

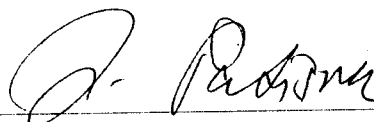
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Thesis Title : The Competencies on Practical and Required Performance of Secretaries  
as Perceived by Immediate Supervisors of Exporting Companies.  
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### **Abstract**

Business Industry especially international trade industry is considered a major factor that encourages economic growth of the country. Management system of any organization, therefore, is required to be developed and improved in order to catch up with the changes in the world market. Consequently, the role of a secretary in an organization is accepted inevitably as one of the important roles which accommodate the management mission the most efficiently. The objective of this research is to study as well as compare the immediate supervisors' opinions concerning the competencies on practical and required performance of secretaries in exporting companies.

The populations used in this research are 142 immediate supervisors from 142 exporting companies located in Bangkok and suburb which are under the responsibility of the Industrial Estate Authority of Thailand. Hence, the total number becomes 142.

The outcome of the research is that 3 out of 5 aspects of the competencies of the secretaries are in the satisfactory level. Those 3 are Thai language, office automation skill and professional competency. The other 2 aspects, English Language and Business Academic are in the moderate level which are lower than the required competency.



Committee Chairperson