

DEVELOPMENT OF A MODEL OF OPERATIONAL STYLES OF FINANCIAL AND PARCEL PERSONNEL OF UDON THANI EDUCATION CENTER, SUAN SUNANDHA RAJABHAT UNIVERSITY

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ABSTRACT

This research has the following objectives to: 1) Develop the operational model of financial and parcel personnel of Udon Thani Education Center, Suan Sunandha Rajabhat University. and 2) Study the Satisfaction of the experiment using the form of work of financial and parcel personnel. Of the Udon Thani Education Center, Suan Sunandha Rajabhat University. Examples include university staff working in Udon Thani Education Center. Divided by position, number 39 persons. The tools used in the research were 1) Model of operation of financial and parcel personnel of the Faculty of Udon Thani Education Center, Suan Sunandha Rajabhat University. 2) Question of suitability of the model and 3) Satisfaction questionnaire. The statistics used in research average and standard deviation.

The results were as follows: 1) The form of work of financial and parcel personnel consists of planning of financial and parcel operations according to the policy, plan and budget of the Udon Thani Education Center. Leading to the performance of financial and parcels personnel are 6 parts include 1) Reducing the rules and procedures that cause inefficiency, 2) Adhere to the intent, regulations and laws of the government as important, 3) There is a corresponding work calendar, 4) Impressive service, convenient, fast, 5) Provide knowledge and clear advice to visitors and 6) can perform transparent operations, can check. With continuous monitoring and evaluation of work performance. The appropriateness of the Model at a high level. 2) Satisfaction with the model of operational style of financial and parcel personnel of Udon Thani Education Center, Suan Sunandha Rajabhat University Overall at the highest level.

Keywords: Development, A Model of operational styles, Parcel and personnel

INTRODUCTION

1. Introduction

Udon Thani Education Center was Established with the cooperation of Suan Sunandha Rajabhat University with Udon Thani Provincial Administrative Organization. The objective is to expand educational opportunities to the local area, Udon Thani Education Center. There is a main mission according to the strategy of Suan Sunandha Rajabhat University in accordance with the management of higher education developing quality education research and development of knowledge academic services to preserve arts and culture, also develop a good and efficient management system. It has opened for teaching at the bachelor's degree level from the aforementioned mission, it can be considered that the Udon Thani Education Center has duties

and responsibilities in managing the organization in accordance with and achieving results according to such a mission.

However, in the performance of the financial and procurement personnel of the Udon Thani Education Center, they must adapt themselves to keep up with the current changes in the work system of the new government sector and current trends. The rapid change in the borderless competitive environment. Performance satisfaction of some finance and procurement personnel. On the other hand, some personnel may be dissatisfied with the above situation as well that must operate efficiently and effectively. The organization must be aware of the feelings of the personnel in the organization towards the environment within the organization because if the personnel are not happy in their work, it will affect the quality of the work of that person to the achievements of the organization as well (Thongchai, 1990: 6)

Many academicians have discussed incentives as one of the important ways to motivate individuals to work together for an organization effectively. Motivation is considered a motivating process, and the more motivated person Inevitably performs better than people with low motivation.

From the above context, the researcher is therefore interested in developing the operational style of personnel, finance and supplies of the Udon Thani Education Center, Suan Sunandha Rajabhat University to be a guideline for the operations of personnel in the finance and procurement department of the Udon Thani Provincial Education Center Suan Sunandha Rajabhat University.

1.1 Objectives of the research

1. To develop a working model of finance and procurement personnel Udon Thani Education Center, Suan Sunandha Rajabhat University
2. To study the satisfaction toward using the operational model of financial and procurement personnel of the Udon Thani Education Center, Suan Sunandha Rajabhat University

1.2 Conceptual framework

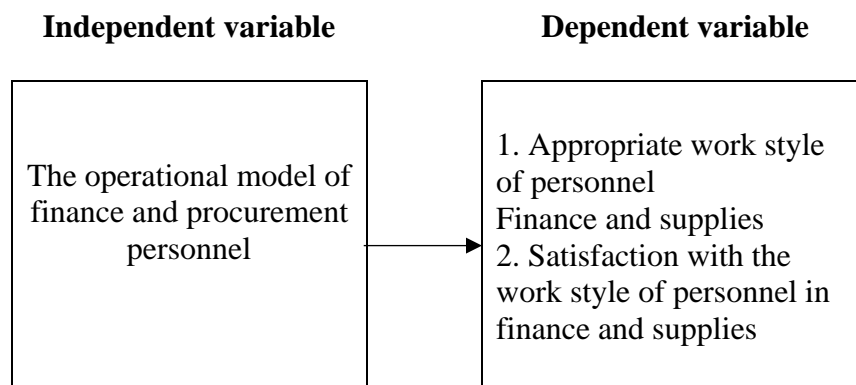


Figure 1: Conceptual framework

The primary variable was the operational style of finance and procurement personnel of the Udon Thani Education Center, Suan Sunandha Rajabhat University.

