



## The Compilation of a Handbook of Vocabulary and Expressions in English for Secretary and Office Administration Course by Using Documentary Research Method

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### Abstract

**Background and Aim:** This study highlights the importance of English communication skills for Thai secretaries in the contemporary business landscape. Examining needs, barriers, and their consequent relationship to career opportunities. Thus, the objective of this documentary investigation was to gather the essential terminology, vocabulary, phrases, and expressions utilized within the realm of secretary and office administration.

**Materials and Methods:** The researcher handpicked a collection of resources, specifically books about secretarial and office administration or other relevant subjects, which have been widely published and recognized. These resources consist of a total of 7 volumes, with a strong focus on contemporary content that applies to the current learning and working environment. The data analysis was conducted using analytical packages, resulting in the calculation of averages and percentages.

**Results:** The results indicated that the vocabulary analysis encompassed various word types such as nouns, verbs, adjectives, adverbs, and phrases or groups of words across the seven books. Among the top three books, book 5, book 2, and book 1 had the highest percentages of noun words, while book 1, book 4, and book 7 had the highest percentages of verbs. Regarding adjectives, book 4, book 3, book 2, and book 7 ranked the highest, with an equal number of phrases. The analysis also revealed 1,141 example sentences across all seven books, which were deemed essential and relevant for contact, communication, or business negotiations in the field of English for secretary and office administration.

**Conclusion:** A comprehensive lexical analysis of seven books highlights different patterns of word types. It highlights the different prominence of nouns, verbs, and adjectives across volumes. The collection of 1,141 relevant example sentences also highlights the practical utility of the findings. It offers valuable insights for improving communication, contacts, and business negotiations within the specialized domain of English for secretarial and office administration.

**Keywords:** English for Secretary and Office Administration; Documentary Research Method

### Introduction

English is the international language of business communication in today's business world and secretaries play a crucial role as key coordinators in organizations. Therefore, communicating in English has become a necessary skill for secretaries and other professional fields. The main objective of this study was to examine the needs and barriers of Thai secretaries to the use of English communication skills in the workplace and to identify the relationship between English communication skills and opportunities for careers (Eamjoy, 2015).

Nowadays, in most expansive multinational companies, secretaries and administrative collaborators play a vital part in organizations' human resources. (Stevens, 1993). Secretary, within the display part of authoritative partner, serves not as it were as a link between administration and staff but moreover as a key back person for the executive. Recruiters ought to consider many measurements such as characteristics, knowledge, experiences, and how to get alongside other individuals, and the foremost imperative expertise for effective secretaries is "communication ability. In today's business world, secretaries are expected to have the ability to work together. The manager carries out numerous tasks on behalf of the organization. Besides, the secretary has always been important as a central support for, links between management levels, employees, and others outside the Executive (Stevens, 1993). Therefore, communication is a Secretary specialist. In addition, English has made its way into the AEC business market, establishing itself as the





predominant language worldwide. Tutar (2002) defines that characterizes a secretary as a vital individual who provides communication back and acts as a communication interface between individuals. Currently, secretaries have become much more imperative than receptionists or typists like in the past. The person in question is an individual who works as an official authoritative right hand and provides guidance. Their executive with numerous scheduled employments and a few particularized assignments.

English for Secretary and Office Administration Course, is the main course that affects the students of the course in the Bachelor of Arts English branch Faculty of Humanities and Social Sciences at Nakhon Ratchasima Rajabhat University very much. Due to the course survey of 4th-year students in the past 2 years, it was found that most of the students wished to go for an internship at a company. Including various organizations that emphasize the use of English in the context of the actual work and the result of providing feedback from training sources. It was found that the students were not confident in using English, although students want to communicate in a variety of ways, such as interactive speech or writing. One of the reasons why most students lack confidence in using the language is confusion and uncertainty in vocabulary and sentence patterns related to situations or contexts, such as the use of English when answering the phone. Writing email responses to customers, etc.

As a teacher and researcher, when encountering problems that arise so try to find a way to help awareness. The learning and practical application of students has taken place. I will compile a comprehensive manual that includes essential vocabulary and expressions for various situations. Additionally, I will stay updated with current events to effectively incorporate them into teaching and learning strategies. This will help prepare fourth-year students for their internships by establishing a strong foundation and boosting their confidence in using the English language.

