

MONITORING AND EVALUATION BY USING GOOGLE WORK SPACE FOR PLANNING POLICY IMPLEMENTATION, UDON THANI EDUCATION CENTER, SUAN SUNANDHA RAJABHAT UNIVERSITY

Anutida Sangsai^{1*}, Sarayuth Kwanmuang²

*^{1,2}Udonthani Education Center, Suan Sunandha Rajabhat University, Thailand
Email: anutida.sa@ssru.ac.th, Srayut.kw@ssru.ac.th*

ABSTRACT

Udon Thani Education Center has been conveyed to operate according to the framework and policies of all 3 strategies. Assessment of official performance is an evaluation of the university development (13 KPIs) in the annual Fiscal Year 2023. We monitor and evaluate government performance by using Google Work Space for monitoring and planning according to the university's policy. The researcher has designed a guideline for driving the indicators to achieve the goals as the traffic light model to be the guideline to drive KPIs to achieve goals. From the study, it can be seen that indicators in green are 1.2.1, 1.7.1, 1.11.2, and 2.7.1 with 100% performance. Indicators 1.7.1 and 1.11.2 are in line with budget expenditures, while indicators 1.2.1 and 2.7.1 have budget spending less than the set budget. The same goes for the yellow indicators 3.1.1 and 1.12.1 and 2.1.1, which show that these five indicators can be implemented regardless of budget. As for the indicators in the red zone, namely 1.8.3, 2.1.2, 2.3.1, 2.8.1, and 3.5.1, there is still no operating performance, which corresponds to spending that may not have activities, in these 6 months. As for indicator 1.11.1, it is an indicator that requires time to operate, so this indicator cannot be driven to achieve the goal this year but can be driven to have the effect of the operation. This model was used and the satisfaction in using the guidelines showed that the participants were satisfied with the highest level. It is a technique for planning the implementation of the policy in order to drive the indicators to achieve the goals.

Keywords: Monitoring and Evaluation, Google Work Space, Planning Policy Implementation

INTRODUCTION

1. Introduction

Udon Thani Education Center, Suan Sunandha Rajabhat University (SSRU) is an education management agency. There are teaching and learning in 4 disciplines, including 1) Logistics Management 2) Tourism Industry Management 3) Trade Management, and 4) Political Science. We have been conveyed to operate according to the framework and policies of all 3 strategies. Strategy 1: developing the university into Ettakka (specialist) and producing professional graduates. Strategy 2: create national and international research and innovation for the quality of life, sustainable economy, and society. Finally, strategy 3: build network relations and expand international recognition. Assessment of official performance is an evaluation under the university development strategy in these 3 strategies. Reporting on the performance of Udon Thani Education Center is under the supervision of the academic department, special affairs department, and management. There are Key Performance Indicators (KPIs) related to producing

professional graduates which are monitored by the academic department. Indicators related to research-academic services and building relationships with networks and expanding international recognition are under the special affairs department. Indicators for developing the university into a specialist are monitored by the management department. Udon Thani Education Center needs to follow the university's policy. There has been an action plan of Udon Thani Education Center that is consistent with the university. In addition, we conduct direct monitoring to assess success and assess performance at the individual level according to job responsibilities at each level.

In the past, performance reporting was done by recording data in Excel, then emailing and attaching reporting documents and evidence to the E-Monitoring and Evaluation Performance System for SSRU or we know SSRUPLAN. The problems reported are found to be the same in every operator. They do not yet know a clear reporting process, lack coordination of information, mismatch information, and delayed operations. So, it leads executives and operators cannot retrieve information instantly (Boonkerdwong & Ari, 2019). But, after the outbreak of the COVID-19 situation. Suan Sunandha Rajabhat University staffs had to work from home. We started using a system for working outside the office calls Google Work Space. The Google Apps service is very popular at the corporate level. Recently, Google Thailand has launched Google Apps for Education which is a set of tools for collaboration via Google Apps such as Mail, Calendar, Docs, and Drive. (Google. Inc, 2019). Google is free 25 GB of e-mail storage space, able to store all e-mails without offline backup. And also, organizing appointments (groups) with a calendar that everyone in the organization has. Including, collaborating - sharing documents, and spreadsheets that everyone in the group can work on and edit at the same time (Meekhamthong, 2018). So, we can share the data together and we can work via mobile phones anytime, anywhere.

