

**THE ROLE OF SECRETARY STAFF IN ASSISTING THE HEAD OF THE  
DEVELOPMENT SUB-DIVISION (KASUBAGBIN)  
AT KEJAKSAAN NEGERI LEBAK BANTEN**

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**ABSTRACT**

*This writing is about the role of secretarial staff in assisting the head of the development sub-division at Kejaksaan Negeri Lebak Banten. This writing is to find out the role of the secretarial staff in assisting the head of the development sub-division at the at Kejaksaan Negeri Lebak Banten and the obstacles faced by the Secretary Staff in assisting the head of the development sub-division at Kejaksaan Negeri Lebak Banten as well as the solutions taken to overcome these obstacles. The methods used in writing are discussion, observation and research from the library. Based on data management and data discussion, there are obstacles that the author experienced, including registering letters, making witness summons, making official trips for leaders and carrying out archives. The author's suggestion is that Kejaksaan Negeri Lebak Banten needs to provide legal training to secretarial staff in order to increase competent human resources and contact witnesses directly by telephone before day 3 of the trial.*

**Keywords:** *staff, secretary, leadership*

**INTRODUCTION**

Along with rapid technological advances, this has resulted in progress in various fields, including the secretarial sector which has experienced many changes. One of them concerns the role of secretarial staff. The work of secretarial staff continues to develop along with the level of the secretary's position and the duties of the leadership. In line with technological advances and high levels of demand, jobs are increasing. From time to time, the work of secretarial staff initially only helped the leadership in the office in handling correspondence, then the secretarial staff's duties were increasingly expanded to include other work in assisting the leadership. Now secretarial staff in general is someone who helps the leader to lighten his work so that the leader can act effectively and efficiently in carrying out his duties.

Secretarial staff have an important role in helping the office, because with secretarial staff, work can run smoothly and help achieve the desired goals in accordance with existing regulations in the office. One of the roles of secretarial staff in the office is to maintain secrets and help expedite office activities, therefore the responsibility of secretarial staff is very large for the office. The work of secretarial

staff has a big impact on the office, because secretarial staff can help leaders complete their work, such as handling incoming and outgoing letters, preparing for meetings, making telephone calls, arranging business trips for leaders with their relations, and arranging the management's activity schedule. The duties of a secretarial staff member are quite complex, so they require quite a lot of creativity. Not all secretarial staff jobs require the same responsibilities, these jobs and responsibilities basically depend on the demands, abilities and skills of the secretarial staff concerned and depend on the requirements proposed by the company concerned. In essence, secretarial staff must be able to handle all the work delegated to them and handle this work with full responsibility. Secretarial staff can be said to be an important element in the world of work. Secretarial staff can be said to be the right hand or trusted person of the leader, so they become people who are trusted to help complete the leader's tasks and even maintain office secrets. So with this responsibility, secretarial staff must have a good and strong personality, namely being able to determine and organize themselves in doing things and being able to place themselves in all situations.

With the large amount of work that must be done by a secretarial staff, people need to be able to help and support the secretary's work, such as staff who act as a secretary's right hand to make it easier to carry out their work.

The District Attorney's Office is a law enforcement agency that has a very vital role, especially in the prosecution of criminal cases. The State Prosecutor's office itself has the task of carrying out state powers in the field of prosecution and other duties based on the provisions of statutory regulations as well as supervising the implementation of government duties and development in the legal sector.

In a company or agency there are various divisions or sections, among the divisions or sections in the Lebak District Prosecutor's Office, guidance is supervised by the Head of the Lebak District Prosecutor's Office, led by the Head of the Development Sub-Division (Kasubagbin) and staffed by staff such as the Head of Administrative Affairs ( Head of TU), Head of Equipment Affairs (Kaur equipment), Secretary and members of the development division.

The Secretary Staff at the Lebak District Prosecutor's Office has an important role in managing official travel schedules, archives, special tasks given by the Head of the Development Sub-Section (Kasubagbin), preparing leadership activities,

preparing work reports, and reminding leadership regarding obligations in accordance with applicable regulations to improve leadership work effectiveness.

According to M. Braum and Ramon in Wijana (2016:2) a secretary is an assistant who accepts dictation, prepares correspondence, receives guests, checks or reminds leaders regarding their appropriate obligations or agreements, and carries out many other obligations that are useful for improving leadership work effectiveness.

