

A STUDY OF BUSINESS NEEDS IN RELATION TO A  
COLLEGE SECRETARIAL SCIENCE COURSE

by 6408

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A MASTER'S REPORT

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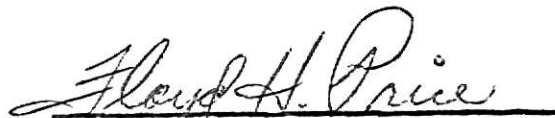
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## Chapter 1

### INTRODUCTION

Although many glamorous positions are open to women today, the one which continues to attract probably the largest numbers is that of secretarial work. Many doors have opened to college graduates who began in that capacity. Women executives enjoying positions of considerable responsibility often report they started their careers as secretaries.

There is currently a growing concern among business educators and employers regarding the preparation and training of secretaries. How well are secretaries trained? Is the coverage of subject matter adequate to meet the demands of business?

### THE PROBLEM

Statement of the problem. The writer realizes the necessity of being certain that the needs of business are reflected in her teaching of the course Secretarial Science at Marymount College, in order that the course fulfills its basic purpose in training students adequately in the areas of skillful competence and human relations.

Objectives. It was the purpose of this study (1) to inquire into what business desires from its secretarial employees and the kind of training programs needed to prepare these employees, and (2) to evaluate the course Secretarial Science in view of the demands of business today.

Limitations and Delimitations. The study was limited to businesses of Salina, Kansas, because it was felt the city offered sufficient quantity and variety of businesses to provide an adequate sampling.

The study was also limited in scope to the course Secretarial Science at Marymount College in Salina, Kansas, because that course appeared to be best suited for the study.

#### DEFINITIONS OF TERMS USED

Businesses. Businesses in this study have been categorized to include banks and other financial institutions, insurance companies, law firms, and real estate agencies.

Secretarial Science Course. For the purposes of this study Secretarial Science is defined as Course Number 120 in the Department of Economics and Business Administration at Marymount College, Salina, Kansas. The course integrates skills and develops secretarial responsibilities, and furnishes training in modern business office procedures and problems.

Survey. Survey is defined as a critical inquiry of the specified Salina businesses to provide exact information concerning qualifications expected of secretarial employees.

Questionnaire. Questionnaire is defined as a set of written questions submitted to the specified Salina businesses for the purpose of gathering data concerning qualifications expected of secretarial employees.