

ANALYSIS THE EFFECTIVENESS OF CHATGPT IN ENHANCING SECRETARY WRITING SKILL AT CAMPUS ORGANIZATIONS

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Abstract

This research examines the effectiveness of ChatGPT in improving the writing skills of secretaries in campus organizations. Secretarial roles require high proficiency in written communication, which is essential for drafting reports, emails, and official documents. By integrating ChatGPT as an AI-driven writing assistant, this study seeks to evaluate its potential in enhancing both the quality and efficiency of written tasks. A questionnaire was employed as the primary data collection tool, targeting secretaries from various campus organizations. The results indicate a significant improvement in the accuracy and clarity of written communication, with secretaries reporting a reduction in time spent drafting documents and increased confidence in their writing. The study provides valuable insights into the utility of AI tools like ChatGPT in streamlining secretarial tasks and enhancing professional skills in organizational contexts.

Keywords: *ChatGPT, writing skills enhancement, secretaries, campus organizations.*

I. Introduction

The advent of artificial intelligence (AI) has transformed various sectors, including education, business, and communication. One of the most notable advancements in AI technology is the development of language models like ChatGPT, which have been designed to assist in a wide array of written tasks. In organizational settings, secretaries play a crucial role in managing communication through the drafting of reports, emails, and official documentation. Proficiency in writing is, therefore, a fundamental skill for secretaries. However, the increasing complexity of tasks and the demand for greater efficiency have made it essential for secretaries to explore new tools that can aid in enhancing their writing abilities. This study explores the potential of ChatGPT as an AI tool to improve the writing skills of secretaries in campus organizations.

Writing, as a form of communication, is a core component of secretarial work. Secretaries are often tasked with creating accurate, clear, and well-structured documents, which require a high level of attention to detail and proficiency in language use. According to Hyland (2002), written communication is not just about conveying information, but also about shaping relationships and identities within an organization. In this context, the ability to write effectively is key to a secretary's role. However, traditional methods of improving writing skills, such as manual editing and peer reviews,