

## THE ROLE OF THE SECRETARY IN ARRANGING THE OFFICIAL TRAVEL AGENDA FOR THE LEADER OF BINA ARTHA SEKURITAS COMPANY, JAKARTA

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### ABSTRACT

*This research discusses the role of the Secretary in arranging the official travel agenda for the leader of Bina Artha Sekuritas company, Jakarta. The purpose of this research is to know the role of the Secretary at Bina Artha Sekuritas company and the obstacles experienced during arranging official travel for the leadership. Interviews, observations & literature research are used in this report as the method of writing the Final Project. Based on the data, there are two obstacles faced by the secretary: difficulty in asking for signatures and delays in disbursing travel funds for the leader. The author suggests that the secretary must prepare a schedule (travel list) for a leader, must know the schedule of the Executive Vice President, and always be ready to request the signature of the Executive Vice President, to anticipate when there is a sudden schedule before the day of the leader's official trip.*

**Keywords:** secretary role, business travel agenda for the leader

### 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 the secretary in arranging the official travel agenda.

An official trip is a trip undertaken by an employee or officer of an institution or company which is related to official work duties. This trip is related to the interests of the institution concerned and is also funded by the institution. It is the secretary's job to prepare and arrange a detailed travel plan, starting from the travel route, type of vehicle to be used, departure and return times, accommodation, to related documents and financial requirements.

With the development of increasingly sophisticated technology such as the internet, it is very helpful in the secretary's duties as an information provider. The secretary must always look for information both related to office interests and information not related to the office so that the secretary has high views and insight.

The secretary must also have a polite and wise attitude in making every decision. If this is implemented, the image of the office name will automatically

improve. Many companies also develop with the background of a secretary who is skilled, agile and capable of completing their tasks.

Beside that, secretaries do not only provide assistance to their leaders in terms of typing, storing letters, receiving guests and making telephone calls, but secretaries are required to be able to help in preparing and resolving problems faced by leaders. In carrying out his duties in arranging the official travel agenda, the secretary sometimes experiences problems, namely difficulty in getting a signature and delays in disbursing the leader's official travel funds.

Based on the background above, the author is interested in creating the title **"The Role of the Secretary in Arranging the Official Travel Agenda at Bina Artha Sekuritas Company, Jakarta"**.

The problem formulation in this research is: [1] What is the role of the Secretary in arranging the official travel agenda at Bina Artha Sekuritas Company, Jakarta?; [2] What are the obstacles faced by the secretary in arranging the official travel agenda at Bina Artha Sekuritas Company, Jakarta?

## **RESEARCH METHODS**

This research uses the following data collection methods: [1] Data Type. The type of data used is divided into 2 (two) types of data, namely as follows: [a] Primary Data. Is data that the author took from work sources and direct observation in the place where the author collected the data needed by the author; [b] Secondary Data. This is data that the author took from reference sources such as books, journals, legal documentation and information networks (JDIH), mass media (online and print), and the internet; [2] Data Collection Techniques, [a] Primary Data. 1) Conduct direct discussions/sharing carried out by the secretary with the leader at Bina Artha Sekuritas Company, Jakarta; 2) Observation carried out by the secretary with the leader regarding the official travel agenda at Bina Artha Sekuritas Company, Jakarta; [b] Secondary Data. Narrated by reading, studying, and taking information relevant to the title of the writing, which can be sourced from book references, journals, legal documentation and information networks (JDIH), mass media (online and print), or the internet.

## LITERATURE REVIEW

### Understanding Secretary and Official Travel Agenda

According to Wursanto (2002: 25) which Saiman quoted, A secretary is an employee whose job is to assist the head of the office in completing the detailed work of the head or leader.

Every secretary must clearly know his position and role in an organization. According to Yatimah (2009:35-38), secretaries are differentiated based on the broad scope of their responsibilities into: [1]. Organization Secretary. An organizational secretary is a person who leads the secretariat of a company or the secretariat of a particular government agency, with the main function being to coordinate all administrative services that support the company's operational activities; [2]. Leadership Secretary. The leader's secretary is the leader's right hand person whose job is to carry out office work for the leader; [3]. Private Secretary. The personal secretary does not have the status of a manager, although he must carry out management of his subordinates. He is the leader's assistant with the main task of carrying out the personal tasks of the leader. A personal secretary is not a staff employee of an organization or company, and is not paid by the organization or company, but is employed and paid by a person to help handle the work and personal affairs of the person who employs him or her.

