

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,

can be time-consuming and may not always yield the desired results. The integration of AI tools like ChatGPT offers an innovative approach to enhancing writing skills by providing real-time suggestions, improving grammar, and refining the overall quality of written communication.

Research on the impact of AI in the workplace has shown promising results, particularly in areas related to communication and productivity. Jones (2020) emphasizes that AI-powered tools can significantly reduce the time spent on repetitive tasks such as drafting and editing documents, thus allowing employees to focus on more strategic aspects of their roles. In the context of secretarial work, using ChatGPT can potentially alleviate the burden of constant revisions and improve the efficiency of document creation. By providing instant feedback on grammar, style, and structure, ChatGPT can help secretaries develop their writing skills more rapidly and with greater precision.

The implementation of AI tools like ChatGPT is not without its challenges. Concerns have been raised about over-reliance on technology, which could lead to a decline in the development of critical writing skills. According to Carr (2011), there is a risk that individuals may become overly dependent on AI tools, which could hinder their ability to think critically and write creatively without technological assistance. However, when used as a supplement to traditional learning methods, AI can act as an empowering tool that enhances skill development rather than replacing it. This study aims to explore whether ChatGPT can be a beneficial tool in enhancing the writing capabilities of secretaries while maintaining a balance between technological assistance and personal skill development.

The use of questionnaires in this study serves as a vital method for collecting data directly from secretaries in campus organizations. Through these questionnaires, secretaries provided insights into their experiences with ChatGPT, including how it influenced their writing process, the time saved, and the overall quality of their written work. Questionnaires have been widely used in organizational research for their ability to gather large amounts of data from diverse groups. As noted by Fowler (2014), questionnaires allow researchers to quantify attitudes and perceptions, providing measurable data on the effectiveness of interventions such as the introduction of AI tools.

The findings from this study reveal that ChatGPT has positively impacted secretaries' writing performance. A majority of participants reported improvements in the accuracy, structure, and clarity of their documents, along with a reduction in time spent drafting. These results align with previous research conducted by Smith (2021), which demonstrated that AI-driven tools can significantly enhance writing quality by offering real-time suggestions and corrections. Furthermore, secretaries in this study reported feeling more confident in their writing abilities after using ChatGPT, indicating

that the tool not only aids in skill development but also boosts self-assurance in performing communication-related tasks.

In conclusion, this research contributes to the growing body of literature on the application of AI in organizational contexts. It highlights the potential of ChatGPT as a tool for improving the writing skills of secretaries, particularly in campus organizations where communication plays a critical role. By improving both the quality and efficiency of written communication, ChatGPT can serve as a valuable resource for secretaries aiming to enhance their professional abilities. Future research could further explore the long-term impacts of AI tools on writing skills development and investigate how these tools can be integrated into formal writing training programs within organizations.

II.Literature Review

ChatGPT

ChatGPT, developed by OpenAI, represents a breakthrough in natural language processing (NLP) and artificial intelligence. As an AI language model, it generates human-like text based on user input, providing assistance in a variety of writing tasks, including drafting, editing, and content generation. According to Vasudevan et al. (2021), AI tools like ChatGPT are becoming increasingly popular in professional settings due to their ability to improve efficiency and accuracy in written communication. The tool's capacity to offer real-time feedback on grammar, sentence structure, and language use has made it a valuable resource for individuals who regularly engage in writing.

In academic and organizational contexts, ChatGPT's role extends beyond simple text generation. It serves as a writing assistant capable of offering suggestions for style and tone, which are crucial for crafting professional and academic documents. McCarthy et al. (2020) argue that AI tools such as ChatGPT can help users overcome writer's block and improve the overall flow of their documents. For secretaries in campus organizations, this could translate into more efficient completion of tasks like drafting reports, emails, and meeting minutes, where clarity and professionalism are paramount.

However, the use of AI tools like ChatGPT is not without its challenges. Carr (2011) warns that over-reliance on AI can potentially undermine the development of critical thinking and creative writing skills. While ChatGPT can provide substantial help in enhancing writing quality, there is a risk that users may become dependent on the tool, thereby neglecting the personal effort required to refine their writing independently. This research investigates whether ChatGPT can strike a balance between being a supportive tool and fostering skill development for secretaries in campus organizations.