The dependent variable was the results of the experimental performance model of finance and procurement personnel of the Udon Thani Education Center, Suan Sunandha Rajabhat University.

RESEARCH METHODOLOGY

2. Research methodology

2.1 Research design

The content scope of this research aims to study the performance patterns of personnel in finance and supplies of Udon Thani Education Center, Suan Sunandha Rajabhat University

2.2 Population and samples

The population for this study was administrators and personnel working in the Udon Thani Education Center, Suan Sunandha Rajabhat University, for 35 people consisting of

1. Executives 4 people
2. Academic personnel 14 people
3. Support personnel 12 people
4. Support personnel (workers) 5 people

2.3 Instrumentation

There are 3 tools used in this research:

2.3.1 Performance patterns of finance and procurement personnel of the Udon Thani Education Center, Suan Sunandha Rajabhat University

2.3.2 Questionnaire on the suitability of work styles of finance and procurement personnel of the Udon Thani Education Center, Suan Sunandha Rajabhat University

2.3.3 Satisfaction questionnaire towards work style of finance and procurement personnel of the Udon Thani Education Center, Suan Sunandha Rajabhat University.^๓

2.4 Testing quality of research instrument

The researcher has conducted research and created various tools as well as used to try to determine the quality of the tools in the following order

2.4.1 Operational pattern of financial and procurement personnel of the Udon Thani Education Center, Suan Sunandha Rajabhat University

- 1) Study documents and relevant research about the development of the model.
- 2) Synthesize patterns by bringing the topic of study to synthesis
- 3) Develop a form of work style for finance and procurement personnel of the Udon Thani Education Center, Suan Sunandha Rajabhat University
- 4) Evaluate the operational style of finance and procurement personnel of the Udon Thani Education Center, Suan Sunandha Rajabhat University by experts.

2.4.2 Questionnaire on the suitability of the work style of finance and procurement personnel of the Udon Thani Education Center Suan Sunandha Rajabhat University.

- 1) The structure of the questionnaire is as follows:

Part 1: General information of the respondents, including gender, and education level

Part 2: Appropriateness of the operational style of finance personnel supplies of Udon Thani Education Center, Suan Sunandha Rajabhat University

- 2) Create a questionnaire for each part, where part 2 is a 5-level estimation scale questionnaire, i.e. most, most, medium, least, least, as follows:

5 means suitability at the highest level

4 means suitability at a high level

3 means moderate suitability

2 means suitability at a low level

1 means suitability at the lowest level

- 3) Check content validity, language suitability, and the consistency of the question with the content by 3 experts

4) Improved and prepared a complete questionnaire for further data collection.

2.4.3 The study was conducted to develop a satisfaction questionnaire on the work style of finance and procurement personnel of the Udon Thani, Education Center Suan Sunandha Rajabhat University

1) The structure of the questionnaire is as follows:

Part 1: General information of the respondents, including gender, education level

Part 2: Satisfaction with the work style of finance and procurement personnel

2) Create a questionnaire for each part, where part 2 is a 5-level estimation scale questionnaire, i.e. most, most, medium, least, least, as follows:

5 means satisfaction at the highest level

4 means satisfaction at a high level

3 means satisfaction at the moderate level

2 means the level of satisfaction is low

1 means satisfaction at the lowest level

3) Check content validity, and language suitability. and the consistency of the question with the content by 3 experts

4) Improved and prepared a complete questionnaire for further data collection.

RESULTS AND FINDINGS

3. Results and Findings

3.1 General information

The subject research development of operational forms of financial and procurement personnel of the Udon Thani Education Center, Suan Sunandha Rajabhat University. The researcher conducted the research according to the study process and the results of the study are presented in order as follows:

1. Symbols used in presenting information

2. Sequence of data analysis steps

3. Results of data analysis

3.2 Results

The researcher conducted the research and analyzed the data in the following order.