According to Yatimah (2009:42-44), secretarial tasks can be grouped into four large groups: [1]. Routine tasks. These are general tasks that are faced almost every day without waiting for special instructions from the leadership. Usually carried out on a scale or routine (every day/week/month) and is generally stated in job descriptions. Examples of routine tasks are managing and controlling letters, correspondence, handling and organizing archives, serving office guests, handling guests and receiving visitors, making and receiving telephone calls, arranging leader's activity schedules, and making reports; [2]. Instructional Tasks. This is a task that is not always carried out by the secretary every day, but is only carried out by the secretary if there are special instructions from the leadership. Examples included in instructional tasks are preparing meetings, drafting outgoing letters, arranging official travel; [3]. Creative Tasks. This is a task or work carried out on the secretary's own initiative. Examples of creative tasks are making a secretary's work plan, studying knowledge to support his work, making newspaper clippings from competing

companies or agencies, working on personality development, personality strengthening, self-development of the secretary, preparing office furniture, equipment and important equipment for the secretary/preparing tools secretarial equipment, and understand the regulations/conditions of the organization where you work; [4]. Coordinative Tasks. Is the delivery of activities in an orderly manner to realize the correct overall time and direction in implementation so that there are harmonious actions to achieve the goals that have been set. The aim of a secretary's coordinating duties is to coordinate with other people so that their duties are carried out well and maintain the flow of communication with other people in order to foster good relationships. Usually, this coordinating task is realized through collaboration with units or sections that are related to the activities to be carried out.

According to Sediningsih (2010:194) official travel is travel undertaken by an employee or employees of an organization or company which is related to official work duties. Meanwhile, according to Herlambang and Marwato (2014: 113) an official travel is an activity carried out to represent an institution or company, with certain aims and objectives, which is financed by the institution or company.

According to Wursanto (2006:211), in terms of the region of the destination country, official travel is divided into two: [1]. Domestic official travel which can then be divided into [a]. Inter-city official travel within a province; [2] Inter-city, inter-regional or inter-provincial official travel; [3]. Overseas official travel or inter-country official travel; [2]. In terms of transportation used, business trips are divided into: [a]. Official travel by land. Official travel by land can be done using a company car, travel vehicle, bus or train; [b]. Official travel by sea. Business trips by sea can take advantage of various facilities offered by several naval companies. And business trips by sea are usually carried out if there is a long time available and it is not urgent; [c]. Official travel by air.

Official travel by air using aircraft facilities should really consider its level of effectiveness and efficiency. Whether or not the time and business required to resolve the problem is urgent, as well as the company's financial condition.

According to Nuraeni (2008:246-247), to prepare plans for the leader's official travel, the secretary can work alone, but still confirm with the leader about everything that must be prepared. The initial stage of planning a leader's official trip is to identify some information, which includes the following: [1]. Who is responsible for official

travel; [2]. Purpose of the Leader's Official Travel. The purpose of the official travel, whether to hold a meeting outside the organization, joint negotiations or exploration, sudden inspection of a branch office, meeting with government officials, or something else, must be asked to the leader so that the secretary can prepare the documents that must be brought according to the purpose of the leader's official travel; [3]. Time to carry out the main activities of the official travel. Official travel for training is the main activity of official travel. Information regarding the main activity schedule can be used by the secretary to prepare official travel schedules and transportation facilities that can be used, arrange documents, the type of accommodation required (hotel and car), and estimate the budget; [4]. Type of transportation and hotel, whether the management or employees have a choice regarding the hotel and transportation; [5]. The amount of official travel money that will be received by someone who will go on an official travel; [6]. Ordering plane tickets and hotels. Inform the airline, the official travel schedule, how long the official travel activity will take, and the hotel; [7]. Custom regulations. When going on an official travel abroad, the secretary must find out about the customs/excise regulations of the country the official traveler will visit, such as what items are allowed to enter the cabin; [8]. Other events outside business trips. The main purpose of the official travel is to attend training, but in between the main activities there is free time which will be used to hold business relations meetings in the city where the training is held. The secretary needs to know this information for meetings outside of the main activities or to contact other business relations; [9]. Events after the main activity. After all activity plans are approved by the leader, then the secretary makes plans and preparations for official travel, including collecting various required documents, arranging travel documents, contacting travel bureaus, or getting to know certain parties.

