

# THE SATISFACTION FOR USAGE OF PROCUREMENT SERVICE OF UDON THANI EDUCATION CENTER, SUAN SUNANDHA RAJABHAT UNIVERSITY

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## ABSTRACT

This research aims to 1) Study the rating of the delivery service at Udon Thani Provincial Education Center, Suan Sunandha Rajabhat University. 2) Study the problems and obstacles of providing parcel services. In Udon Thani Education Center Suan Sunandha Rajabhat University. This study is research to survey the satisfaction level of procurement services of personnel in the Udon Thani Educational Center. Suan Sunandha Rajabhat University. The sample is personnel in the Udon Thani Educational Center. Suan Sunandha Rajabhat University total of 35 people using a specific sample group the tool used was a questionnaire. It is a tool for collecting information. Data were analyzed using a statistical package program (SPSS (Statistical Package for the Social Sciences)). Percentage, Mean, and Standard Deviation. Results of the Satisfaction for Usage of Procurement Service of Udon Thani Education Center, Suan Sunandha Rajabhat University. 1) The location and facilities environment Opinions' level High (Mean ( $\bar{x}$ ) = 4.27 and Standard (S.D.) = 0.63) 2) The process and duration Opinions' level High (Mean ( $\bar{x}$ ) = 4.30 and Standard (S.D.) = 0.60) 3) The Satisfaction with the service of parcel work Opinions' level High (Mean ( $\bar{x}$ ) = 4.31 and Standard (S.D.) = 0.62). The problems and obstacles that most users encounter were as follows: 1) There should be a chair to sit on and wait for during service 2) Samples of proof of disbursement of the procurement department should be provided. Let the personnel know to reduce errors in submitting disbursement documents. The results of this research can be corrected for the recipient of the parcel service More performance improvements.

**Keywords:** Satisfaction, Service, Supplies

## INTRODUCTION

### 1. Introduction

Procurement work is important to the operation of the agency. Because supplies are an important tool in the management of procurement-related work. Government Procurement and Inventory Management Act B.E. 2017 and Regulations of the Ministry of Finance on Government Procurement and Supplies Management B.E. 2017. The person responsible for the procurement department must have knowledge and understanding of the rules, regulations, and procedures related to the procurement work that will enable the department to achieve its goals. There is a streamlined operation. Reduce working time and save budget. Keep up with the events that users need to use. Procurement work is important to the operation of the agency. Because supplies are an important tool in the management of procurement-related work. Government Procurement and

Inventory Management Act B.E. 2017 and Regulations of the Ministry of Finance on Government Procurement and Supplies Management B.E. 2017. The person responsible for the procurement department must have knowledge and understanding of the rules, regulations, and procedures related to the procurement work that will enable the department to achieve its goals. There is a streamlined operation. Reduce working time and save budget. Keep up with the events that users need to use. And (Wanwichit. W (2008: 2) stated that procurement management is the introduction of management science to support and meet the needs of the operations of the agency to meet the goals. Which connects the work of the operational staff of the agency to the correct operation some guidelines and practices are under government regulations.

Suan Sunandha Rajabhat University Udon Thani Education Center is an organizing support agency for Teaching and learning at the higher education level of Suan Sunandha Rajabhat University in Udon Thani by Udon Thani Education Center Take care of the management of teaching and learning in 4 disciplines, namely Suan Sunandha Rajabhat University Udon Thani Education Center is an organizing support agency for Teaching and learning at the higher education level of Suan Sunandha Rajabhat University in Udon Thani by Udon Thani Education Center Take care of the management of teaching and learning in 4 disciplines, namely: Management Logistics, Major in Tourism and Service Industry Management Trade Management (Cooperation with CP All Plc.), and Political Science The Udon Thani Education Center There must be an efficient procurement management system, procurement of materials, durable goods, as well as various employment arrangements. Cost-effectively and efficiently can respond to the needs of students and staff Inside Suan Sunandha Rajabhat University Udon Thani Education Center.

