

# IMPROVEMENT OF INTEGRITY OF VITAL DOCUMENT IN CAMPUS: A CASE OF SUAN SUNANDHA RAJABHAT UNIVERSITY.

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## ABSTRACT

In the modern world of higher education, it is imperative to pay heed to the integrity of vital document in campus to ensure the level of satisfaction of stakeholders. The campus document involved many stakeholders, especially students, staff, faculty members, banks, and others. Many office has passed the old system of inventory and management. The new system involved the online information and technological advance information. The purposes of this study were to identify and investigate many different ways to improve the integrity of vital document of Suan Sunandha Rajabhat University, Bangkok, Thailand. A total of 150 samples, who were staff working with campus document, was interviewed by using survey questionnaire and 12 informants was selected from a variety of staff from departments and organizations in campus. The findings revealed that the majority of respondents had reported high level of satisfaction with the integrity of vital document and information in campus. All of factors such as speed, accuracy, confidential, and integrity of vital document were important and necessary for higher education organizations to maintain their respectable image of higher education of Thailand. However, the “online vital document” was selected as the prime example for high security and constantly monitoring.

**Keywords:** Vial Document, Online Information, Higher Education

## INTRODUCTION

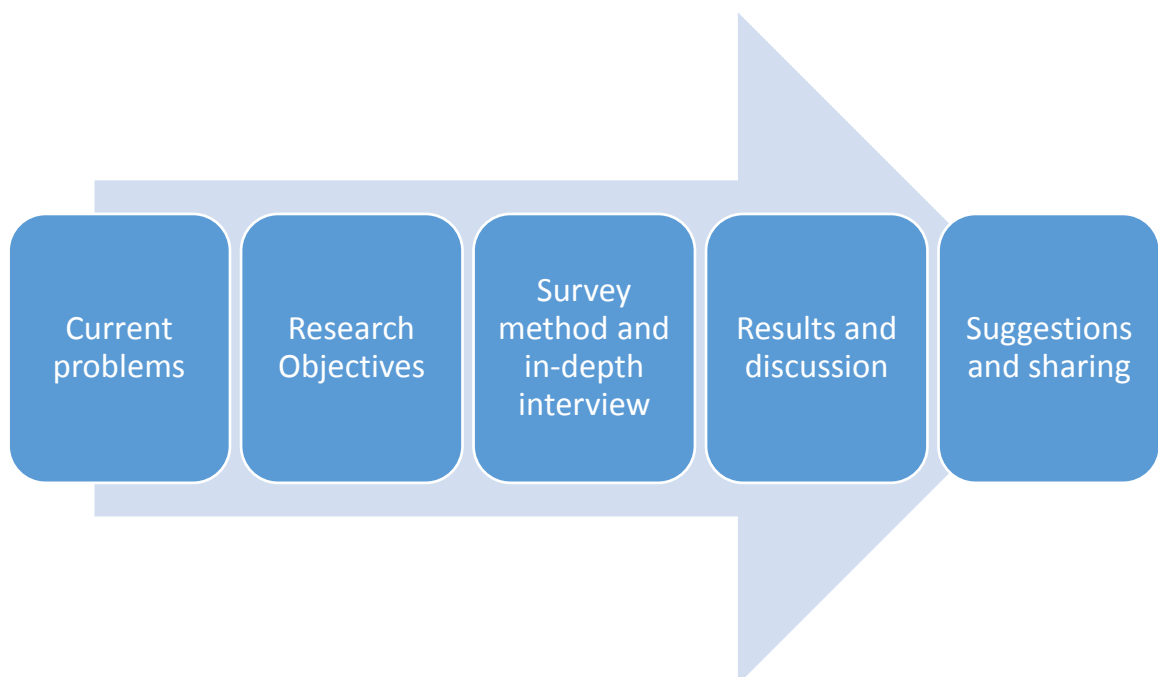
Protecting and security of vital university document including confidential information network, facilities, and all physical security is important function of the management of the university. There are two essential factors by which the security can be affected which are physical security and online security. The security, in general, cannot be overlooked by the management of the university. The risk of leaking information from attackers and hackers, and theft used to be very low in the past, but nowadays the risk is increasing high with the complexity of the scope of the works, duties, and functions of the university. In general, information technology office is the first and most important defense of digital information and assets against both internal and external bleaching, malicious, threats, as well as any illegal activities. The defense and prevention system may include detection, prevention, and response to threats.