This research study is about Google Work Space to use for policy implementation planning for Udon Thani Education Center. The Researcher uses reports from Google Work Space to analyze the performance of each field and division to study the progress of the performance in accordance with the budget used. This will be important and useful for planning operations in order to drive the indicators to achieve the goals set by the university and worth the most budget.

1.1 Objectives of the research

- 1) To guide the performance of monitoring and evaluating the use of Google Work Space.
- 2) To be useful in evaluating the quality improvement, monitoring, and evaluating the use of Google Work Space for operational planning according to the Udon Thani Education Center policy.

a. Conceptual framework

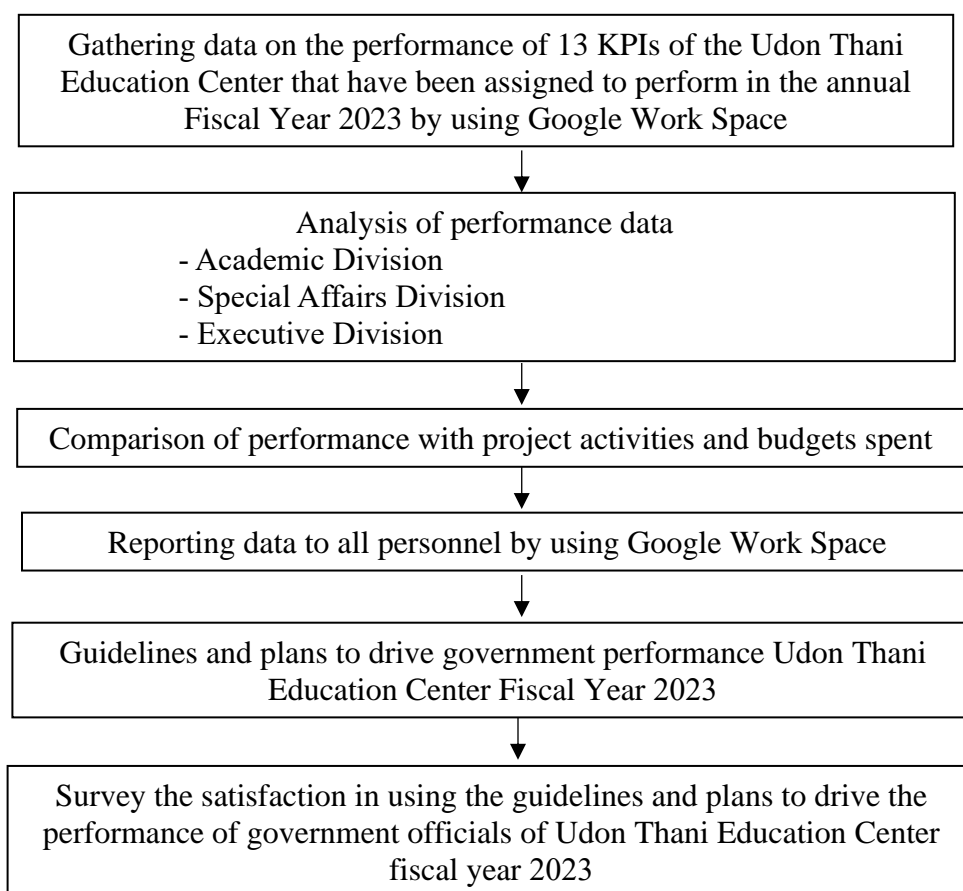


Figure 1: Conceptual framework to study monitoring and evaluation by using Google Work Space for planning policy implementation, Udon Thani Education Center, Suan Sunandha Rajabhat University.

Figure 1 illustrated that the researcher used the Google Work Space application to collect and gather data on the performance of 13 KPIs of the Udon Thani Education Center that have been assigned to perform in the annual Fiscal Year 2023 and report to the executive every month. Normally, reporting is a form of progress reporting on goal achievement. But this study analyzed performance data into 3 divisions including the academic division, special affairs division, and executive division. Then, the data was compared performance with project activities and budgets spent to see how they work and how much money they spent. After, the data was reported to all personnel by using Google Work Space. So, the researcher created guidelines and plans to drive government performance for Udon Thani Education Center Fiscal Year 2023. Finally, the satisfaction in using the guidelines and plans to drive the performance of government officials of Udon Thani Education Center Fiscal Year 2023 was observed.