Satisfaction is an intrinsic behavior that cannot be clearly expressed. But can be perceived by observation Inquiries to convey recognition may or may not correspond to feelings and satisfaction, depending on the situation at that time. The measure of satisfaction is therefore an assessment of the internal behavior of the person being assessed. Expressed to know how much satisfaction with the stimulus or what has been received. Especially in the process of service to know the condition or quality of that performance (Phrommanee. P, Pittayawattanachai. Y, Thappa. J, 2020).

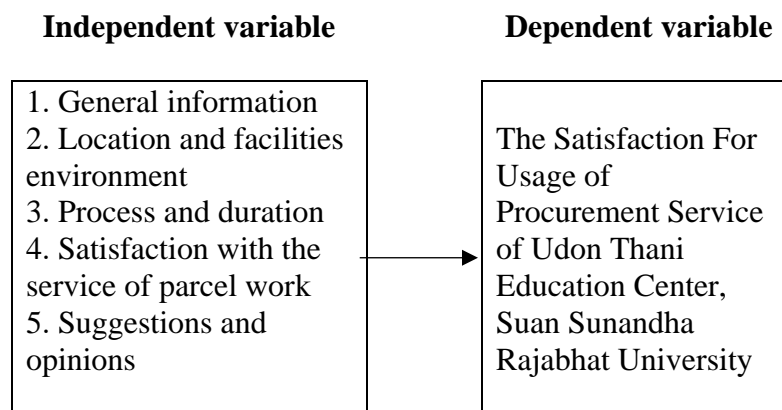
Therefore, the researcher was interested in studying the satisfaction of personnel in the procurement service of the Udon Thani Educational Center. Suan Sunandha Rajabhat University to know the satisfaction level of service recipients. And used as a guideline for the development of supplies Let the procurement workers and related people improve and solve problems in line with the needs of the procurement service recipients in various aspects. To increase the operational efficiency of purchasing Udon Thani Education Center, Suan Sunandha Rajabhat University.

### **1.1 Title of the 2nd level**

1.1.1 To study the Satisfaction for Usage of procurement Services of Udon Thani Education Center, Suan Sunandha Rajabhat University.

1.1.2 To study and find ways to improve the Parcel service in Udon Thani Education Center Suan Sunandha Rajabhat University.

## 1.2 Conceptual framework



*Figure 1: Conceptual framework*

Figure 1 in this research, the researcher aims to study the Satisfaction for Usage of procurement Services. In Udon Thani Education Center Suan Sunandha Rajabhat University, The concept of development and construction of service quality assessment tools is based on the concepts of Parasuraman, Zeithamal, & Berry, 1990.

## RESEARCH METHODOLOGY

### 2. Research methodology

#### 2.1 Research design

A study on the satisfaction of personnel with procurement services in Udon Thani Education Center Suan Sunandha Rajabhat University is a Quantitative Research Satisfaction questionnaire that was used to collect data from personnel of Suan Sunandha Rajabhat University. Udon Thani Provincial Education Center, 35 people.

#### 2.2 Population and samples

The sample group used in this research was personnel of Udon Thani Education Center, Suan Sunandha Rajabhat University consisting of Management, Academic Personnel, Academic Support Officers, and Academic Support (worker type) totaling 35 people.