3.2.1 Analyze the suitability of the operational style of finance and procurement personnel of the Udon Thani Education Center, Suan Sunandha Rajabhat University

The operational model of finance and procurement personnel of the Udon Thani Education Center, Suan Sunandha Rajabhat University developed consisting of financial and procurement operational planning

1) Reduce steps and rules that cause inefficiency

2) Adhere to the intent, rules, and regulations of the government.

3) Have a synchronized working calendar.

4) Impressive service, convenient and fast.

5) Provide knowledge and clear advice to visitors

6) Operate transparently and verifiably by continuously monitoring, evaluating, and developing operations.

Table 1: Results of the suitability analysis of the operational style of finance and procurement personnel of the Udon Thani Education Center, Suan Sunandha Rajabhat University.

| Assessment Items | \bar{x} | S.D. | Comment Level |
|--------------------------------------------------------------------------------------|-------------|-------------|---------------|
| 1. Examination of policies/plans/budgets | 4.20 | 0.84 | High |
| 2. Set up a system for financial and procurement operations according to the policy. | 4.20 | 0.84 | High |
| 3. Performance of financial and procurement personnel | | | |
| 3.1 Reduction of procedures, and rules that cause inefficiency | 4.26 | 0.84 | High |
| 3.2 Adhering to government intent, regulations and laws is important | 4.27 | 0.55 | High |
| 3.3 Synchronized working calendars | 4.24 | 0.71 | High |
| 3.4 Impressive service, convenient and fast | 4.30 | 0.71 | High |
| 3.5 Giving knowledge and clear advice to visitors | 4.40 | 0.84 | High |
| 3.6 Operations are transparent and verifiable | 4.50 | 0.55 | Highest |
| Total | 4.20 | 0.66 | High |
| 4. Continuous monitoring and development of performance | 4.60 | 0.55 | Highest |
| Overall | 4.20 | 0.69 | High |

From Table 1, it was found that the suitability of the operational style of finance and procurement personnel of the Udon Thani Education Center, Suan Sunandha Rajabhat University is at a high level. The mean was 4.42 and the standard deviation was 0.69 and continuously developing operations were at the highest level with a mean of 4.60 deviations The standard is 0.55. Policy/plan/budget auditing was at a high level with an average of 4.20 and a standard deviation of 0.84. at a high level, The mean was 4.20, and the standard deviation was 0.84 and 34 in the performance of financial and procurement personnel. at a high-level mean is 4.20, and the standard deviation is 0.66, respectively 2)

Analyze the satisfaction towards the operational style of finance and procurement personnel of Udon Thani Education Center, Suan Sunandha Rajabhat University. The researcher used a satisfaction questionnaire on the work style of personnel, finance, and supplies of Udon Thani Education Center, Suan Sunandha Rajabhat University. The questionnaire about satisfaction with the work style of finance and procurement personnel is shown in Table 2.

Table 2: Satisfaction results on the work style of finance and procurement personnel of Udon Thani Education Center, Suan Sunandha Rajabhat University

(n = 360)

| Assessment Items | \bar{x} | S.D. | Comment Level |
|-------------------------------------------------------------------------------------|-------------|-------------|----------------|
| 1. Examination of policies/plans/budgets | 4.71 | 0.84 | Highest |
| 2. Set up a system for financial and procurement operations according to the policy | 4.63 | 0.57 | Highest |
| 3. Performance of financial and procurement personnel | | | |
| 3.1 Reduction of procedures, and rules that cause inefficiency | 4.62 | 0.54 | Highest |
| 3.2 Adhering to government intent, regulations and laws is important | 4.66 | 0.53 | Highest |
| 3.3 Synchronized working calendars | 4.64 | 0.55 | Highest |
| 3.4 Impressive service, convenient and fast | 4.66 | 0.53 | Highest |
| 3.5 Giving knowledge and clear advice to visitors | 4.63 | 0.57 | Highest |
| 3.6 Operations are transparent and verifiable | 4.68 | 0.50 | Highest |
| Total | 4.65 | 0.53 | Highest |
| 4. Continuous monitoring and development of performance | 4.66 | 0.51 | Highest |
| Overall | 4.65 | 0.53 | Highest |

From Table 2, it was found that the satisfaction toward the operational style of finance and procurement personnel of the Udon Thani Provincial Education Center Suan Sunandha Rajabhat University at the highest level The mean was 4.65 and the standard deviation was 0.53. Policy/Plan/Budget at the highest level, The mean was 4.71 and the standard deviation was 0.48 On monitoring, evaluating, and continually developing operations at the highest level The mean was 4.66 and the standard deviation was 0.51. at the highest level, The average value was 4.65, the standard deviation was 0.53, and the planning system for financial and procurement operations was according to the policy. at a high level, The mean was 4.63 and the standard deviation was 0.57, respectively.