According to (Sedianingsih, 2014). The various types of official travel documents are, [1]. Internal Documents, including: [a]. Letter of Assignment. Is an official letter issued by the leader to employees in an agency to carry out certain tasks. However, if the leader is going on an official travel, there is no need to process an assignment letter; [b]. Official Travel Order Letter. Is a work order given by a superior at an agency to its employees to go on an official travel to an agency located in another location; [2]. External Documents. Is a document issued by the relevant agency and used for official travel. Types of external documents include:

[a]. Passport. Is an official document issued by an authorized official from a country which contains the identity of the holder. And, applies to traveling between countries. If the exit permit sheet has expired, it is necessary to replace the passport. The current passport validity period is ten years; [b]. Visa. Is a residence permit in a country for a certain period. Visas are issued by the embassy or representative office of the destination country. Apart from entering a country, the use of a visa is as permission to leave the country you are visiting. [c]. Health Card/Yellow Card. Is an official document issued by the Health Service to citizens who are going abroad. This card states that the card holder is free from infectious diseases. [d]. Fiscal Statement Letter. Is a letter issued by the Directorate General of Taxes containing data on the fulfillment of taxpayers' tax obligations for a certain tax period and year. [e]. Exit Permit. Exit permit, namely proof from local immigration that a person has entered or left the country concerned. The form of an exit permit is in the form of a sheet of paper that has been stamped by the immigration office and then affixed to the passport; [f]. Insurance, identity card and other documents.

When all official travel activities have been completed, the last task that must be completed by a secretary is to make an official travel report. There are two official travel reports that must be made, namely: [1]. Report on Official Travel Results. Reports about what the leadership has done during the official travel. [2]. Official travel financing report. Compiling financial reports that have been issued while the leader is on an official travel.

## **DISCUSSION AND RESULTS**

### **A Brief History of the Bina Artha Sekuritas Company.**

Bina Artha Sekuritas Company is an Investment Manager company domiciled in Jakarta which has obtained a business license based on the Decree of the Board of Commissioners of the Financial Services Authority number: KEP-33/D.04/2017, 22 June 2017. Our main activity is managing funds for customers or collective investment portfolio for a group of customers through a Fund Management Contract.

Bina Artha Sekuritas Company, based on Deed No. 06, 08 October 2016, before Noneng Hodijah, SH, M.Kn., Notary in Bogor and approved by the Minister of Law and Human Rights of the Republic of Indonesia in letter No.AHU-

0044680.AH.01.01 of 2016, established on 08 October 2016 and listed at No. AHU-0118631.AH.01.11 of 2016, 08 October 2016.

The Articles of Association at Bina Artha Sekuritas Company have undergone changes which are officially recorded in Deed No. 01 dated May 2 2017, before Noneng Hodijah, SH, M.Kn., Notary in Bogor, approved by the Minister of Law and Human Rights of the Republic of Indonesia in letter No. AHU-0009809.AH.01.02 of 2017, 02 May 2017 and registered at No. AHU-0056502.AH.01.11 of 2017, 02 May 2017.