In general, one of the measurements of security in the campus is the use of level of satisfaction. The measurement can be under many influences factors both internal and external workplaces and it can reflect the feedback from staff and faculty members about the safety of the document. Several internal factors include management policies, job functions, working conditions, social relation, conflict in organization, and others. On the other hand, other external factors such as perceived opportunities use of information, confidential information used in court and litigation, and so forth. When discussing about important risk of information leaking and system to prevention which can lead to both measurement of

satisfaction and job dissatisfaction, important factors that may have either positive impacts or negative impacts to the confidence of employees both staff and faculty members.

One of the best ways to measure the level of job satisfaction of security and prevention of information system and document system is to use five response categories from each employees who may describe their level of satisfaction of security and prevention system in the campus. The five points includes very satisfied, satisfied, neither satisfied nor dissatisfied, dissatisfied, and very dissatisfied. The points will be assigned as 5, 4, 3, 2, and 1. The highest score will be reported as high level of satisfaction and respectively. Since the purpose of this study is to survey the staff and faculty members of Suan Sunandha Rajabhat University about the importance of each factors that influence their confidence of security and prevention system. The focus will be on their opinions, comments, and suggestions.

## METHODOLOGY



This survey research of satisfaction includes five important steps in order to reach finding and conclusion: first is to define research problems and define scope of current problems, second is to set up research objectives or aims, third is to utilize the quantitative survey method as well as an in-depth interview, fourth is to analyze to reach findings and discussion, and finally offer some valuable suggestions and sharing the findings. In order to obtain the findings and answers to this research objectives, a quantitative research study was chosen for this study. The survey was conducted by utilizing a five point scales of questionnaire to conduct an interview with sample groups who have some experiences working and dealing with information safety, security and prevention system of the university. The purposes of this study were to identify level of satisfaction and investigate many different ways to enhance the integrity of vital document of Suan Sunandha Rajabhat University, Bangkok, Thailand. Moreover, about 150 samples, who were staff and faculty members working with campus document, was interviewed by using survey questionnaire and 12 informants was selected from a variety of staff from departments and organizations in campus for an in-depth interview to gain a deeper understanding of the situation.

## **FINDINGS**

This study of level of satisfaction utilizing the method of survey interview, therefore the findings of this study can be reported that the majority of respondents had revealed their high level of satisfaction with the integrity of vital document and information in campus which is a good news. This means that both physical assets and online document have strong protection system that can be trusted by both staff and faculty members. However, the records show that there have been no incidents of any illegal activities regarding the leaking of important information from hackers or unauthorized persons in and out of the campus. All of important factors such as speed, accuracy, confidential, and integrity of vital document were important and necessary for higher education organizations to maintain their respectable image of higher education of Thailand. However, the “online vital document” was selected as the prime example for high security and constantly monitoring.

From the focus group both formal and informal discussion, it can be reported from the long experiences of the focus group that there are some of the most important actions should be taken by the university as follow

1. Install new preventive system of software such as Firewalls, Security Guards, so forth
2. Always use encryption for important document
3. Use physical security to monitoring all over campus
4. Strong access control measurement
5. Monitoring and testing system frequently
6. Policies of security must be updated with new situations
7. Protect and backup data frequently
8. Secure network and document system with tight security
9. Physically watch out all the campus for any suspicious activities
10. Check for any threatening unreasonable suspicious activities

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