

THE MONITORING OF THE OPERATION AND PROCESS OF OFFICIAL APPROVAL PROJECTS: A CASE OF INFORMATION TECHNOLOGY OFFICE.

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ABSTRACT

The monitoring of the operation and process of official approval projects of Suan Sunandha Rajabhat University is necessary and significant to the success of official approval projects. Most of the projects involved the huge cost of times and money and the success of each official project has a big impact to students and faculty members who may rely on the particular projects directly or indirectly. The close monitoring of each project is to ensure that the project progress as expected and as planned. The aims of this research was to gain formal feedback from those who involved in the operating of the official approval projects. This study utilized the qualitative research method to gain the understanding of how monitoring the official approval projects benefiting the university and to search for better ways to ameliorate the level of success of the approval projects.

This research method used an in-depth interview and small focus group of staff. A total of 20 staff who were involved in the implementation of the approval projects for semester 2 of the year 2018. About 10 female staff and 10 male staff were selected randomly. These sample groups were willing to participate in the in-depth interview. The findings from 20 respondents of this study revealed that there were four important factors that had impacts on success of monitoring. First, all approval projects need a full participation from both staff and management level. Second, for each phrase of the projects, the money can be disbursed only when there was a real evidence of progress. Third, each project must be implement strictly according to the plan. Fourth, the monitoring group must be independent group and free from the pressure of all parties.

Keyword: Monitoring, Approval Projects, Operation, Information Technology Office

INTRODUCTION

The monitoring of the operation and process of official approval projects is one the most essential and high impacts of Suan Sunandha Rajabhat University, Bangkok, Thailand. In fact, a quarter of the budget each year goes to the projects approved by the council of the university. However, the most important process is the monitoring the operation and process of official approval projects. The council of the university duty is to approve only the big projects or the mega-projects, or the many-years projects, or high impact projects which may account only 10 percent of the total projects but may have accounted for the total of 80 percent of the budget each year. The monitoring unit has a special duty to preliminary evaluate if each project has been format correctly or not, if each project has been schedule and time table of using money and finish the work on each deadline or not, if each project has risk management or not, and if each project has been determined each impacts, results, and outcome or not.

Monitoring, evaluation, and collecting feedback are all required by the expertise in the areas of higher education organizations to ensure that each project will use the university fund effective and efficiently. The stakeholders must be informed to ensure that financial security have been maintained. Therefore, monitoring staff are required to take a make a regular report of their monitoring results and feedback to measure their level of proficiency and any project whose results do not meet the standard may need to issue a warning and request for deliberation of report to improve their performance and results. The monitoring unit of the university normally have professional technical IT training, financial training, and laws and regulation training. They are actually well qualified to do their job in campus that designed to fit what management needs and wants which may request for high impacts monitoring and to upgrade performance of the each projects in the future. Moreover, there are some problem that happen to specific in the higher education industry due to specific related new or changed policy from ministry of education. New training and tutorial are the best part of the monitoring unit's mission that come out as a yearly strategy to enhance each projects that important for the future of Suan Sunandha Rajabhat University.

It can be certainty that it is the overall evaluation of monitoring experience of monitoring units of Suan Sunandha Rajabhat University based on their experience to enhance their job function. However, the level of satisfaction of monitoring unit is an important feedback and it is an attitude which can be positive or negative based on individual experience. The researcher is interested in investigating and focusing the study was on specific feedback provide the best opportunity to gain insight findings offered by the respondents of the study.

METHODOLOGY

The monitoring of the operation and process of official approval projects is an essential function of Suan Sunandha Rajabhat University. The current duty is proper managed and significant to the success of official approval projects. The fact remains that most of the projects involved the huge cost of times and money which has direct impacts on the success of each official project. The supervision of the monitoring of each project is conducted effectively to ensure that the project progress as scheduled and as planned. The objectives of this research was to gain formal feedback from those who involved in the operating of the official approval projects. This study employed the qualitative research method to reach the understanding of how monitoring the official approval projects directly and indirectly benefiting the university and to search for innovative ways to ameliorate the level of success of the approval projects. This research method used an in-depth interview and small focus group of staff. To investigate this issue, a total of 20 staff who were involved in the implementation of the approval projects for semester 2 of the year 2018 was selected. About 10 female staff and 10 male staff were selected randomly in prevent gender bias. These sample groups for this study were willing to participate in the in-depth interview with the long hours and long questions.

FINDINGS

Table 1 Importance of Quality Factors Impacts on Satisfaction

| | Percentage |
|-----------------------|------------|
| Quality Factors | |
| 1. Quality of outcome | 95 |
| 2. Quality of impacts | 95 |

| | Percentage |
|---------------------------------|------------|
| 3. Quality of Staff | 85 |
| 4. Quality of Teamwork | 80 |
| 5. Quality of Equipment | 75 |
| 6. Quality of Facilities | 75 |
| 7. Quality of checklist | 75 |
| 8. Quality of report | 75 |
| 9. Quality of evaluation | 75 |
| 10. Quality of assessment items | 75 |

There were ten quality factors that needed to pay heed to and the focus group had rated that the ten quality factors were important according to the percentage that they voted. The important rank can be reported as following. The first in the rank of important quality factor was “Quality of outcome” with 95 percentage. The second in the rank of important quality factor was “Quality of impacts” with 95 percentage. The third in the rank of important quality factor was “Quality of staff” with 85 percentage. The fourth in the rank of important quality factor was “Quality of teamwork” with 80 percentage. The fifth in the rank of important quality factor was “Quality of equipment” with 75 percentage. The sixth in the rank of important quality factor was “Quality of facility” with 75 percentage. The seventh in the rank of important quality factor was “Quality of checklist” with 75 percentage. The eighth in the rank of important quality factor was “Quality of report” with 75 percentage. The ninth in the rank of important quality factor was “Quality of evaluation” with 75 percentage. The tenth in the rank of important quality factor was “Quality of assessment” with 75 percentage.

The findings from 20 respondents of this study have been working with the monitoring unit for a long time and have ample of experiences which revealed that there were four indispensable determinants that had impacts on success of monitoring unit of the university. First, all approval projects need a full participation from both staff and management level. Without the full participation, there would be a delay of approving the projects. Second, for each phrase of the projects, the money can be disbursed only when there was a real evidence of progress. Therefore, each progress must be monitored and approved with both speed and accuracy. Third, each project must be implement strictly according to the plan. This strict rules would help each project to get approval easier. Fourth, the monitoring group must be and should be independent group and free from the pressure of all parties. This would help to maintain the integrity and equity of the monitoring units. \

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