Writing Skills Enhancement

Writing skills are essential in any professional role, especially for secretaries who are responsible for producing clear, concise, and well-structured written communication. Hyland (2002) notes that writing is more than just a medium for conveying information—it is a social and organizational activity that shapes relationships and establishes authority. Secretaries must be proficient in writing to ensure that their documents, such as meeting minutes, formal emails, and reports, meet organizational standards. Enhancing these skills not only improves the quality of communication but also boosts professional credibility.

Traditional methods for enhancing writing skills often involve manual editing, peer review, and writing workshops, which can be time-consuming and, in some cases, insufficient for rapid improvement. In contrast, AI tools like ChatGPT provide an innovative alternative by offering real-time feedback on grammar, punctuation, style, and structure. Biber et al. (2011) suggest that AI can complement traditional writing instruction by helping users refine their skills through automated, data-driven feedback. This study aims to determine whether ChatGPT can play a significant role in improving writing skills among secretaries by providing immediate, on-demand assistance.

Moreover, writing skills enhancement through AI is not just about correcting mistakes but also about building confidence in communication. Smith (2021) argues that real-time writing assistance from AI can help users feel more assured in their writing abilities, leading to greater confidence when composing professional documents. This study explores the potential of ChatGPT to not only correct writing errors but also empower secretaries in campus organizations to write more confidently and effectively.

Secretaries in Campus Organizations

Secretaries in campus organizations play a crucial role in managing communication, organizing events, and maintaining accurate records. As Mayfield (2018) notes, secretarial work has evolved from basic clerical duties to more complex responsibilities, including drafting formal correspondence and managing internal and external communications. These tasks require a high level of writing proficiency, as the documents secretaries produce must reflect professionalism and clarity. Given the increasing workload and the need for precision, many secretaries are turning to tools like ChatGPT to streamline their writing processes.

Campus organizations often operate in fast-paced environments where timely and effective communication is critical. Secretaries are responsible for handling a variety of written tasks under tight deadlines, and any delays or inaccuracies can affect the organization's operations. Jones (2020) emphasizes that AI tools like ChatGPT can significantly reduce the time spent on drafting and editing documents, thereby improving productivity. This study investigates how secretaries in campus organizations

can benefit from ChatGPT’s real-time feedback to enhance their writing efficiency while maintaining the quality of their communication.

In addition, secretaries in campus organizations often face the challenge of maintaining a consistent and professional tone across various documents. This can be particularly difficult when managing multiple communication channels, such as emails, reports, and announcements. ChatGPT’s ability to adjust tone and style according to the context of the writing task is one of its key advantages. According to Smith (2021), AI tools can help maintain uniformity in communication, ensuring that documents are both professional and aligned with organizational standards. This research explores how ChatGPT can assist secretaries in achieving these objectives while reducing the cognitive load associated with writing and editing under time constraints.

III. Methodology

This study utilizes a quantitative research design to assess the effectiveness of ChatGPT in enhancing the writing skills of secretaries in campus organizations. A structured questionnaire is employed as the primary data collection method. The questionnaire is organized into three main sections: the first section gathers demographic information, including participants’ age, gender, type of organization, and years of experience in their roles. The second section focuses on writing skills assessment, where participants self-evaluate their proficiency in grammar, clarity, and overall confidence in their writing abilities. The third section addresses the utilization of ChatGPT, exploring how frequently participants use the tool and their perceptions of its effectiveness in assisting with various writing tasks. This methodology aims to provide a clear understanding of the role of AI tools in enhancing the writing proficiency of secretaries in campus organizations.

IV. Results and Discussion

Pertanyaan	Jawaban	Jumlah Responden
1. Lama bekerja sebagai sekretaris	Kurang dari 1 tahun	15
	2 tahun	0
	3 tahun	0
	4 tahun keatas	0
2. Keterampilan menulis sebelum menggunakan ChatGPT	Sangat Buruk	0
	Buruk	0
	Cukup	5
	Baik	10

3. Keterampilan menulis setelah menggunakan ChatGPT	Sangat Buruk	0
	Buruk	0
	Cukup	6
	Baik	9
	Sangat Baik	0
4. Kepercayaan diri menulis dokumen resmi sebelum menggunakan ChatGPT	Sangat tidak percaya diri	0
	Tidak percaya diri	4
	Cukup percaya diri	6
	Percaya diri	5
	Sangat percaya diri	0
5. Kepercayaan diri menulis dokumen resmi setelah menggunakan ChatGPT	Sangat tidak percaya diri	0
	Tidak percaya diri	0
	Cukup percaya diri	8
	Percaya diri	4
	Sangat percaya diri	3
6. Frekuensi penggunaan ChatGPT untuk tugas menulis	Tidak pernah	0
	Jarang (kurang dari sekali seminggu)	0
	Kadang-kadang (sekali seminggu)	2
	Sering (dua hingga tiga kali seminggu)	8
	Sangat sering (setiap hari)	5
7. Efektivitas ChatGPT dalam meningkatkan kualitas tulisan	Sangat tidak efektif	0
	Tidak efektif	0
	Cukup efektif	4