However, in practice in the field there are still obstacles, among others, the secretarial staff often encounters problems regarding witness summons being ignored or witnesses not answering the summons, so the secretarial staff has to rewrite the letter. Another obstacle is that the secretarial staff still does not understand how to file letters based on the problem that is the substance of the letter. Then the next obstacle is that the secretarial staff is not yet competent in the legal field.

Based on the background explained above, the author wrote the title "The Role of Secretary Staff in Assisting the Head of the Development Subdivision (Kasubagbin) at the Lebak Banten District Prosecutor's Office."

## **RESEARCH METHODS**

This research uses the observation method and direct observations carried out by the author by going directly into the field. Conduct discussions or share directly with the Lebak Banten District Attorney's secretary staff and observe their duties in providing excellent service to customers. Meanwhile, to complete the data, the author also takes secondary data, which is data obtained indirectly from data sources or research objects, where secondary data is data that supports primary data needs, such as: reading literature, books, journal articles, or reports, as well as bookstore.

## **LITERATURE REVIEW**

### **1. Understanding Roles**

According to the Ministry of National Education (2014), role means something that is played or carried out. A role is defined as an activity that is played or carried out by someone who has a position or social status in an organization.

According to terminology, a role is a set of behaviors that are expected to be possessed by those in society. In English, a role is called a "role" whose definition is "person's task or duty undertaking". It means "a person's duties or obligations in a business or job". Roles are defined as sets of behavior that are expected to be possessed by people in society. Meanwhile, a role is an action carried out by a person in an event (Torang, 2014: 86).

Soekanto in Nuruni and Kustini (2011) states that understanding is a dynamic aspect of position (status), if someone carries out their rights and obligations in accordance with their position, then they are carrying out a role.

Role is a dynamic aspect of position (status). If someone carries out their rights and obligations in accordance with their position then they are carrying out a role. Meanwhile, obligations are everything that every person must do in carrying out their life. In the Indonesian dictionary it is also explained that a role is an action carried out by someone in an event.

From the definitions above, the author concludes that the definition of role is an attitude or behavior that is expected by many people or a group of people towards someone who has a certain status or position.

## **2. Understanding Staff**

According to Rakhmat (2013: 103), staff, namely expert assistants, consist of experts in their respective fields as advisors (brain-trust) and function in the field of thinking. According to Romli (2014: 31), staff can be divided into two, namely general staff and special staff. General staff members are usually known by the title assistant. This assistant usually serves one person from a high-level member of the organization. For example, Assistant to the President, Assistant Director, Assistant to the Governor, and so on. Meanwhile, special staff are people who serve most of the organization's members. For example, people who sit at section head level will only serve people in that section. It can be concluded that staff is someone who works in a particular company or organization to contribute their thoughts and energy.

According to Sobirin, Lubis & Gunawan (2014:33) In general, the functions of staff in organizations/management include: [1] Providing assistance in the largest portion of the leader's duties in the sense of leading - in the field of administration

(Organic function of manager); [2] Staff is an extension of the leader's personality (Extension or the personality of the manager); [3] Translating the leadership's thoughts into policy formulations, action plans; [4] Provides a certain influence on the formulation of policies, decisions, action plans for work procedures, evaluations and so on (due to knowledge, expertise).

According to Sobirin & Gunawan (2014:33) staff authority includes the following: [1] Assisting leaders in carrying out their inherent duties/functions: Forecasting: providing estimates of future conditions which include Planning: results and alternative actions chosen, Organizing: setting tasks and providing convenience for personnel and materials, coordination to create effective working relationships, Controlling: so that all actions are in accordance with policy. In the form of suggestions, considerations, thoughts expressed in various forms; [2] Staff Analysis; [3] Work plans, operational guidelines, staff evaluations regarding project completion and projections regarding future conditions; [4] Assisting leaders in the form of providing facilities (labor, materials, financing and business administration).

### **3. Definition of Secretary**

According to Handayani (2017:10) a secretary is a person who works to shape the work of leaders starting from planning, implementation, reporting related to administrative activities to support the managerial and operational activities of the company by maintaining the confidentiality of the leadership so that good communication relations with other parties are maintained. According to Sedianingsih (2014:5) a secretary is an employee or person whose job is to provide assistance to leaders in the field of administrative work such as correspondence, dictation, stenography, as well as storing and maintaining documents. According to Darmo, I. (2014:7) Secretary comes from the word Secret which means secret. According to the original word. A secretary is a person who is entrusted with keeping secrets in carrying out his work in the sense of company secrets or things that do not need to be known by other people or employees. According to Sudarwinarti, S. (2014:46) A secretary is someone who assists his leader in dictating, preparing correspondence, reminding his leader about meetings or agreements, and carrying out many other related obligations to increase the effectiveness of his leader. It can be concluded that a secretary is

someone who works in a particular company whose job is to help the management's work.

