

Pantipa Mahawan 2010: A Study of the Competency and Needs for Competency Enhancing by Training for Secretaries at Large Hotels in Bangkok. Master of Education (Business Education), Major Field: Business Education, Department of Vocational Education. Thesis Advisor: Mrs. Methinee Wongwanich Rumpagaporn, Ed.D. 137 pages.

The purpose of this research was to study the competency and needs for competency enhancing by training for secretaries at large hotels in Bangkok. This research aimed to describe in five parts of working practice which were 1) language skills 2) office automation usage 3) business academic 4) general knowledge 5) professional characteristics personality. The research populations were 288 hotels' secretaries who have been working at 48 large hotels in Bangkok which were certified by Thai Hotels Association. The research collecting data instrument was questionnaire and data have been analyzed by using statistical analysis. Descriptive analyses were Frequency, Percentage, Mean ( $\mu$ ) and Standard Deviation ( $\sigma$ ).

The findings were revealed that, in terms of English and Thai language skills, they were also rated as moderate in a competency and high level in a competency enhancing. Both of office automation usage and professional characteristic personality were rated as high level both competency and competency enhancing. In addition, general knowledge and business academic were rated as moderate ranking both competency and competency enhancing.

In suggestion, competency enhancing through training in various fields should be formatted to appropriate needs for competency enhancing of the hotel secretaries. This is aimed to achieve personal development and leads to effectively sustainable development organization.

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Student's signature

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Thesis Advisor's signature