#### 2.3 Instrumentation

The instrument used in this research was a questionnaire. About the satisfaction with the procurement service of the personnel in the Udon Thani Education Center. Suan Sunandha Rajabhat University, the questionnaire consisted of 3 parts:

**Part 1:** A questionnaire about general information about people, consisting of gender, age, position, age of employment, contract for services with procurement work, and frequency of contact with procurement work. Have multiple choice (Checklist)

**Part 2** A questionnaire on the level of satisfaction with procurement services of personnel in the Udon Thani Education Center. Suan Sunandha Rajabhat University has 3 areas. Namely, the environment of the place and facilities Procedure and duration and satisfaction data on the service of the parcel work there is a rating scale according to the Likert model, with 5 scoring criteria:

The highest level of Opinion	Value has a score value of 5
High-level opinions	Value has a score value of 4
Moderate opinion	Value has a score value of 3
Low-level opinion	Value has a score value of 2
The lowest level of feedback	Value has a score value of 1

**Part 3** is an open-ended question. By giving respondents write problems, obstacles, and suggestions for using the parcel service.

## **2.4 Testing quality of research instrument**

### **2.4.1 Content validity**

1. Study theories, concepts, and related research results. To define a framework for research tools create a questionnaire according to the scope and content of the specified subjects, covering the conceptual framework and Research scope.

2. The researcher had 3 experts check the validity of the content and the Appropriateness of the language used to improve and revise before asking for actual data collection

3. Find the confidence value of the questionnaire the researcher brought the created questionnaire and modified it. And then tested with 35 personnel within the Udon Thani Education Center, Suan Sunandha Rajabhat University. To check that the question can convey the meaning required and then analyze the obtained data. The sentiment (Reliability) of the questionnaire by using the alpha coefficient. Of Cronbach (Cronbach, 1970) (Boonchom Srisa-at, 1992: 96) as well as to analyze statistical data. The confidence value of the questionnaire was 0.99

## **RESULTS AND FINDINGS**

### **3. Results and Findings**

#### **3.1 General information**

This research aims to study the Satisfaction for Usage of procurement Services of Udon Thani Education Center, Suan Sunandha Rajabhat University. And to study and find ways to improve the Parcel service in Udon Thani Education Center Suan Sunandha Rajabhat University. The researcher presented the results of the research data analysis in order as follows.

3.1.1 Sequence of steps in presenting data analysis results.

3.1.2 Results of data analysis.

#### **The sequence of steps in data analysis**

A study to study the satisfaction with the procurement service of the personnel in the Udon Thani Education Center. Suan Sunandha Rajabhat University The researcher presented the results of the data analysis in 3 parts as follows.

**Part 1** General Information of Respondents

**Part 2** Satisfaction with the procurement services of personnel in the Udon Thani Educational Center Suan Sunandha Rajabhat University

**Part 3** Problems and suggestions for using the service

#### **3.2 Results**

Results of opinions' level towards The SatisFaction For Usage of Procurement Service of Udon Thani Education Center, Suan Sunandha Rajabhat University factor were shown in table 1-5.

*Table 1: Quantity and Percentage of the General information*

(n = 35)		
<b>General information</b>	<b>Quantity</b>	<b>Percentage</b>
<b>1. Sex</b>		
1.1 Male	16	45.71
1.2 Females	19	54.29
<b>2. Age</b>		
2.1 Age group 21 – 30 years	5	14.29
2.2 Age group of 31 – 40 years	18	51.43
2.3 Age group of 41 -50 years	10	28.57
2.4 50 years old or older	2	5.71

<b>3. Position</b>		
3.1 Management	4	11.43
3.2 Academic Personnel	14	40.00
3.3 Academic Support Officers	12	34.29
3.4 Academic Support (worker type)	5	14.29
<b>4. Length of work</b>		
4.1 More than or equal to 5 years	21	60.00
4.2 group 6 – 10 years	11	31.43
4.3 10 years or older	3	8.57
<b>5. Most of them are contacted with parcel work in nature</b>		
5.1 Asking for information	5	14.29
5.2 Coordinating	14	40.00
5.3 Requesting information	16	45.71
<b>6. contacted the parcel work</b>		
6.1 1 time/per month	9	25.71
6.2 2-3 times/month	17	48.57
6.3 Almost every day	9	25.71