According to Sudarwinarti (2014:29), the role of the secretary includes the following: [1] Guard and Company Home: The secretary must be able to select every guest who comes to meet with the management and arrange their schedules so that they do not collide; [2] Filters and Information Manager: All incoming information must be processed first by the secretary. Then search, process, store, organize, and if necessary search for information needed by the leadership; [3] Personal Assistant/Right Hand of the Leader: The secretary helps the leader in daily tasks and even represents the leader for company needs on many occasions; [3] Secret Keeper/Secret Holder: A good secretary realizes that he has information that should not be passed on to unauthorized parties; [4] Advisors for various opinions; [5] Liaison/Public Relations: The secretary stands between the leadership and other parties. For this reason, the secretary must be good at explaining leadership policies or being a transmitter of information from outside; [6] Nurse/Protector: Even though it is personal, the secretary must pay attention to the safety and health of the leader, including creating a pleasant working atmosphere so that the leader does not get tired quickly.

According to Dewi & Oktavia (2017:5) the secretary plays an important role and can determine the success or failure of the company's goals. The importance of the role of a secretary is of course in accordance with the position of secretary in each organization. The role of the secretary can be identified as follows: [1] The role of the Secretary towards superiors, namely: as an intermediary for communication channels and fostering good relationships for people who want to communicate with the leadership, as a source of information needed by the leadership in fulfilling their functions, duties and responsibilities, as a continuation of the leadership's wishes for subordinates in carrying out tasks, alternative thoughts from the leadership in ideas, and as a supporting factor in the success of work and a reflection of the leadership and subordinates; [2] The role of the secretary towards subordinates, namely: determining policies that apply to subordinate employees fairly, namely: regarding employee placement regulations that are in accordance with skills and abilities, providing work motivation to subordinate employees so that work can run smoothly and successfully, providing

feeling of pride and satisfaction towards subordinate employees in carrying out their work, accepting subordinates' opinions and suggestions on various issues, approaching subordinate employees to mobilize more and know the weaknesses and wishes of subordinate employees; [3] The secretary's role towards subordinates is an assessment of the subordinates, so that the secretary's attitude and behavior will influence the work of subordinate employees. A secretary who is friendly and communicative will provide a good working relationship atmosphere for subordinates so that problems can be discussed and ways to resolve them.

## **DISCUSSION AND RESULTS**

### **1. The Role of Secretary Staff in Assisting the Head of the Development Subdivision (Kasubagbin) at Kejaksaan Negeri Lebak Banten**

The role of secretarial staff in assisting the Head of the Development Subdivision (Kasubagbin) at Kejaksaan Negeri Lebak, Bantenis as follows: [1] Letter Registration: letter registration is the activity of registering or recording incoming or outgoing letters to make it easier to search for letters if necessary and also as documentary evidence. The secretary registers letters by recording the date, number, description and subject of the letter; [2] Making a witness summons: a witness summons is a letter addressed to a witness so that he can come to court and provide information for the purposes of investigation, prosecution and justice regarding a criminal case that he has heard, seen and personally experienced; [3] Making Official Trips Leadership: The Head of the Development Sub-Division (Kasubagbin) is a staff member who often works outside the office. Therefore, the author was given the task and responsibility to make the leader's official trip and accompany him if requested; [4] Doing Archives: another role of a secretarial staff is to archive letters such as Official Travel Letters, Sprints (Orders), Banten Prosecutor's Letters (Banten High Prosecutor's Office), and Attorney General's Sprints (Attorney General's Orders). The archiving storage method uses an issue system. So the storage and retrieval of archives is based on the subject of the letter, namely the problem/main content of the letter.

