

# Application of Information Technology in Secretarial Work

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## Abstract

This research aimed to identify guidelines for applying information technology (IT) to secretarial work and to enhance the efficiency of secretarial management. The study's sample consisted of 44 secretaries from Suan Sunandha Rajabhat University, selected through purposive sampling. Data were collected using questionnaires, and statistical analysis included percentage (%), mean ( $\bar{x}$ ), and standard deviation (S.D.). The findings revealed that all respondents were female (100%). Most were aged 21–30 years (62.22%), with the remaining 37.78% aged 31–40 years. Regarding educational attainment, 53.33% held a bachelor's degree, and 46.67% held a master's degree. In terms of work experience, 68.89% had 0–5 years of experience, 11.11% had 6–10 years, another 11.11% had 11–15 years, and 8.89% had 16–20 years of experience. Positions included secretaries working for the president (6.76%) and for individual executives (2.22%). Overall, the application of IT in secretarial work was rated at a high level ( $\bar{x} = 3.90$ , S.D. = 0.6395). Key practices included scheduling using Google Calendar ( $\bar{x} = 4.18$ , S.D. = 0.4415), notifying executives of schedules via the LINE application ( $\bar{x} = 4.09$ , S.D. = 0.2878), and screening electronic documents before presenting them to executives ( $\bar{x} = 4.07$ , S.D. = 0.5800).

**Keywords:** Application, Information, Technology, Secretary, Work

## 1. Introduction

Secretarial work involves the application of knowledge and management skills to support executives in decision-making, planning, and coordinating operational tasks. This role requires the creation of strategic plans and the use of effective communication to collaborate with internal and external organizations. In today's era of interconnected data networks, integrating advanced technologies into secretarial work enhances efficiency, reduces costs, and transforms traditional workflows into more flexible, horizontally-structured processes.

Given these changes, secretaries must possess a diverse set of qualifications and skills, including comprehensive knowledge, responsibility, accountability, time management, and a professional demeanor. Additional essential attributes include credibility, sound judgment, predictive abilities, and proficiency in communication, both in Thai and English. Moreover, secretaries should demonstrate a commitment to continuous self-improvement, adaptability in dynamic situations, and effective Adversity Quotient (AQ) management, which encompasses control, ownership, reach, and endurance.

Aligned with its vision, “A Leader in Producing Professionals for Sustainable Society Development,” Suan Sunandha Rajabhat University is advancing towards becoming the SSRU Smart Digital University. To support this transformation, the researcher aims to gather and analyze data to establish guidelines for integrating information technology into secretarial work, thereby enhancing the effectiveness of secretarial management.

### **1.1 Research Objective**

1. To identify effective strategies for integrating information technology into secretarial work.
2. To improve the efficiency and effectiveness of secretarial management.

## **2. Methodology**

### **Population and Sample Group**

The population for this study on the application of information technology in secretarial work comprised the staff of Suan Sunandha Rajabhat University.

The sample group consisted of 45 secretaries from Suan Sunandha Rajabhat University.

### **Research Method**

This study on the application of information technology in secretarial work employed a qualitative research approach. Data were collected through a questionnaire comprising two sections:

#### **Part 1: General Information**

This section included questions about gender, age, educational background, years of work experience, and organizational affiliation.

#### **Part 2: Application of Information Technology in Secretarial Work**

This section contained 15 items evaluated using a 5-point Likert scale, with the following interpretations:

- 5: Highest level of application
- 4: High level of application
- 3: Moderate level of application
- 2: Low level of application
- 1: Lowest level of application

### **Location**

The data collection was conducted at Suan Sunandha Rajabhat University.

### **Duration**

The data collection period spanned from March to August 2024.

**Data Analysis**

The statistical methods used for data analysis included percentage (%), mean ( $\bar{x}$ ), and standard deviation (S.D.). The interpretation of results was based on the following criteria:

- 4.51 – 5.00: Highest level
- 3.51 – 4.50: High level
- 2.51 – 3.50: Moderate level
- 1.51 – 2.50: Low level
- 1.00 – 1.50: Lowest level

**3. Results**

The results of the study on the application of information technology in secretarial work are as follows:

Table 1: Level of application of information technology in secretarial work

Application of information technology in secretarial work	Level of application of information technology in secretarial work		
	Mean ( $\bar{x}$ )	Standard Deviation (S.D.)	Result
1. Scheduling appointments for the executive via Google Calendar	4.18	0.4415	high level
2. Attaching documents related to activities, meetings, training, or seminars for the executive via Google Calendar	4.04	0.6013	high level
3. Notifying the executive of scheduled appointments through the LINE application	4.09	0.2878	high level
4. Screening documents on the E-Office system before presenting them to the executive via the LINE app	4.07	0.5800	high level
5. Drafting and proofreading documents using the Grammarly website	4.02	0.6212	high level
6. Submitting draft documents to the executive for review via Google Docs	3.87	0.7862	high level
7. Storing documents on Google Drive	3.64	0.8021	high level
8. Creating a document database on the E-Office system using Microsoft Excel	3.69	0.8481	high level
9. Creating a database of activity, meeting, training, or	3.64	0.8569	high level

seminar information for the executive using Microsoft Word			
10. Coordinating with internal departments via the LINE application	3.98	0.7226	high level
11. Coordinating with internal departments via email	3.62	0.8605	high level
12. Sharing documents/files with internal departments through Google Drive	4.02	0.3982	high level
13. Coordinating with external departments via the LINE application	4.04	0.6013	high level
14. Coordinating with external departments via email	3.53	0.8146	high level
15. Sharing documents/files with external departments through Google Drive	4.00	0.3693	high level
<b>Total</b>	<b>3.90</b>	<b>0.6395</b>	<b>high level</b>

#### **4. Discussion**

The overall application of information technology in secretarial work was found to be at a high level ( $\bar{x} = 3.90$ , S.D. = 0.6395). The majority of respondents highlighted the use of Google Calendar for scheduling executives' appointments ( $\bar{x} = 4.18$ , S.D. = 0.4415), notifying executives of their schedules through the LINE application ( $\bar{x} = 4.09$ , S.D. = 0.2878), and screening e-documents before presenting them to the executive ( $\bar{x} = 4.07$ , S.D. = 0.5800).

These findings align with the research conducted by Chotiros Polchaimat on improving the work processes of secretaries to the president of Suan Sunandha Rajabhat University. Polchaimat's study revealed that overall satisfaction with secretarial services, including collaboration, communication, and service processes, was at a high level. The research indicated that secretaries were dedicated to providing services with politeness, good manners, and friendliness while efficiently managing both internal and external documents. Secretaries placed significant emphasis on clear communication, systematic workflows, and accurate document screening before obtaining signatures, utilizing multiple channels such as Facebook and LINE.

Furthermore, these results are consistent with the study by Sudsawat et al. (2023) on the effectiveness of participatory learning technology management towards student behavior in the new normal at the College of Allied Health Sciences, Suan Sunandha Rajabhat University. The research found that the use of technology improved the effectiveness of participatory learning management in blended learning, as evidenced by higher scores after the implementation of the new participatory learning management approach, in comparison to pre-implementation levels, based on curriculum standards.

#### **5. Conclusion**

The findings of the study on the application of information technology in secretarial work revealed that all 45 respondents were female (100%). Among them, 28 individuals (62.22%)

were aged 21–30 years, while 17 individuals (37.78%) were aged 31–40 years. In terms of educational attainment, 24 respondents (53.33%) held a bachelor's degree, and 21 respondents (46.67%) held a master's degree. Regarding work experience, 31 respondents (68.89%) had 0–5 years of experience, 5 respondents (11.11%) had 6–10 years, 5 respondents (11.11%) had 11–15 years, and 4 respondents (8.89%) had 16–20 years of experience. In terms of their roles, 3 respondents (6.76%) worked for the president, while 1 respondent (2.22%) worked for each executive.

The overall application of information technology in secretarial work was rated highly. Most respondents highlighted key areas such as scheduling executives' appointments through Google Calendar, notifying executives of their schedules via the LINE application, and screening e-documents before presenting them to the executive.

The findings suggest that the application of information technology in secretarial work contributes to the effectiveness of secretarial tasks by reducing costs and time, as well as streamlining workflows into more flexible, horizontal organizational structures. Additionally, it emphasizes the importance of the secretary's diverse qualifications, including comprehensive knowledge, responsibility, accountability, time management, good personality and behavior, credibility, sound judgment, predictive skills, and strong communication skills in both Thai and English. Furthermore, the ability to continuously develop professionally, manage dynamic situations, and apply Adversity Quotient (AQ) management are essential to successfully adapting to the evolving demands of secretarial work.

### **Acknowledgment**

We would like to express our sincere gratitude to the reviewers for their insightful comments and suggestions, which greatly contributed to the improvement of our study. Additionally, we extend our heartfelt appreciation to the Faculty of Humanities and Social Sciences and Suan Sunandha Rajabhat University for their unwavering support throughout the course of this research.

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