### **The Role Of the Secretary in Arranging the Official Travel Agenda at Bina Artha Sekuritas Company, Jakarta**

The Secretary's role in preparing the official travel agenda at Bina Artha Sekuritas Company, Jakarta, namely: [1]. Planning a Trip. Before going on an official travel, the leader of Bina Artha Sekuritas Company must first know the purpose, purpose and type of official travel to be undertaken. This can be followed up by the secretary for the smooth running of official travel. For example: a routine work visit to Bali in West Nusa Tenggara, for 1 week to monitor the office in Bali; [2]. Prepare Application for Official Travel. When applying for an official travel, the leader confirms it to the secretary via electronic media personal message to inform the secretary of the date of the official travel, route and schedule of the trip, and if it has been confirmed, it goes back to the leader. The secretary can apply to the finance division if the leader wants to go on an official travel, and use funds from petty cash first. If finance has approved, the secretary will make transportation preparations; [3]. Make transportation preparations. Business trips carried out within a one-way distance of more than 150 km from the work location will be arranged using air transportation by the company. In this case, the secretary prepares official travel transportation by ordering via the application or through a travel agent; [4]. Accommodation preparation. Accommodation preparation is usually related to lodging while the leader is on an official travel. In this case, the Secretary can book accommodation via the application or through a travel agency; [5]. Prepare Documents. At this stage, the secretary must prepare the types of documents needed by the leadership for carrying out official travel, such as; E-tickets, leadership activity schedules, travel certificates, and several other supports.

## **The Obstacles Faced by the Secretary in Arranging the Official Travel Agenda at Bina Artha Sekuritas Company, Jakarta**

In preparing the management's official travel agenda at Bina Artha Sekuritas Company, Jakarta, sometimes the secretary encounters obstacles. The obstacles faced by secretaries are as follows: [1]. It is difficult to ask for the leadership's signature. It is difficult to ask for the finance head's signature to apply for the head's official travel funds, because the finance head often goes on official travel. So that this problem doesn't happen often, what the secretary does is by regularly asking whether the finance leader will be going on an official travel in the near future. So that the secretary is not in a hurry and can be careful in preparing the official travel agenda; [2]. Delay in the disbursement of official travel funds for the leadership. Sometimes the disbursement of funds for official travel from the finance division is delayed, while the official travel will take place in the near future. To solve this problem, the secretary uses the secretary's personal funds to avoid delays in the official travel; [3]. The secretary's lack of professionalism in handling the management's official travel. A secretary when handling a leader's official travel is required to always be professional. In this case, the solution that must be taken by the company is to provide training related to the work carried out by the secretary. The secretary must be responsible and focused in doing his work; [4]. Lack of coordination between the secretary and the leadership in preparing the official travel agenda. Sometimes there is miscommunication between the secretary and the leadership due to a lack of coordination in preparing the management's official travel agenda. The solution that the secretary has taken to overcome this is to communicate a lot with the leadership regarding whether the schedule of official travel activities is appropriate or not, and also to do it more carefully, more thoroughly and more focused so that there are no mistakes in making the official travel agenda.

## **CONCLUSIONS AND RECOMMENDATIONS**

In this case the author will state the conclusions obtained, namely: [1]. The role of the secretary in the management's official travel at Bina Artha Sekuritas Company is to carry out his work according to the procedures that apply within the company, including; planning travel, submitting and making official travel documents, preparing official travel transportation, making accommodation preparations, and preparing



documents required for official travel; [2]. Obstacles experienced by the secretary in preparing the official travel agenda at Bina Artha Sekuritas Company, Jakarta, namely: Lack of communication between the secretary and the leadership, difficulties in disbursing funds to support the leader's official travel, and lack of coordination between the secretary and the leader in preparing the official travel agenda, lack of professionalism of a secretary in handling the leader's official travel.

For improvement, the author provides the following suggestions: [1]. Suggestions regarding the role of the secretary in preparing the official travel agenda at Bina Artha Sekuritas Company, Jakarta are that it is necessary to improve and maintain the role of the secretary through seminars, training, discussion forums and conducting comparative studies with the field of work they are involved in so that the role of the secretary becomes more qualified and competent in handling secretarial duties, especially related to official travel; [2]. Suggestions regarding obstacles faced by secretaries so that this does not happen are: communicate more with leaders in making official travel agendas, and in carrying out their duties secretaries must be more thorough and focused. The petty cash system is very important for Bina Artha Sekuritas Company, Jakarta so that it does not hinder the secretary's work in disbursing funds for further official travel processes. And a work system needs to be created to facilitate the secretary's work in processing the official travel agenda.

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