industrial engineering
department, so he lacks knowledge of office administration. The author would like to provide advice to Bank Nagari Main Branch Padang, West Sumatra, especially to the chief secretary so that he can understand and carry out tasks in accordance with the existing job descriptions given by the leadership. However, it is better if the entire scope of secretarial duties is generally carried out so that the chief secretary can be categorized as a professional secretary.

REFERENCES


