

This file has been cleaned of potential threats.

If you confirm that the file is coming from a trusted source, you can send the following SHA-256 hash value to your admin for the original file.

f5b65ccd5a156628f6bfd6989ddb16de36050f92b05a640caabc7f8ad43b4946

To view the reconstructed contents, please SCROLL DOWN to next page.

THE APPROPRIATE COMPETENCIES OF EXECUTIVE SECRETARY, COLLEGE OF LOGISTICS AND SUPPLY CHAIN, SUAN SUNANDHA RAJABHAT UNIVERSITY.

Narumon Srecharoen*

Komson Sommanawat**

College of Logistics and Supply Chain Suan Sunandha Rajabhat University

E-mail: narumon.sr@ssru.ac.th* komson.so@ssru.ac.th**

ABSTRACT

This research was aimed to study the appropriate competencies of executive secretary, College of Logistics and Supply Chain (CLS), Suan Sunandha Rajabhat University (SSRU) and find out the guideline for appropriate competencies development of executive secretary, CLS, SSRU. The population of this study was 30 staff of CLS, SSRU, Nakhon Pathom Education Center, the data was gathered by using the questionnaire and the statistics for data analysis were frequency, percentage, mean and standard deviation.

The findings revealed that;

1. The appropriate competencies of executive secretary, CLS, SSRU was in the high level in total and when it was considered in each item, it revealed that the good services was in the highest level.

2. The key appropriate competencies of executive secretary, CLS, SSRU was in the high level and when it was considered in each item, it revealed that the understanding people was in the highest level.

3. The guideline for the appropriate competencies development of executive secretary, CLS, SSRU was in the high level and when it was considered in each item, it revealed that the sacrifice was in the highest level.

Keywords: appropriate competencies, executive secretary

INTRODUCTION

College of Logistics and Supply Chain (CLS) is one of the faculties at Suan Sunandha Rajabhat University (SSRU) which it should be administrated along the goal of university by the dean of CLS, the executive who assigns the task and responsibility for many chains of command and the key person who manages time and work priority is the “secretary” as a cog of the machine to drive all works of the executive. The role of secretary is supporting the executive and the characteristics of secretary should be flexible, systematic, enthusiastic, good memory, reliable and trustworthy in keeping secret, enjoy working in details, able to work in all circumstances smoothly as it requested and needed, and able to coordinate with all people which it should have a high competency, efficiency and effectiveness.

The restriction of the secretary of CLS, SSRU is the inconsistency of education certificate which affects to a lack of skill, knowledge, competency, proficiency and experience for working immediately, and a lack of probation process to assess the skill, competency and qualification including the issue of human resource management process which there are no position classification standard to specify the details of job description, key task and responsibility, job specification and competency for position, no tradition and

method for performance assessment, no term and indicator for competency assessment as the other sections which affects to the unclearness of key task and responsibility, and it takes time to gather the skill, knowledge and experience of being proficient secretary.

From the background and significance of this issue, the researcher has brought the competency theory to study the appropriate competencies of executive secretary, CLS, SSRU for the benefits and develop the competency of executive secretary afterwards.

OBJECTIVE

1. To find out the appropriate competencies of executive secretary, CLS, SSRU
2. To find out the guideline for the appropriate competencies development of executive secretary, CLS, SSRU

METHDOLOGY

Population

This research was a quantitative research and the population of this research was 30 staff of CLS, SSRU, Nakhon Pathom Education Center.

Research method

1. Study the concept and the appropriate competencies of executive secretary, CLS, SSRU as follows; 1) the relevant document in competency issue, 2) personal information and 3) mean and standard deviation of the appropriate competencies of executive secretary, CLS.
2. Analyze the data and the relevant theory or research.

Research tool

The tool of this research was the questionnaire for the appropriate competencies of executive secretary, CLS, SSRU which it was divided into 5 parts; 1) personal information, 2) appropriate competencies, 3) key appropriate competencies, 4) guideline for the appropriate competencies development and 5) other comments.

RESULT

1. The personal information of 30 staff of CLS, SSRU, most of them was female, at the age of 31 – 40 years, attained the bachelor’s degree, with 1 – 5 years of work experience and the current position was the general administration officer.
2. The result of studying the appropriate competencies of executive secretary, CLS, SSRU.