RESEARCH METHODOLOGY

2. Research methodology

2.1 Research design

Monitoring and Evaluation by Using Google Work Space for Planning Policy Implementation, Udon Thani Education Center, SSRU. This study used mixed methods. There is qualitative research to approach the data on the performance of 13 KPIs of the annual Fiscal Year

2023 to obtain a comprehensive study result. And also survey research to observe satisfaction in using the guidelines and plans of staff to drive the performance of government officials of Udon Thani Education Center Fiscal Year 2023.

2.2 Population and samples

This research used in-depth interviews (In-Depth interviews) with staff who work in the planning and policy division consisting of 6 people. Then, the researchers analyzed the data. The samples of survey research include academic Supported staff and the academic staff consisted of 36 people.

2.3 Instrumentation

1) The forms for Report Operations of monitoring and evaluating government performance.

2) Performance report form of Monitoring and Evaluation of Government Performance of related parties.

3) Satisfaction questionnaire for performance reports of monitoring and evaluation of government performance.

2.4 Data collection

1) Survey the problem of data reporting for each indicator. The group of operating committees is responsible for reporting the indicators of Udon Thani Education Center.

2) Analyze the data obtained from the survey. and summarized to design steps and guidelines for implementing, monitoring, and driving indicators.

3) Design a form that will be used to track and drive metrics. using functions from Google Work Space.

4) Implement a form that will be used to track and drive metrics. Using functions from Google Work Space, try to report, track and drive pointers, report tracking, and drive metrics.

5) Inquire about the satisfaction of the use of tracking reports and driving indicators, reporting, monitoring, and driving indicators by Google Work Space, both academic support personnel. and teachers who are academic personnel.

RESULTS AND FINDINGS

3. Results and Findings

3.1 General information

Udon Thani Education Center has been conveyed to operate according to the framework and policies of all 3 strategies. Assessment of official performance is an evaluation of the university development strategy in these 3 strategies in the annual Fiscal Year 2023. Strategy 1: developing the university into Ettakka (specialist) and producing professional graduates. Strategy 2: create national and international research and innovation for the quality of life, sustainable economy and society. Finally, strategy 3: build network relations and expand international recognition. There are 13 KPIs that We have been conveyed to operate according to the framework and policies under 3 strategies. So, reporting on the performance of Udon Thani Education Center is under the supervision of the academic division, special affairs division and executive division. There are KPIs related to producing professional graduates which are monitored by the academic division. Indicators related to research-academic services and building relationships with networks and expanding international recognition are under the special affairs division. Indicators for developing the university into a specialist are monitored by the executive division. The researcher used the Google Work Space application to collect and gather data on the performance of 13 KPIs of the Udon Thani Education Center that have been assigned to perform and report to the executive every month. Normally, reporting is a form of progress reporting on goal achievement. But this study analyzed performance data. Then, the data was

compared performance with project activities and budgets spent to see how they work and how much money they spent. After, the data was reported to all personnel by using Google Work Space. So, the researcher created guidelines and plans to drive government performance Udon Thani Education Center Fiscal Year 2023. Finally, the researcher observed the satisfaction in using the guidelines and plans to drive the performance of government officials of Udon Thani Education Center Fiscal Year 2023.

3.2 Results

The researcher used the Google Work Space application to collect and gather data on the performance of 13 KPIs of the Udon Thani Education Center that have been assigned to perform and report to the executive every month. then, the researcher analyzed the data into 3 divisions including the academic division, special affairs division and executive division. Then, the data was compared performance with project activities and budgets spent to see how they work and how much money they spent. The results from the study were shown in tables 1-3 and figures 2-3.

Table 1: The data on the performance of 13 indicators of the Udon Thani Education Center that have been assigned to perform and report to the executive every month. This report is the percentage of progress report on goal achievement in 6 months.