## Objectives

The objectives of this research were

1. To create a handbook of English for Secretary and Office Administration Courses.
2. To compile and classify significant information across different contexts to create comprehensive and current content.
3. To effectively apply the manual within the context of real-life situations for students and individuals who are interested.

## Significance

The amalgamation of primary and secondary data results in a categorization framework that can be utilized by students or individuals with an interest in deriving additional advantages.

## Literature Review

The most important consideration in using documents is their quality as evidence of social meanings and social relations. Unlike survey questionnaires or interview transcripts, documents have generally been compiled for purposes other than research, and their value must be thoroughly assessed before they can be used. It has been suggested that documents must be assessed against four criteria: authenticity, credibility, representativeness, and meaning (Scott, 1990).

The model of genuineness includes surveying archives for their soundness and origin. Soundness alludes to whether the archive is total and whether it is a unique or a sound duplicate. Origin concerns issues of fraud or extortion and things of collective or regulation creation. Origin is surveyed through both inside proof on lexicon and scholarly fashion and outside proof from chemical tests on paper and ink. The basis of validity concerns the truthfulness and exactness of a record. All reports are specific because it is outlandish to build accounts free of specific points of view, but they can be sound as accounts, depending on the thought processes from which a point of see is received and whether the account gives an exact report from that standpoint.



It is crucial to assess the accuracy of a report by examining the circumstances under which it was compiled, particularly the proximity of the creator to the events being reported. The basis of representativeness includes an appraisal of the survival and accessibility of significant archives. It is vital to know whether the archives counseled are agents of all the important reports that once existed, and this depends upon what extent the significant archives have been put away or held and whether they are accessible for analysts to utilize. The accessibility of official reports may regularly be constrained by contemplations of privacy and official mystery. The meaning of reports is the foremost critical matter and arises at two levels. The primary level is the exacting understanding of a report, by which is implied its physical lucidness, whether it is in a dialect that can be perused, and such issues as dating. Once this viable matter has been settled the more fundamental interpretative meaning must be tended to. Translation could be a hermeneutic errand through which an appreciation of the social and social setting and shapes of talk that structure a content come to. This includes strategies of literary examination and substance investigation. A useful recent overview of documentary research can be found in Lindsay Prior's Using Documents in Social Research (2003).

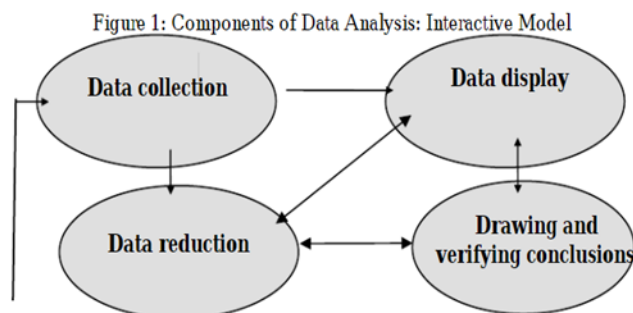
### Structure of the Documentary Research

The structure of the work will depend, basically, on the type of material that has been consulted and the objective of the documentary research. However, the structure usually shares the following elements: Types of the documentary research are state of the question, statement of the problem to be addressed, general and specific objectives, theoretical and/or methodological framework, analysis of the question, discussion and conclusions, limitations and Bibliography and annexes if applicable.

In English for secretary and office administration, context refers to English vocabulary and structures for secretarial work language used in various situations related to secretarial work, making appointments, answering the phone taking minutes of meetings, organizing documents, writing short memos Liaison with various departments problem solving making agenda and making meeting minutes.

### Conceptual Framework

These processes occur in three different time phases - before data collection, during data collection as interim and early analyses are carried out; and after data collection as final products are approached and completed (Miles and Huberman, 1994).



