

THE DEVELOPMENT OF SYSTEMATIC PROCESS OF MONITORING DISBURSEMENT DOCUMENT.

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ABSTRACT

One of the most important offices in Suan Sunandha Rajabhat University is the disbursement office and document which its main duties include disbursing money from the specific funds or specific account for business transactions and ways to monitoring the effectiveness of systematic process. The disbursement office needs to be control with professionals who are very good with details, speed, accuracy, and trustworthiness. The purposes of this study were to find the effective ways to develop the systematic process of monitoring disbursement document of the Suan Sunandha Rajabhat University as well as to provide some valuable suggestions to enhance the quality of monitoring disbursement document. This study employed mainly a qualitative method by using an in-depth interview with 15 people who were working in the areas of disbursement, academicians who studied about fund and disbursement, and managers who supervised funds, budget, and disbursement. The data collection and data analysis were conducted from the focus group to generate findings for this study. The findings of this study revealed that the majority of respondents often used a PDCA model which is Plan, Do, Check, and Act. Also, they reported a very high level of satisfaction from using the PDCA model. There were some advantages of using this model: easy to understand and implement, low cost, and comparable results. There were some important suggestions to improve the quality of monitoring the disbursement document. First is to use modern software program to process the document. Second is to use teamwork to improve the systematic. Third is to provide regular training to update vital knowledge and skills. Fourth is to gain feedback from both within the office and from customers.

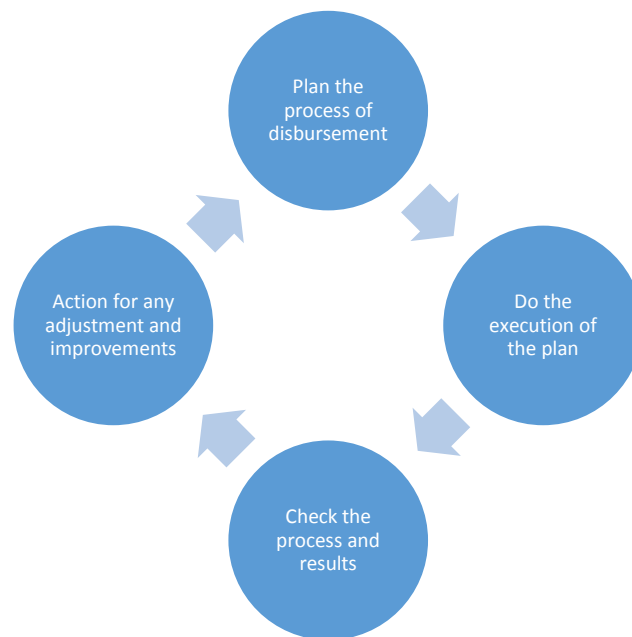
Keyword: PDCA Model, Feedback, Satisfaction, Disbursement Document,

INTRODUCTION

PDCA model is, stand for plan, do check, and act, one of the easy and effective four step of management used in business organization for the controlling and continuous improvement of the process in the organization. It also uses widely in the higher education organization. It model is also known as Deming Cycle. Plan means to have a plan for the future and recognize an opportunity and plan for a change since we are living and working in the constant changes of the environment. Do means to test your plan for a change if it is working or not. Check means to review the test, analyze the results, and identify the problems and opportunities if there is a need for adjustment or not. Act means if the step is working or not then go through the cycle again with a different plan. It is a good model for time reducing since it is easy and simple way to implement in any organization. It allows you and your team to test the results and making an adjustment along the way. One of the greatest strengths of the model is that it instills a commitment to continuous improvement. Moreover, the model can help to improve efficiency and productivity in a controlled way without a high uncontrollable risk in the process.

Disbursement document is one of the most important offices in Suan Sunandha Rajabhat University. Its functions and duties requires no mistakes, honest, punctuality, and highly trustable working process. In other words, it must have speed, accuracy, and trustworthiness. These requirements is managed the same way as any other aspects of business. Management control is typically exerted through the Deming Cycle or PDCA. This is a lean tool that suitable for the small agency of disbursement office to go through the process of plan, do, check, and act repeatedly. It is the most basic framework for any kind of work process and change which allow the staff to create a continuous cycle of improvement. Speed, accuracy, and trustworthiness are a very vital concept of disbursement document and its process in the modern higher education organizations that top level of management and executives must need to pay heed on and need to understand in details if they want to remain competitive and grow in the decade of declining numbers of enrollment. Therefore, the researcher is interested in investigating the process of utilizing the PDCA model in the disbursement office and how to provide simple but effective to improve the quality of disbursement office for Suan Sunandha Rajabhat University in the long run.

Fig 1. PDCA model or Deming Cycle Model



METHODOLOGY

The main purposes of this study were to search for the effective ways to develop the systematic process of monitoring disbursement document of the Suan Sunandha Rajabhat University by utilizing PDCA model as well as to provide some valuable suggestions to enhance the quality of monitoring disbursement document in the continuous improvement way of PDCA model. This study employed mainly a qualitative research method by using an in-depth interview with 15 people who were working in the areas of disbursement, experts in financial and accounting, academicians who studied about fund and disbursement, and managers who supervised funds, budget, and disbursement. The data collection and data analysis were conducted from the focus group to generate findings and valuable suggestions for this study.

FINDINGS

TABLE 1. IMPORTANT CONTRIBUTIONS OF THE SUCCESS OF PDCA

	Percentage	Rank
Factors		
1. Teamwork	95	1
2. Understanding	90	2
3. Communication	85	3
4. Empowerment	80	4
5. Support from top management	75	5

Table 1 reveal that there are five factors that contribute to the success of the used of PDCA in the disbursement office. The first factor is the teamwork in which 95 percent of the focus group agreed that teamwork must be clear and presence for the process of PDCA will be running fine. The second factor is understanding of the simple and easy to implement of PDCA process and how to repeat it effectively is also important in the perspective of focus group. The third factor is communication during the process is important to generate the feedback of the results and for the continuous process to happen. The fourth factor is empowerment must be endowed to the staff to be able to take action in the process of PDCA model. Finally, the last step is to gain regular support from top management to allow the process to make an adjustment and repeated the Deming Cycle for improvement process.

The findings of this study also revealed that the majority of respondents often used a PDCA model which is Plan, Do, Check, and Act. Also due to its simple and easy to implement, they have reported a very high level of satisfaction from using the PDCA model. On one hand, there were some clear advantages of using this model: easy to understand and implement, low cost, constant feedback, and comparable results. On the other hand, there were some important suggestions to improve the quality of monitoring the disbursement document in the PDCA process. First is the need to use modern software program to process the document to increase its speed and accuracy. Second is to use training session to enhance strong teamwork to improve the systematic during each step. Third is to provide regular training to update vital knowledge and skills for each PDCA cycle. Fourth is to gain feedback from both within the office and from customers and use feedback to enhance the long term quality.

ACKNOWLEDGEMENT

For the success of this paper, I would like to thank Institution of Research and Development, Suan Sunandha Rajabhat University for their financial support. The big thanks also go to the respondents of this survey for their time and their kind sharing of knowledge, experience, and comments. Also, my appreciation goes to Asst. Prof. Dr. Kevin Wongleedee, Director of Institute of Lifelong Learning Promotion and Creativity, for his proof reading of this manuscript.

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