CONCLUSION

4. Conclusion

From the research, the results can be summarized as follows:

1. Performance patterns of finance and procurement personnel of the Udon Thani Education Center, Suan Sunandha Rajabhat University developed consisting of financial and procurement operational planning according to the center's policies, plans, and budgets. leading to the performance of personnel in 6 parts of finance and supplies: 1) Reduce procedures, and rules that cause inefficiency 2) Adhere to the intentions, rules, and regulations of the government 5) Provide knowledge and clear advice to visitors and 6) Operate transparently and verifiably, with continuous monitoring, evaluation, and development. by appropriate performance patterns of finance and procurement personnel of Udon Thani Education Center, Suan Sunandha Rajabhat University at a high level, The mean was 4.42 and the standard deviation was 0.69. When considering each aspect, it was found that the monitoring, evaluation, and continual operational development were at the highest level with an average of 4.60 and a standard deviation of 0.55 at a high level, the average value was 4.20 and the standard deviation was 0.84. The planning system for financial and procurement operations is according to the policy at a high level with an average of 4.20.

2. Satisfaction with the work style of finance and procurement personnel of Udon Thani Education Center, Suan Sunandha Rajabhat University at the highest level, the mean was 4.65 and the standard deviation was 0.53. When considering each side, it was found that the auditing policy/plan/budget was at the highest level. The mean was 4.71 and the standard deviation was 0.48. For the operational aspects of finance and procurement personnel at the highest level, the mean was 4.65, the standard deviation was 0.53, and for the systematic side Operational plan for finance and supplies according to the policy at a high level The mean was 4.63 and the standard deviation was 0.57 respectively.

DISCUSSION

5. Discussion

1. Performance patterns of finance and procurement personnel of Udon Thani Education Center, Suan Sunandha Rajabhat University developed consisting of financial and procurement operational planning according to the center's policies, plans, and budgets, leads to the work of personnel in finance and supplies in 6 parts; 1) Reduce procedures, rules that cause inefficiency 2) Adhere to the intent, regulations, and laws of the government is important 3) Have the same working calendar 4) Impressive service, convenient and fast by the suitability of the operational style of finance and procurement personnel of Udon Thani Education Center, Suan Sunandha Rajabhat University at a high level, the reason for this may be due to developed model operational

planning in finance and supplies according to the policy, work plan and budget was consistent with the creative leadership development model of school administrators under the jurisdiction of the school. Surat Thani Primary Educational Service Area Office 3; 1) Creative leadership development model of school administrators. The study under Surat Thani Primary Educational Service Area Office 3 had 5 steps as follows: 1) Synthesis analysis of creative leadership characteristics that school administrators want to develop 2) Creating a creative leadership development model 3) Experimental Creative Leadership Development Model 4) Creative Leadership Development Model Development and 5) Creative Leadership Development Model Assessment

2. Satisfaction with the work style of finance and procurement personnel of Udon Thani Education Center, Suan Sunandha Rajabhat University at the highest level, the mean was 4.65 and the standard deviation was 0.53. When considering each aspect, it was found that the auditing policy/plan/budget was at the highest level. The mean was 4.71 and the standard deviation was 0.48. at the highest level with an average of 4.66 and the system Operational plan for finance and supplies according to the policy at a high level The mean was 4.63 while 37 had a standard deviation of 0.57, respectively. This was consistent with (Somphit,2009) who studied research on Satisfaction in the accounting performance of bookkeepers in Hi-Tech Industrial Estate, Ayutthaya Province Phra Nakhon Si Ayutthaya Province. The overall picture was at a high level. When considering the satisfaction with each factor, it was found that the Motivation factor items that the accountant is satisfied with at a high level, namely in terms of acceptance and respect Achievement in career advancement, and job characteristics supporting factor. The items that the bookkeepers were satisfied with were at a high level, including the working environment. relations with colleagues and Security in the workplace.

SUGGESTIONS

6. Suggestions

This research aims to develop a performance model for finance and procurement personnel of Udon Thani Provincial Education Center, Suan Sunandha Rajabhat University, and study the satisfaction of the sample who use the model. There should be research to improve and develop the work of personnel continuously.

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