As shown in Table 1, it was general information about the sample population of 35 people. It was found that 19 were females equal to (54.29%) and 16 males equal to (45.71%). Most of the samples were in the age group of 31 – 40 years old. 18 people equal to (51.43%), followed by 10 people aged 41-50 equal to (28.57%) in the age group of 21 - 30 years, 5 people equal to (14.29%), and in the age group of 50 years and over 2 people equal to (5.71%) respectively. Most of the personnel were Academic personnel in the Udon Thani Education Center, 14 people equal to (40%), Academic Support Officers, 12 people equal to (34.29%), Academic support workers, 5 people equal to (14.29%) and 4 Management equal to (11.43 %), respectively, most of them have working hours. Less than or equal to 5 years of 21 people equal to (60%), followed by periods of work 6 – 10 of 11 people equal to (31.43%) and 10 years or more of 3 people, representing equal (8.57%), respectively. Most of them are contacted with parcel work in nature. Asking for information from 16 people, representing an equal (45.71%), coordinating with 14 people, representing an equal (40%), and requesting information from 5 people, representing equal (14.29%). Most of them contacted the parcel work 2-3 times/month. of 17 people, representing equal (48.57%), for which we will find the same number of parcels, 1 time/per month or almost every day for 18 people, representing equal (25.71%) respectively.

*Table 2: Percentage Mean and Standard Deviation of the location and facilities environment*  
(n = 35)

Service	Percentage	$\bar{x}$	SD	Opinions' level	Ranking
1.1 suitability of the parcel work and the rigor of the place to coordinate and provide services.	86.29	4.31	0.56	High	1
1.2 Cleanliness and tidiness of the place for coordination and service.	85.71	4.29	0.60	High	2
1.3 working equipment uses modern technology to facilitate and speed up the service.	84.00	4.20	0.73	High	3
<b>Average</b>	<b>85.33</b>	<b>4.27</b>	<b>0.63</b>	<b>High</b>	

As shown in Table 2, it was found that research found that the suitability of the parcel work and the rigor of the place to coordinate and provide services average is at a high level. (with a mean ( $\bar{x}$ ) = 4.31 equal to 86.29%). In Cleanliness and tidiness of the place for coordination and service average is at a high level. (with a mean ( $\bar{x}$ ) = 4.29 and equal to 85.71%). And in working

equipment uses modern technology to facilitate and speed up the service. The average is at a high level. (with a mean ( $\bar{x}$ ) = 4.20 and equal to 84%) respectively.

*Table 3: Percentage Mean and Standard of the process and duration*

(n = 35)

service	Percentage	$\bar{x}$	SD	Opinions' level	Ranking
2.1 Parcel personnel is available for service to request and provide service.	86.86	4.34	0.57	High	2
2.2 Parcel work is Clarity Correctness, fast, and timely in requesting service.	87.43	4.37	0.58	High	1
2.3 Easy-to-understand steps explained.	85.71	4.29	0.55	High	4
2.4 Responsibilities that are under regulations, correct, responsible in service.	86.29	4.31	0.56	High	3
<b>Average</b>	<b>86.57</b>	<b>4.30</b>	<b>0.60</b>	<b>High</b>	

As shown in Table 3, it was found that research found that Parcel work is Clarity Correctness, fast, and timely in requesting service average is at a high level. (with a mean ( $\bar{x}$ ) = 4.37 and equal to 87.43%). In Parcel, personnel are available for service to request and provide service average is at a high level. (with a mean ( $\bar{x}$ ) = 4.34 equal to 86.86%). In Responsibilities that are under regulations, correct, responsible in service average is at a high level. (with a mean ( $\bar{x}$ ) = 4.31 and equal to 86.29%) and in Easy-to-understand steps explained average is at a high level. (with a mean ( $\bar{x}$ ) = 4.29 and equal to 85.71%) respectively.

