

Wantida Khumtong
MMOD, Graduate School of Business
Assumption University of Thailand

Sirichai Preudhikulpradab, Ph.D.
MMOD Program Director and Lecturer
Graduate School of Business
Assumption University of Thailand

Abstract

This is a research project with a proposed ODI to improve the communication and coordination between the secretarial section and other departments. The researcher designed an appropriate OD Intervention to improve communication and coordination. The first intervention was designing a manual and provided training to the departments who coordinated directly with the secretarial section. The second intervention involved communication training for the secretarial section. This study used quantitative research method. It consisted of two sets of questionnaire used for secretarial section and other departments. The statistical analysis was applied to analyze the data to obtain the mean, percent, and standard deviation. T-Test was used to measure the effect of the OD interventions between the pre and the post sessions. The OD interventions were implemented in three weeks. The results of the findings reveal that the designed interventions significantly impacted communication and coordination between secretarial section and other departments. The training for improving communication skills at secretarial section also had a significant effect.

Key Words: communication, coordination, supportive role

Introduction

The secretary has a supportive role in the workplace. Nowadays, effectiveness of organization is needed to support the higher competition. The researcher, as a secretary to CEO was interested in improving the communications in terms of verbal, non-verbal, and written, and coordination in terms of workflow and time speed. As the secretarial section works closely with the CEO who takes action for authorizing and approving all documents and processes in organization, the researcher saw this opportunity to design and implement ODI for better results..

The study was conducted at the Standard Manufacturing Co., Ltd. The company mainly produces chemical products like household cleaning products, air freshener, insecticides in aerosol products, car care products, and cosmetic products.