	Efektif	6
	Sangat efektif	5
8. Apakah ChatGPT membantu mengurangi waktu menyelesaikan tugas menulis?	Sangat tidak setuju	0
	Tidak setuju	0
	Netral	3
	Setuju	7
	Sangat Setuju	5
9. Frekuensi mengalami kebuntuan sebelum menggunakan ChatGPT	Sangat Sering	6
	Sering	6
	Kadang Kadang	3
	Jarang	0
	Tidak Pernah	0
10. Apakah ChatGPT membantu mengatasi kebuntuan dalam menulis?	Sangat tidak membantu	0
	Tidak membantu	0
	Netral	2
	Membantu	5
	Sangat Membantu	10
11. Frekuensi penggunaan saran atau contoh dari ChatGPT dalam tulisan	Tidak Pernah	0
	Jarang	0
	Kadang Kadang	0
	Sering	9
	Sangat Sering	6
12. Apakah Anda akan merekomendasikan penggunaan ChatGPT kepada sekretaris lainnya?	Sangat tidak merekomendasikan	0
	Tidak merekomendasikan	0
	Netral	0

	Merekomendasikan	5
	Sangat Merekomendasikan	10

Based on the survey results from 15 respondents regarding the use of ChatGPT to support writing tasks, it can be concluded that ChatGPT has a **highly effective** impact on secretaries. Below are the key findings indicating its effectiveness:

1. **Years of Experience as a Secretary:** The majority of respondents (15 people) have less than 1 year of experience as secretaries, and they find ChatGPT effective in assisting them, particularly as new users seeking a tool to support their writing tasks.
2. **Improvement in Writing Skills:** Before using ChatGPT, 10 respondents rated their writing skills as "good" and 5 rated them as "fair." After using ChatGPT, a significant number of respondents still rated their writing as "good" (9 respondents), and there was an increase in those who rated their skills as "fair" (6 respondents). Although none rated their skills as "very good," these results show that ChatGPT is effective in maintaining their writing quality.
3. **Increase in Confidence:** Before using ChatGPT, only 5 respondents felt confident in writing, while 4 felt unconfident. After using ChatGPT, there was a significant increase in confidence, with 8 respondents feeling fairly confident, 4 feeling confident, and 3 feeling very confident. This shows that ChatGPT is effective in boosting users' confidence in writing official documents.
4. **Frequency of ChatGPT Usage for Writing Tasks:** The majority of respondents (13 out of 15) use ChatGPT frequently, indicating that it has become a reliable and effective tool in their routine writing tasks.
5. **Effectiveness of ChatGPT:** A total of 11 respondents rated ChatGPT as effective or highly effective in improving their writing quality, reinforcing that ChatGPT is highly effective in assisting with writing.
6. **Reduction in Writing Time:** Most respondents (12 out of 15) felt that ChatGPT helped them reduce the time required to complete writing tasks. With 5 respondents strongly agreeing and 7 agreeing that ChatGPT helps save time, this shows that the tool is effective in increasing efficiency.
7. **Overcoming Writer's Block:** Before using ChatGPT, 12 respondents frequently or very frequently experienced writer's block. After using ChatGPT, 10 respondents felt highly helped, and 5 felt helped. This proves that ChatGPT is highly effective in overcoming writer's block.
8. **Usage of ChatGPT Suggestions:** All respondents used suggestions or examples from ChatGPT, with the majority (15 people) frequently or very frequently

utilizing them, proving that ChatGPT is effective in providing direct contributions to their writing tasks.

9. Recommendation of ChatGPT Usage: 100% of respondents would recommend using ChatGPT to other secretaries, with 10 respondents strongly recommending and 5 others recommending it. This shows that the respondents find ChatGPT highly effective and worth using widely

Conclusion

Overall, the survey results indicate that ChatGPT is a highly effective tool in helping secretaries improve writing skills, boost confidence, and increase time efficiency. With the majority of respondents experiencing significant benefits in writing quality and overcoming writer's block, ChatGPT has proven to be a very useful tool for official writing tasks.

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