*Table 4: Percentage Mean and Standard of the Satisfaction with the service of parcel work*

(n = 35)

service	Percentage	$\bar{x}$	SD	Opinions' level	Ranking
3.1 The officers provide information, and documents about parcel work, fast, accurately and accurately.	86.29	4.31	0.67	High	3
3.2 The officers are waiting to provide service to serve both before and after.	85.14	4.26	0.71	High	4
3.3 The officers are friendly and suitable for service users.	89.14	4.46	0.64	High	1
3.4 The Officers are responsible for providing services.	86.86	4.34	0.68	High	2
<b>Average</b>	<b>86.86</b>	<b>4.34</b>	<b>0.68</b>	<b>High</b>	

As shown in Table 4, it was found that research found that the officers are friendly and suitable for service users average is at a high level. (with a mean ( $\bar{x}$ ) = 4.46 and equal to 89.14%). The Officers are responsible for providing services average is at a high level. (with a mean ( $\bar{x}$ ) = 4.34 and equal to 86.86%). In the officers provide information, and documents about parcel work, the fast, accurate, and accurate average is at a high level. (with a mean ( $\bar{x}$ ) = 4.31 and equal to 86.29%). And in the officers are waiting to provide service to serve both before and after average is at a high level. (with a mean ( $\bar{x}$ ) = 4.26 and equal to 85.14%) respectively.

### 3.3 Problems and suggestions for using the service.

3.3.1 There should be a chair to sit on and wait for during service.

3.3.2 Samples of proof of disbursement of the procurement department should be provided. Let the personnel know to reduce errors in submitting disbursement documents.

## CONCLUSION

### 4. Conclusion

#### 4.1 General information

Satisfaction Survey Results of Procurement Services of Personnel in Education Center, Udon Thani Education Center, Suan Sunandha Rajabhat University. The population is personnel of Education Center, Udon Thani Education Center, Suan Sunandha Rajabhat University. Total of 35 people. Overall, the satisfaction with the procurement service of the personnel was at the level of 86.25 percent, with a score at a high level as shown in Table 5

*Table 5: Percentage and Mean of the overall, satisfaction with the procurement service of the personnel*

(n = 35)				
service	$\bar{x}$	Percentage	Opinions' level	Ranking
1. the overall environment related to the place and facilities	4.27	85.33	High	3
2. the process and duration	4.30	86.57	High	2
3. the Satisfaction with the service of parcel work	4.34	86.86	High	1
<b>Average</b>	<b>4.31</b>	<b>86.25</b>	<b>High</b>	

## DISCUSSION

### 5. Discussion

As shown in Table 5, it was found that on a side-by-side basis, it was found that the population was Satisfaction with the service of parcel work. Average is at a high level. (With a mean ( $\bar{x}$ ) = 4.34 and equal to 86.86%). In the process and duration average is at a high level. (With a mean ( $\bar{x}$ ) = 4.30 and equal to 86.57%) and the overall environment related to the place and facilities average is at a high level. (With a mean ( $\bar{x}$ ) = 4.27 and equal to 85.33%) respectively.

From a population of 35 people, the results of data analysis showed that the frequency of contact with supplies of personnel in the Education Center, Udon Thani, Suan Sunandha Rajabhat University found that most of the service users contacted with the procurement work in the form of service and contacted about 2-3 months/time. This may be because of the parcel work of Suan Sunandha Rajabhat University Udon Thani Education Center. Some steps are convenient and fast. In time to contact for service. This is according to the study by Ditthasone, C. (2019). Has made a research article on factors affecting personnel satisfaction in using the service of parcel work. Faculty of Liberal Arts the Rajamangala University of Technology Thanyaburi found that. Satisfaction with the service of the procurement group will contact in the form of service It is a contact with the parcel group by yourself. Frequency of getting the supplies group: Most will get 2 - 3 months/time, probably because of the parcel work. There is a clear step-by-step process. Correct according to regulations and regulations, including various practices.