KPIs	Percentage of progress (Month)					
	1	2	3	4	5	6
1.2.1 Percentage of students who have been recognized or recognized nationally and/or internationally.	0	0	100	100	100	100
1.7.1 Number of Short Courses or Non-Degree Courses.	0	0	100	100	100	100
1.8.3 The number of instructors who manage to learn and work in agencies or establishments both domestically and internationally.	0	0	0	0	0	0
1.11.1 The number of academic support personnel entering higher positions.	0	0	0	0	0	0
1.11.2 The number of academic support personnel with skills and expertise in their field.	0	0	0	100	100	100
1.12.1 Percentage of Public Information Disclosure (OIT) via the agency's website.	0	37.21	37.21	37.21	37.21	41.86
2.1.1 Percentage of Academic Output Published research or creative work Distributed nationally or internationally to full-time professors and researchers.	0	0	7.58	9.27	20.37	24.07
KPIs	Percentage of progress (Month)					
	1	2	3	4	5	6
2.1.2 Articles published in international journals in the Scopus base in cooperation with industry agencies.	0	0	0	0	0	0
2.3.1 The number of research, innovations, creative works, or academic works that can be used for product development or generating income, reducing expenses, or developing people and communities to be strong and sustainable.	0	0	0	0	0	0
2.7.1 The amount of external support for education.	0	0	0	100	100	100

2.8.1 The number of knowledge or innovations that the university utilizes in promoting communities to be self-reliant and self-managed in a sustainable manner.	0	0	0	0	0	0.00
3.1.1 Percentage of success of the university ranking plan.	0	0	0	25.58	51.15	57.54
3.5.1 Percentage of Letters of Intent (LOI) or Memorandum of Understanding (MoU) or Memorandum of Agreement (MoA) in countries where joint activities are held.	0	0	0	0	0	0

Table 1 shows the data on the performance of 13 indicators of the Udon Thani Education Center that have been assigned to perform and report to the executive every month. This report is the percentage of progress report on goal achievement in 6 months.

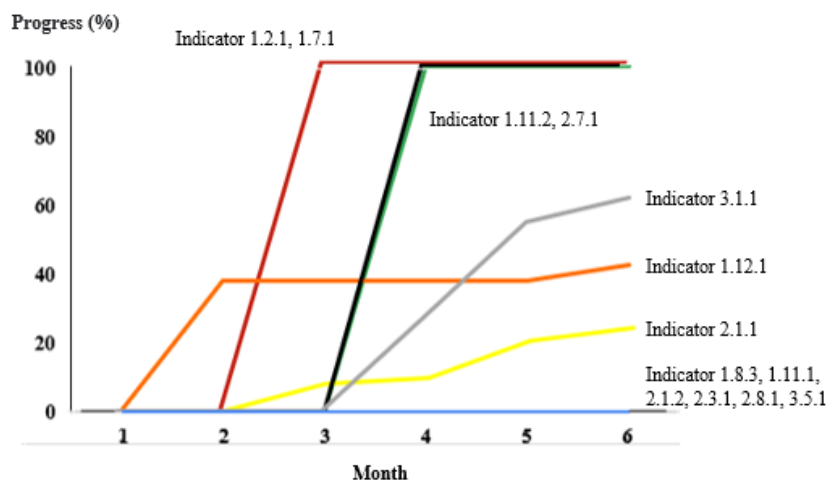


Figure 2: A graph reporting the indicator's achievement percentage progress in 6 months.

Figure 2 shows the graph of the performance progress of each indicator over a 6-month period, with the KPIs that achieve the goal of 100% in the past 3 months, which are indicators 1.2.1 and 1.7.1. In the past 4 months, there are indicators that the goal has been achieved. These are indicators 1.11.2 and 2.7.1. Indicators 3.1.1, 1.12.1, and 2.1.1 have been implemented in the past 6 months. But, there are 6 indicators that have not yet been implemented.

Therefore, the researchers analyzed the project implementation and budget expenditure supporting the achievement of the indicators, the results of which are shown in table 2.

Table 2: The table shows the achievement percentage of performance progress for each division and the percentage of money spent.