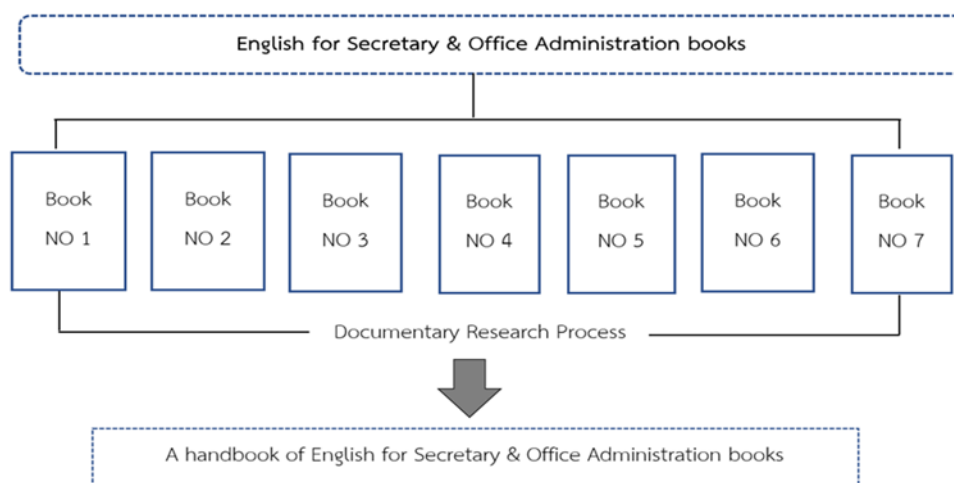
Source: Miles and Huberman, (1994, p. 12), Qualitative Data Analysis

### Methodology

#### Research Procedure

1. Participants – Books that the contents were in the secretary and office administration areas.
2. Materials (Secondary data) – Books or online books that contain the contents of English for Secretary and Office Administration.

#### Documentary Research Design



### Data Collection

Document research is a type of research in descriptive research, which is research that aims to find facts. Or explain the current phenomena and what their reality is. This type of research can be done in many ways. May study surveys or a form to find relationships between variables or developmental but the research results must be able to answer the question of what the current situation is.

Document research is the study of information from secondary data sources (Secondary data) that comes from a variety of sources. It is a study of information from various documents that have already been published. The researcher is the person who researches and collects information that has already been made to use as information for research.

The list of books names.

- (1) Instructional Material English for Secretary (Riach, 2017)
- (2) English for Secretarial and Office Work (Kunlasuth, 2016)
- (3) English for Secretaries and Administrative Personnel (Marisela Toselli & Ana Maria Millan, 2014)
- (4) Career Paths: Secretarial (Evans, 2014)
- (5) English for Secretaries level 1 (Robertson, 2012)
- (6) English for Secretaries level 2 (Robertson, 2012)
- (7) English for Secretaries and Administrative Personnel (Toseli & Millan, 2014)

### Results

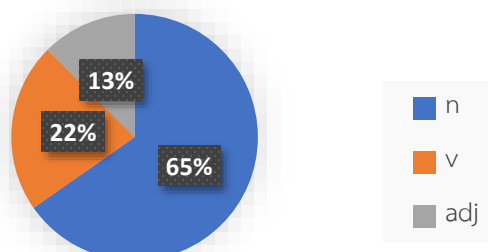
The findings show that from a collection of books whose contents are relevant in the context of secretarial and office work. The researcher carefully handpicked seven books that have been published and possess current and reliable content, ensuring they are suitable for reading. These books were then thoroughly analyzed, and synthesized, and information was collected from each chapter. To facilitate comprehension and provide a comprehensive overview of the findings, the researcher presented the data in a pie chart, allowing for a concise understanding of the results as a whole.

#### The 1st Pie Chart of the whole results of the words in book No.1

From the graph that appears, this shows the collection of data in Book 1 as follows: noun = 297, verb = 80, adjective = 101 and phrase = 7

Part of Speech	Amount (Word)
n	297
v	80
adj	101
phrase	7
<b>Total</b>	<b>485</b>

The 2nd Pie Chart shows the percentage of word in Book No.2

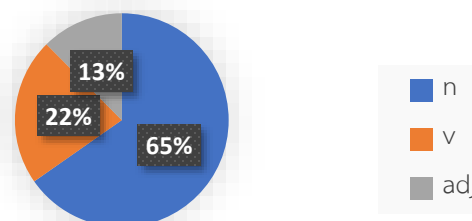


### The 2nd Pie Chart of the whole results of the words in book No.2

From the graph that appears, this shows the collection of data in Book 2 as follows: noun = 126, verb = 43 and adjective = 24