**KEJAKSAAN NEGERI LEBAK**  
**Jl. H. M. IKO DJATMIKO No. 3 LEBAK**

**SURAT PERINTAH PERJALANAN DINAS**  
**NOMOR: 31 /SPPD/09/2021**

1	Pejabat berwenang yang memberi perintah	Kepala Seksi Tindak Pidana Umum Kejaksaan Negeri Lebak	
2	Nama / NIP Pegawai yang diperintahkan	Beben Setiawan. Nip. 196930081999031002	
3	a. Pangkat dan Golongan ruang gaji menurut PP No, 6 Tahun 1997 b. Jabatan / Instansi c. Tingkat Biaya Perjalanan Dinas	a. (III/b) b. Pengawal Tahanan Kejaksaan Negeri Lebak c. Perjalanan Dinas Biasa	
4	Maksud Perjalanan Dinas	Pengawasan Tahanan Pidana Umum	
5	Alat angkutan yang dipergunakan	Mobil Dinas	
6	a. Tempat berangkat b. Tempat Tujuan	a. Kantor Kejaksaan Negeri Lebak b. Lapas Kelas III Rangkasbitung	
7	a. Lamanya Perjalanan Dinas b. Tanggal Berangkat c. Tanggal harus kembali	a. (1) hari b. 07 September 2021 c. 07 September 2021	
8	Pengikut : Nama	Tanggal lahir	Keterangan
	1. Ajat Drajat 2. Gustian H		
9	Pembebanan Anggaran a. Instansi b. Mata Anggaran	a. Kejaksaan Negeri Lebak b. 1108.BCA.005.A.521219	
10	Keterangan lain – lain		

Dikeluarkan di : Rangkasbitung  
Tanggal : 07 September 2021

KEJAKSAAN NEGERI LEBAK  
SEKSI TINDAK PIDANA UMUM

**STR. JULIANTO SATYADI, S.H.**  
JAKSA MUDA NIP. 198707142009121001

Picture 1. Example of Leadership Official Travel Form

## **2. Obstacles experienced by Secretary Staff in Assisting the Head of the Development Sub-Section (Kasubagbin) at Kejaksaan Negeri Lebak, Banten and Solutions to' Overcome These Obstacles.**

In carrying out work as secretarial staff at Kejaksaan Negeri Lebak, Banten, there are several obstacles experienced, including: [1] the secretarial staff still lacks understanding regarding the preparation of witness summons assigned by the leadership. This is because the author does not yet understand and understand things related to legal science, such as which articles fall into the category of Witness problems, so the work that must be completed takes longer. The way to overcome this obstacle is that the writer asks senior staff and asks for corrections if there are errors in writing the witness summons; [2] The secretarial staff must re-draw the witness summons letter, due to the witness not responding to the summons letter. The facts in the field are that witnesses often do not appear at the trial even though the name of the place and time of the hearing is clearly stated in the witness summons letter. This is because the witnesses were very worried, worried, scared, worried, confused when they received the summons. This feeling of anxiety arises because of fear of being involved, fear of making things difficult or fear of making a mistake when answering questions from investigators. Of course, this causes discomfort. The way to overcome this obstacle is that the writer will re-draw the witness summons letter a maximum of 4 times so that the witness can attend the trial; [3] Lack of understanding by secretarial staff regarding filing letters is based on problems resulting from lack of competence in the legal field. Apart from being tasked with writing correspondence, writers are also given the task of managing archives based on a problem system. As a result of the author's lack of competence in the legal field, it is very difficult for the author to archive the document based on the problem system. This is because the author does not know and has not memorized the articles relating to this problem. The way to overcome this obstacle is that the author asks senior staff about articles related to the problem so that they can be stored according to the problem category.

## CONCLUSIONS AND RECOMMENDATIONS

Based on the results of the discussion described above, the author makes the following conclusions: [1] The role of Secretarial Staff in Assisting the Head of the Development Sub-Section (Kasubagbin) at Kejaksaan Negeri Lebak, Banten includes registering letters, making witness summons, making management official trips and do archiving; [2] The obstacles faced by the Secretary Staff in Assisting the Head of the Development Sub Division (Kasubagbin) at Kejaksaan Negeri Lebak, Banten are the lack of understanding of the secretary staff in archiving letters based on the problem. the letter and the lack of understanding of the secretarial staff regarding archiving letters based on problems resulting from lack of competence in the legal field. The way to overcome this is that the author asks senior staff about the articles relating to this problem and asks for corrections if there are errors in writing the witness summons letter and rewrites the witness summons letter 4 times so that the witness can attend the trial.

The role played by secretarial staff is very important. However, there are still several shortcomings. For this reason, the author provides suggestions for improvement as follows: [1] Kejaksaan Negeri Lebak, Banten should provide legal training to secretarial staff to increase understanding in the legal field so that they can adapt to the agency environment; [2] Kejaksaan Negeri Lebak, Banten should change the method of summoning witnesses, in addition to sending summons letters and also contacting witnesses directly by telephone before the third day of the trial.

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