KPIs	Percentage of progress (6 Month)	Division	% of Budget spent
1.2.1 Percentage of students who have been recognized or recognized nationally and/or internationally.	100	Academic division	50%
1.7.1 Number of Short Courses or Non-Degree Courses.	100	Academic division	100%
1.8.3 The number of instructors who manage to learn and work in agencies or establishments both domestically and internationally.	0	Academic division	0

1.11.1 The number of academic support personnel entering higher positions.	0	Executive division	84%
1.11.2 The number of academic support personnel with skills and expertise in their field.	100	Executive division	100%
1.12.1 Percentage of Public Information Disclosure (OIT) via the agency's website.	41.86	Executive division	0
2.1.1 Percentage of Academic Output Published research or creative work Distributed nationally or internationally to full-time professors and researchers.	24.07	Special affairs division	50%
2.1.2 Articles published in international journals in the Scopus base in cooperation with industry agencies.	0	Special affairs division	
2.3.1 The number of research, innovations, creative works, or academic works that can be used for product development or generating income, reducing expenses, or developing people and communities to be strong and sustainable.	0	Special affairs division	0
2.7.1 The amount of external support for education.	100	Special affairs division	0
2.8.1 The number of knowledge or innovations that the university utilizes in promoting communities to be self-reliant and self-managed in a sustainable manner.	0.00	Special affairs division	0
3.1.1 Percentage of success of the university ranking plan.	57.54	ALL	0
3.5.1 Percentage of Letters of Intent (LOI) or Memorandum of Understanding (MoU) or Memorandum of Agreement (MoA) in countries where joint activities are held.	0	Special affairs division	0

From Table 2, it was found that the indicators with performance equal to 0 were 1.8.3, 1.11.1, 2.1.2, 2.3.1, 2.8.1, and 3.5.1. Indicator 1.8.3 responsible by the academic division No operating budget has been spent. Indicator 1.11.1 is responsible for the academic department, 84% of the budget has already been spent. The special affairs division is responsible for indicators 2.1.1, 2.1.2, 2.3.1, 2.8.1 and 3.5.1, spending up to 50% of the budget for conducting research publication projects. Therefore, to drive the indicators to have performance until achieving the goals, it is necessary to provide guidelines for each department to use as a tool to drive the indicators to achieve the goals. The researcher has designed a guideline for driving the indicators to achieve the goals as shown in figure 3.

3.3 The guideline to drive KPIs to achieve goals (Traffic light Model).

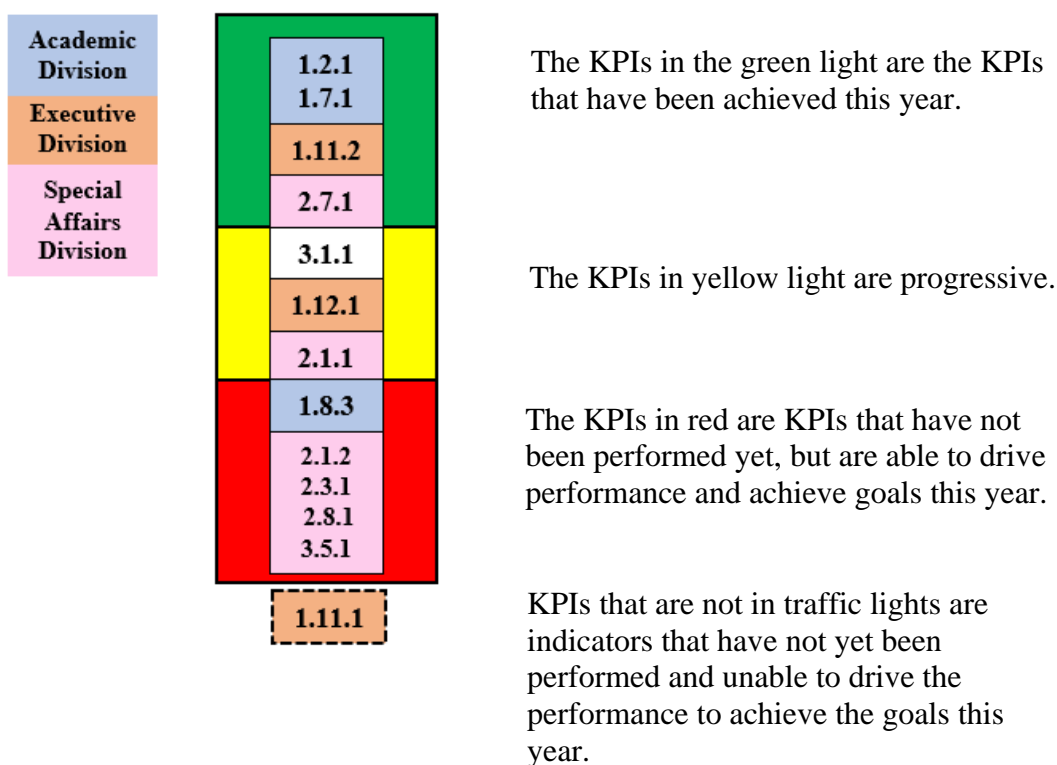


Figure 3: The traffic light model is the guideline to drive KPIs to achieve goals.