Part of Speech	Amount (Word)
n	126
v	43
adj	24
<b>Total</b>	<b>193</b>

The 2nd Pie Chart shows the percentage of word in Book No.2

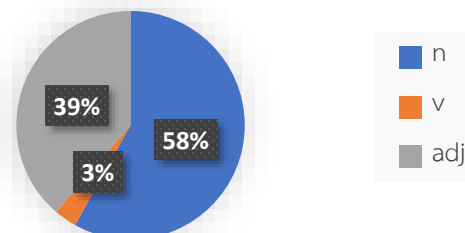


### The 3rd Pie Chart of the whole results of the words in book No.3

From the graph that appears, this shows the collection of data in Book 3 as follows: noun = 18, verb = 1 and adjective = 12

Part of Speech	Amount (Word)
n	18
v	1
adj	12
<b>Total</b>	<b>31</b>

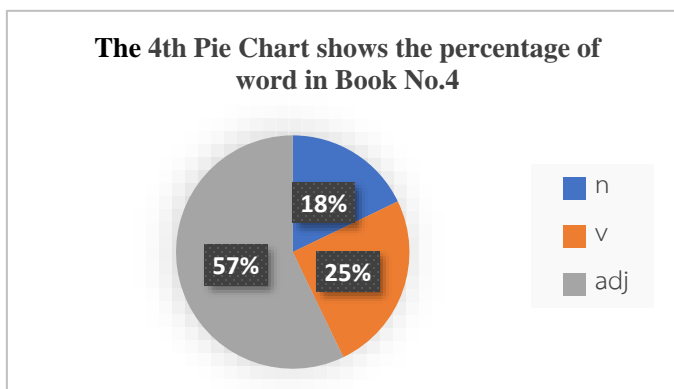
The 3rd Pie chart shows the percentage of word in book No.3



#### The 4th Pie Chart of the whole results of the words in book No.4

From the graph that appears, this shows the collection of data in Book 4 as follows: noun = 10, verb = 14 and adjective = 32

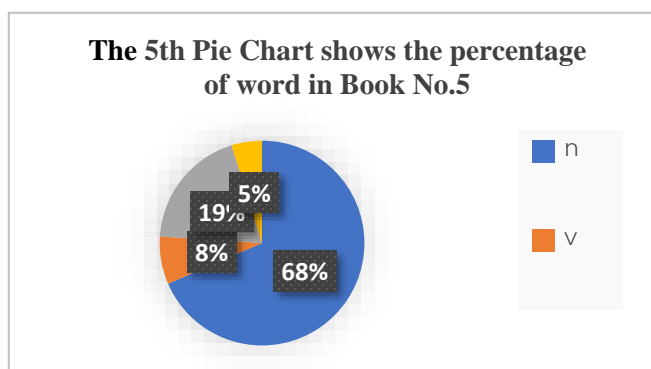
Part of Speech	Amount (Word)
n	10
v	14
adj	32
<b>Total</b>	<b>56</b>



#### The 5th Pie Chart of the whole results of the words in book No.5

From the graph that appears, this shows the collection of data in Book 5 as follows: noun = 100, verb = 11, adjective = 28 and phrase = 7

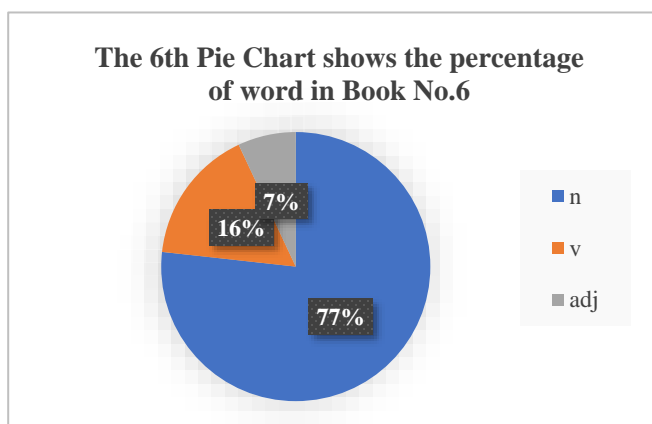
Part of Speech	Amount (Word)
n	100
v	11
adj	28
phrase	7
<b>Total</b>	<b>146</b>