Table 1: Mean and standard deviation of the appropriate competencies of executive secretary, CLS, SSRU

| (N = 30) | | | | |
|--------------|---|-------------|-------------|----------------|
| No. | Appropriate competencies | μ | σ | Level |
| 1 | The competency of checking the work accuracy | 4.88 | 0.34 | Highest |
| 2 | The competency of keeping the secret | 4.74 | 0.33 | Highest |
| 3 | The competency of empathizing the work detail | 3.82 | 0.32 | High |
| 4 | The responsibility for the university | 4.91 | 0.29 | Highest |
| 5 | The acceptance on the other people’s opinion | 4.55 | 0.40 | Highest |
| Total | | 4.58 | 0.37 | Highest |

From Table 1: The appropriate competencies of executive secretary, CLS, SSRU revealed that;

1. The competency of checking the work accuracy was in the highest level which it was consistent with the research of Saimir (2013), it revealed that the intention on checking the work process was the key competency for all organization. Consequently, the organization should define or specify the organizational culture of being intention on checking the work accuracy positively which affected to the appropriate working and satisfaction of the employee permanently.

2. The competency of keeping the secret was in the highest level which it was consistent with the research of Natchaya Yeam-uthai (2015), it indicated that the secretary was a person who operated directly to the executive in both of private and public jobs. In addition, the secretary should be cautious and loyal as the basic of keeping the secret of executive and organization for his trust. Consequently, the secretary should keep the secret strictly to support the executive and organization completely and steadily.

3. The competency of empathizing the work detail was in the high level which it was consistent with the research of Pornpraison Petch-umpai (2014), it revealed that the participation, empathy and enthusiasm on working were the guideline for competencies development of executive secretary of Suan Dusit Rajabhat University for being the learning organization. Consequently, the intention and empathizing with work detail of the secretary would affect to her work directly and develop her competency as well.

4. The responsibility for the university was in the highest level which it was consistent with the research of Sopaphan Suriyamanee and Treepetch Um-mueng (2016), it revealed that the morality and work responsibility were the most significant and needed factors as being the key competency of the executive secretary which if it was applied systematically, it would affect to the completion of executive secretary's operation.

5. The acceptance on the other people's opinion was in the highest level which it was consistent with the manual of service mind technique for being excellent of Faculty of Management Science, Chandarakasem Rajabhat University (2015), it revealed that the techniques of creating good relationship on working were perceiving and providing a place for the client's issue. Consequently, it should perceive the other people's opinion to find out the solution and decrease the conflict from communication including create the companionship at the organization for smoother working and problem solving.

Table 2: Mean and standard deviation of the key appropriate competencies of executive secretary, CLS, SSRU

| No. | Key appropriate competencies | μ | σ | Level |
|-----|--|-------------|-------------|-------------|
| 1 | The planning of work priority | 4.41 | 0.67 | High |
| 2 | The ambition of finding the useful information | 3.89 | 0.63 | High |
| 3 | The competency of understanding without interpretation | 4.79 | 0.05 | Highest |
| 4 | The attention on accurate operation | 4.98 | 0.10 | Highest |
| 5 | The readiness of encountering with all types of client | 3.51 | 0.38 | High |
| | Total | 4.32 | 0.37 | High |

From Table 2: The key appropriate competencies of executive secretary, CLS, SSRU revealed that;

1. The planning of work priority was in the high level which it was consistent with the research of Wittayatorn Thokaew (2019), it revealed that ordering and operating on the priority were defining and controlling the operation to achieve the goal on scheduled time and purpose for the efficiency of responsibility. Consequently, it should have a concentration on time management for all complicated and various responsibilities to achieve the work – life balance rapidly.

2. The ambition of finding the useful information was in the high level which it was consistent with the research of Nattaporn Premsak (2014), it revealed that a difference of competency of the data entry officer at The Secretariat of the House of Representatives would affect to a difference of performance efficiency. Consequently, the competency of data retrieval should be improved in order to improve the competency and operation for more efficiency.

3. The competency of understanding without interpretation was in the highest level which it was consistent with the research of Sopaphan Suriyamanee and Treepetch Ummueng (2016), it revealed that the executive secretary nowadays had the competency of perception and understanding in various topics easily, and competency of interpretation and processing the conclusion to apply for the operation. Consequently, the competency of understanding was needed for more efficiency in the operation.

4. The attention on accurate operation was in the highest level which it was consistent with the research of work manual at the Office of the Permanent Secretary (2017), it revealed that the executive secretary should has knowledge of the administrative structure, sections, law, communication art, creating relationship and coordination technique to check and consider the accuracy of work process for the completion of presenting on the executive’s estimation and assignment. Consequently, knowledge was needed as the conceptual basis on checking the accuracy of work process for more efficiency, accuracy and expedition in the operation.

5. The readiness of encountering with all types of client was in the high level which it was consistent with the research of Suwat Wattanawong (2001), it revealed that the competency of motivation was the process of science and art to motivate the people’s effort for responding to some needs and achieving the goal. Consequently, the executive secretary should have the art of communication and motivation for more efficiency and effectiveness of coordination with the relevant people.