Figure 3 illustrates the traffic light model of the guideline to drive KPIs to achieve goals. KPIs highlighted in green light are KPIs that have been achieved this year. The KPIs in yellow light are the KPIs that are performing, and the KPIs that are in red are the KPIs that are not yet performing. But can drive performance and achieve goals this year. KPIs that are not in traffic lights are KPIs that have no performance. and unable to drive the performance and achieve the goals this year. The color of the indicator represents the indicators under each party's operations. The blue color is an indicator under the Academic Department. Executive Orange and pink is the special affairs department, while indicator 3.1.1 white is an indicator that all parties must work together.

From the study, it can be seen that Indicators in green are 1.2.1, 1.7.1, 1.11.2 and 2.7.1 with 100% performance. Indicators 1.7.1 and 1.11.2 are in line with Budget expenditures, while indicators 1.2.1 and 2.7.1 have budget spending less than the set budget. The same goes for the yellow indicators 3.1.1 and 1.12.1 and 2.1.1, which show that these five indicators can be implemented regardless of budget. As for the indicators in the red zone, namely 1.8.3, 2.1.2, 2.3.1, 2.8.1, and 3.5.1, there is still no operating performance, which corresponds to spending that may not have activities. in this 6-month period. As for indicator 1.11.1, it is an indicator that requires time to operate, so this indicator cannot be driven to achieve the goal this year but can be driven to have the effect of the operation. The researcher has used this model to clarify and push the indicators to executives and workers in each department for acknowledgment and use in their work and to survey their satisfaction with using the guidelines. This drive is shown in table 3.

Table 3: Satisfaction results in using the guideline to drive KPIs to achieve goals and planning projects and budgets for implementation (Traffic light Model).

(n = 36)

The Question	\bar{x}	S.D.	% Satisfaction
1. Guidelines for operations that support the operation of operators.	4.88	0.34	97.50
2. Operational guidelines result in driving indicators to achieve goals.	4.94	0.25	98.75
3. Operational guidelines support appropriate budget and project planning.	5.00	0.00	100.00
4. The operational approach results in executives acknowledging and supporting the driving force.	4.94	0.25	98.75
5. The operating guidelines are useful in writing the operating plans of the subordinates in the next fiscal year.	5.00	0.00	100.00
Total	4.95	0.09	99.00

As shown in table 3, Satisfaction results in using the traffic light model guide and drive KPIs to achieve goals and planning projects and budgets for implementation. It was found that the participants were satisfied with the highest level of operational guidelines supporting appropriate budget and project planning and guidelines are useful in writing the operating plans of the subordinates in the next Fiscal Year, 100%. Follow, satisfaction guidelines resulting in driving indicators to achieve goals and the operational approach results in executives acknowledging and supporting the driving force, 98.75%. Finally, guidelines for operations that support the operation of operators, 97.50%.