#### The 6th Pie Chart of the whole results of the words in book No.6

From the graph that appears, this shows the collection of data in Book 6 as follows: noun = 33, verb = 7 and adjective = 3

Part of Speech	Amount (Word)
n	33
v	7
adj	3
<b>Total</b>	<b>43</b>

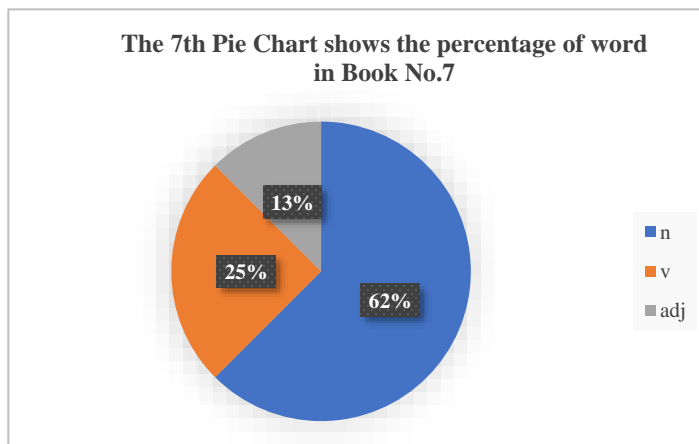


#### The 7th Pie Chart of the whole results of the words in book No.7



From the graph that appears, this shows the collection of data in Book 7 as follows: noun = 10, verb = 4 and adjective = 2

Part of Speech	Amount (Word)
n	10
v	4
adj	2
<b>Total</b>	<b>16</b>



## Discussion

From the background of this research, the researcher's interest in doing this research arises from the burden of teaching English to secretaries and office administration subjects that have been taught continuously. Also, this course is part of the elective courses of the Bachelor of Arts program English Branch of Nakhon Ratchasima Rajabhat University. From the experience of teachers, it was found that one thing that will allow learners to absorb, and understand the content in a specific subject. Caused by memorizing vocabulary and seeing examples for illustration for maximum efficiency of understanding.

From questioning and talking with students, it was found that Students need to learn and understand words before they can be used to form sentences that will be conveyed through writing or conversation then they can talk and interact with others. The teacher realized that A collection of vocabulary, idioms, and examples of word patterns. Beneficial to the learning of learners and those who are interested. Therefore, this research aims to create a manual for collecting vocabulary. and guidelines for the students to spend more time learning self-study before continuing to build on the specific content of this course in the next class.

This aligns with the research that said without knowledge of grammar the learners can still communicate to some extent. But without words, they cannot communicate. Wilkins (1972 as cited in Lessard-Clouston, 1994: 69) claimed that vocabulary is crucial for learners to learn as much as 70%. of vocabulary, especially the co-occurring vocabulary used in the four communicative skills: listening, speaking, reading, and writing (Lewis (Ed.), 2). So, the researcher therefore intends to cater to the requirements of the secretarial and administration course, the handbook is being developed. and encourages students to use their free time to benefit as well.

## Recommendation

In documentary research, the researcher gets information, namely vocabulary, and expressions, including examples of usage from 7 books which are secondary data in other words. The researcher would like to suggest ways to further this type of research.

1. The researcher could find out the data from other sources such as newspapers, various media online expert interviews in this context, etc.
2. From the results of this research It was found that in the analysis of the 6th book, there were overlapping words with other books. The researcher suggests looking at books that have the same content



in the same context as other books or can find information from other sources. As presented above, combined, it will show perspectives from other sources. You can get more as well.

3. This research depends on the researcher's perspective based on personal experience in teaching and learning and from inquiry. Talk with students that may cause the research results to be viewed from a personal perspective. The researcher would like to propose this for future research. Research should be done together with experts or those who work in real situations. It may be seen in other ways as well.

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