Table 3: Mean and standard deviation of the guideline for appropriate competencies development of executive secretary, CLS, SSRU

| No. | Guideline of the appropriate competencies improvement | μ | σ | Level |
|-----|---|-------------|-------------|----------------|
| 1 | The sacrifice | 4.59 | 0.27 | Highest |
| | Total | 4.59 | 0.27 | Highest |

From Table 3: The guideline for appropriate competencies development of executive secretary, CLS, SSRU revealed that;

1. The sacrifice was in the highest level which it was consistent with the research of Mingkwan Koychuen – Pattara Mahakhan (2010), it revealed that the appropriate competencies of community college's executive was in the highest level. Consequently, the sacrifice, public benefits and work responsibility were needed for the cooperation and performance success.

CONCLUSION AND SUGGESTION

Conclusion

1. This research was aimed to find out and define the guideline for appropriate competencies development of executive secretary, CLS, SSRU by applying for the actual operation including the monitoring, assessment and improvement to create the appropriate competency of executive secretary accurately and appropriately.

2. This research should be considered and defined by the executive for being the guideline of recruitment, improvement and maintenance the executive secretary for the skilled person as the university needed and for being the criteria or guideline for operation and improvement afterwards.

3. It should be published on the academic journal or presented on the international conference for the trust and appreciation of the researcher afterwards.

Suggestion

1. Suggestion for applying the research

1.1 The support staff of CLS, SSRU could apply this research for being the guideline of the routine job or the relevant research project.

2. Suggestion for the future research

2.1 It should have the qualitative research on the appropriate competencies development of executive secretary for the future study.

2.2 It should have the research for creating the indicator of executive secretary's competencies.

ACKNOWLEDGMENT

The researcher would like to thank Asst. Prof. Dr. Komsan Somanawat, Dean of College of Logistics and Supply Chain (CLS), Suan Sunandha Rajabhat University (SSRU) for giving suggestion and consideration on this research including the opportunity of conducting the research at CLS, SSRU, Nakhon Pathom Education Center, and Dr. Aekkaluk Kerdtes for giving consultation and suggestion on this research.

REFERENCES

- [1] Natchaya Yeam-uthai. (2015). *“Value of Personal Secretary”*. Independent Study of Master of Business Administration, Faculty of Commerce and Accountancy, Thammasat University.
- [2] Chattrarat Hotrawaisaya (2518) “The Factors Affected The Decision of Logistic Service and Package of State Railway Thailand : A case study at Hua Lumpong Station” .Journal of Logistics and Supply Chain College.

- [3] Nattaporn Premsak. (2014). "Specific Competency for Position Characteristic and Performance Efficiency of Data Entry Officer at The Secretariat of the House of Representatives". Thesis of Master of Public Administration, Faculty of Liberal Arts, Krirk University.
- [4] Pornpraison Petch-umpai. (2014). "The 10th SDU Research Journal in Humanities and Social Sciences, 2nd Edition", Graduate School, Suan Dusit Rajabhat University.
- [5] Chandarakasem Rajabhat University. (2015). "Manual of Service Mind Technique for being excellent" Retrieved May 27, 2019, from <http://web.chandra.ac.th/blog/wp-content/uploads/2015/.pdf>.
- [6] Mingkwan Koychuen – Pattara Mahakhan. (2010). "*Appropriate Competency of Thailand Community College's Executive*". The 2nd Silpakorn Educational Research Journal, 1st Edition, July – December 2010
- [7] Wittayatorn Thokaew. (2019). "*Time Management*". Sukhothai Thammathirat Open University Journal. Retrieved May 27, 2019, from <http://www.stou.ac.th/thai/schools/sca/document/%A1%D2%C3%BA%C3%D4%CB%D2%C3%E0%C7%C5%D2.doc>
- [8] Sopaphan Suriyamane and Treepetch Um-mueng. (2016). *The 3rd Mahidol R2R e-Journal*, 2nd Edition, July – December 2016
- [9] Suwat Wattanawong. (2001). *Psychology for Adult Training*. 1st Edition. Bangkok: Teera Pom Wannagam Printing
- [10] Office of the Permanent Secretary. (2017). "*Work Manual of Executive Secretary Process*". Retrieved May 27, 2019, from http://complain.mot.go.th/prproject/files_upload/publishonweb.pdf.
- [11] Saimir Suma. 2013. *Job Satisfaction and Organizational commitment: The case of SHKODRA Municipality*. European Scientific Journal, 9(17), 41.