CONCLUSION

4. Conclusion

The study of monitoring and evaluation by using Google Work Space for planning policy implementation, Udon Thani Education Center, Suan Sunandha Rajabhat University. There is performance progress of each KPI over a 6-month period, with the KPIs that achieve the goal of 100% in the past 3 months, which are indicators 1.2.1 and 1.7.1. In the past 4 months, there are indicators that the goal has been achieved. These are indicators 1.11.2 and 2.7.1. Indicators 3.1.1, 1.12.1, and 2.1.1 have been implemented in the past 6 months. But, there are 6 indicators that have not yet been implemented. It was found that the indicators with performance equal to 0 were 1.8.3, 1.11.1, 2.1.2, 2.3.1, 2.8.1, and 3.5.1. Indicator 1.8.3 responsible by the academic division No operating budget has been spent. Indicator 1.11.1 is responsible for the academic department, 84% of the budget has already been spent. The special affairs division is responsible for indicators 2.1.1, 2.1.2, 2.3.1, 2.8.1 and 3.5.1, spending up to 50% of the budget for conducting research publication projects. Therefore, to drive the indicators to have performance until achieving the goals, it is necessary to provide guidelines for each department to use as a tool to drive the indicators to achieve the goals. The researcher has designed a guideline for driving the indicators to achieve the goals as the traffic light model to be the guideline to drive KPIs to achieve goals. From the study, it can be seen that Indicators in green are 1.2.1, 1.7.1, 1.11.2 and 2.7.1 with 100% performance. Indicators 1.7.1 and 1.11.2 are in line with budget expenditures, while indicators 1.2.1 and 2.7.1 have budget spending less than the set budget. The same goes for the yellow indicators 3.1.1 and 1.12.1 and 2.1.1, which show that these five indicators can be implemented regardless of budget. As for the indicators in the red zone, namely 1.8.3, 2.1.2, 2.3.1, 2.8.1, and 3.5.1, there is still no operating performance, which corresponds to spending that may not have activities in this 6-month period.

As for indicator 1.11.1, it is an indicator that requires time to operate, so this indicator cannot be driven to achieve the goal this year but can be driven to have the effect of the operation. The researcher has used this model to clarify and push the indicators to executives and workers in each department for acknowledgment and use in their work and to survey their satisfaction with using the guidelines.

This drive is shown that the participants were satisfied with the highest level of operational guidelines supporting appropriate budget and project planning and guidelines are useful in writing the operating plans of the subordinates in the next fiscal year, 100%. Follow, satisfaction guidelines resulting in driving indicators to achieve goals and the operational approach results in executives acknowledging and supporting the driving force, 98.75%. Finally, guidelines for operations that support the operation of operators, 97.50%.

DISCUSSION

5. Discussion

Udon Thani Education Center, Suan Sunandha Rajabhat University. There is performance progress of each KPI over a 6-month period, with the KPIs that achieve the goal of 100% in the past 3 and 4 first months, which are indicators 1.2.1, 1.7.1, 1.11.2 and 2.7.1. Indicators 3.1.1, 1.12.1, and 2.1.1 have been implemented in the past 6 months. There are 6 indicators that have not yet been implemented which are 1.8.3, 1.11.1, 2.1.2, 2.3.1, 2.8.1, and 3.5.1. Indicator 1.8.3 responsible by the academic division No operating budget has been spent. Indicator 1.11.1 is responsible for the academic department, 84% of the budget has already been spent. The special affairs division is responsible for indicators 2.1.1, 2.1.2, 2.3.1, 2.8.1 and 3.5.1, spending up to 50% of the budget for conducting research publication projects.

Therefore, to drive the indicators to have performance until achieving the goals. The researcher has designed a guideline as the traffic light model to be the guideline to drive KPIs to achieve goals. From the study, it can be seen that indicators in green are 1.2.1, 1.7.1, 1.11.2 and 2.7.1 with 100% performance. Indicators 1.7.1 and 1.11.2 are in line with Budget expenditures, while indicators 1.2.1 and 2.7.1 have budget spending less than the set budget. The same goes for the yellow indicators 3.1.1 and 1.12.1 and 2.1.1, which show that these five indicators can be implemented regardless of budget. As for the indicators in the red zone, namely 1.8.3, 2.1.2, 2.3.1, 2.8.1, and 3.5.1, there is still no operating performance, which corresponds to spending that may not have activities in this 6-month period. As for indicator 1.11.1, it is an indicator that requires time to operate, so this indicator cannot be driven to achieve the goal this year but can be driven to have the effect of the operation.

From the process of monitoring the performance of government officials, there are many steps that arise in the management, monitoring and evaluation of most university projects. Caused by inefficient operational processes unable to manage, follow up and evaluate the project in its entirety (Chidchanchai & Jareanphoom, 2015). Therefore, it is necessary to regularly monitor and drive performance in order for the indicators to achieve the set goals.

SUGGESTIONS

6. Suggestions

This study is an analysis of data from the results of the collection of official performance results, showing the results to alert operations using traffic lights, making it easier to visualize.

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