When categorizing personnel with different genders, ages, positions, and working periods, there was satisfaction in using procurement services of personnel in the Suan Sunandha Rajabhat University Udon Thani Education Center. No difference Perhaps it was because the parcel workers were working at their full potential. Ready to provide services to service users equally without discrimination. As a result, individual differences do not affect satisfaction with the use of parcel services in different aspects that are not different. This is in line with the work of

Waiwong,S.(2020). Has studied the satisfaction on material administration of Faculty of Management Sciences Udon Thani Rajabhat University, the study found that Satisfaction with the management of supplies was not different. Maybe caused by the authorities providing services and facilitating personnel equally without discrimination as a result, personnel with different genders, ages and work experience did not feel any difference from the service received.

Satisfaction of personnel of Suan Sunandha Rajabhat University Udon Thani Education Center. concerning the process and duration of action The results of the data analysis revealed that the satisfaction of receiving parcel services in at a high level This is in line with the research of Yotwitthayanantarom, P.(2021).Subject: A study of statistics and satisfaction of service users and Stakeholders toward one-stop service. Found that expectation is what is in the minds of service recipients. Convenient service Fast, creating maximum satisfaction and leading to repeat use of the service.

Satisfaction of personnel of Suan Sunandha Rajabhat University Udon Thani Education Center. To the service side of the parcel work the overall satisfaction was at a high level. When considering each item, it was found that the priority was that the officers had are friendly and suitable with the service receiver, followed by that the officers were enthusiastic and attentive in providing services, perhaps because the officers realized the importance of providing services. By providing service with a willingness to serve everyone equally Rueenrom, D. (2017). It was found that users of the Office of the Tourism Business and Guide Registration Office, Northern Branch, Region 1, were service personnel with willingness, promptness, enthusiasm, and attentiveness in providing services.

Satisfaction at a high level (mean ( $\bar{x}$ ) = 3.81) was equal to the officers were polite, good-natured, humble, courteous, and smiling, with satisfaction at a high level (mean ( $\bar{x}$ ) = 3.81).Personnel satisfaction Suan Sunandha Rajabhat University Udon Thani Education Center. To the environment about the location and facilities. The overall satisfaction was at a high level. When considering each item, it was found that the priority was the suitability of the location of the parcel work and the proportion of the location for coordination and service. Followed by the cleanliness, orderliness, and orderliness of the contact and service locations. This may be due to the location of the parcel work. Proportioned, clean, tidy. Consistent with the work of Theeim, K. (2018: Abstract) to study Satisfaction with the service quality of the Academic Resource Center Mahasarakham University Academic Year 2017. The results of the study showed that overall facilities users were at a high level (mean ( $\bar{x}$ ) = 4.07).

## SUGGESTIONS

### 6. Suggestions

#### Research recommendations

From the results of this research, there was a level of satisfaction with the procurement service of the personnel in the Udon Thani Educational Center. Suan Sunandha Rajabhat University Overall, it was at a high level. Therefore, the staff in charge should maintain the standard of delivery services, including maintaining the level of satisfaction. By doing the following:

- 1) Strictly follow the rules, regulations, and requirements.
- 2) Service with the mind, speaking politely, without discrimination.
- 3) Work with accuracy, and speed, within the specified time.

#### Suggestions for further research

This study was focused on the evaluation of the level of satisfaction with the procurement services of personnel in the Udon Thani Educational Center. Suan Sunandha Rajabhat University from this research makes the parcel department of Udon Thani Education Center Acknowledge the satisfaction assessment results for the service in 3 areas. Namely: 1. the environment of the



place and facilities 2. Procedures and processing time, and 3. Satisfaction information on the service of the parcel work. To lead to the development and improvement of operational efficiency, however, in this research, the researcher has not yet studied Explore and gather powerful data. Therefore, in the next research, attention should be paid to in-depth information for those who are interested in using the research results to improve the service. To benefit and be able to meet the needs of users more efficiently in the future.

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