

# SATISFACTION OF DOCUMENT MANAGEMENT.

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## ABSTRACT

Document management and bookkeeping may not be the high level jobs but, in fact, it is vital to the success of the overall picture of university. Despite its image of monotonous, but to maintain integrity of the management process of higher education institutions, it is important to survey the level of satisfaction of the works of employees who were working on document management. Satisfaction of document management helps to enhance the better quality document management. The objectives of this study were to survey the level of satisfaction of document management and to offer ways to improve satisfaction of document management. By using a quantitative research technique, a total of 120 staff who were from various departments of university at the summer of the year 2019 was chosen for survey. A Likert-five-scales interview was developed and conducted to gain more in-sight information from the respondents. The findings from the respondents unveiled that they reported high level of satisfaction with document management offered by the staff of the university. Overall, document system and management had met their expectation. However, there were important suggestions from their feedback that can help to enhance the better quality. There are five suggestions from this study. First is to offer all communication online and on social media as much as possible. Second is to have a contact name of staff who handle the special important document. Third is to improve the accuracy of the language of document.

**Keyword:** Satisfaction, Document, Management

## INTRODUCTION

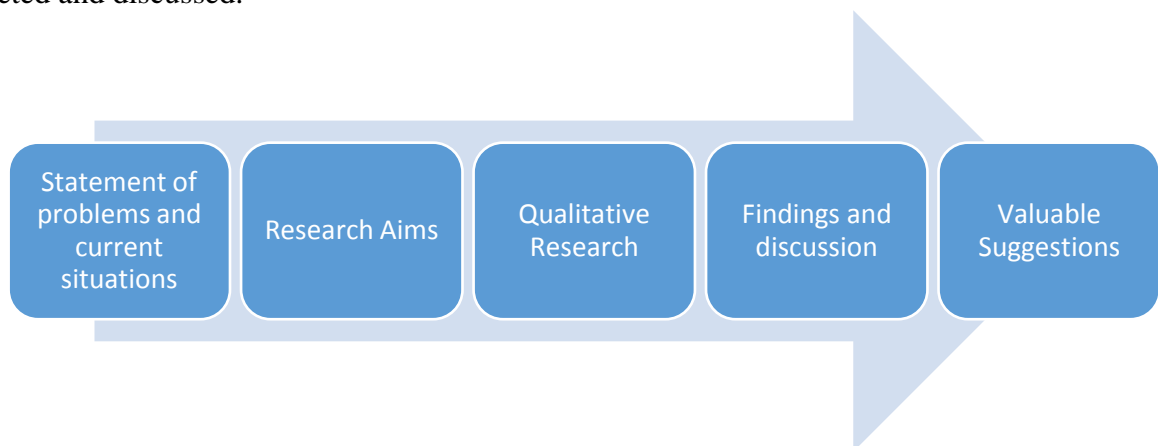
In the era of disruptive technology to all industries and educational industries, over the past two decades, the higher educational sector in Thailand has focused on the development and improvement of many different administration including document management in the campus of Suan Sunandha Rajabhat University. The document management encompasses a diverse and complex range of every office, unit, and department in the campus. In recent survey of the document administration and services, it can reported that the majority of users, who are students, staff, and faculty members, have reported medium to high level of satisfaction in the campus. In other words, the quality of document management in campus was perceived as good but not very good. There are some rooms or some gaps that can be improved in terms of speed, accuracy, and integrity. Satisfaction is one of the best ways that is easy, safe, and cheap to measure the values that constituted value to customers and were identified by the general customers of campus as important. In other words, the high level of satisfaction will be more important only if the factors of identification perceived as important by general population.

In general, organizations with perceived high quality and high satisfaction typically had higher market share, higher return of investment, and asset turnover than organizations with perceived low quality and low level of satisfaction. This led to the conclusion that high level of satisfaction in document management will be contribute to the success of the overall campus management of Suan Sunandha Rajabhat University.

Document management of the campus of Suan Sunandha Rajabhat University is vital to the daily success of the organization and are responsible of every staff to supervise daily organization's account, official government document, records, financial records, contracts, and general business transactions. Document process is one of the important jobs behind the scene in the campus and is a special task for staff who have an eye for detail or undivided attention in details as well as the ability can focus on tedious lone range of reports. Since we live in the era of disruptive technology which has both direct and indirect impacts on a variety of duties, tasks, and job description of bookkeeping process and management. Certainly, there are many benefits of many updated and many state of art information technology which ensures the better process and smoother, faster, and less errors of document management or bookkeeping management.

## METHODOLOGY

In order to have better understanding and come up with valuable suggestions from the study, there are five significant steps of conducting this study that need to be follow: first is to define research problems and current situation of the problems, second is to initiate research objectives to ensure the scope of the research, third is to utilize the method of quantitative research, fourth is to come up with conclusive results and discussion with the panel group, and finally is to brainstorming for valuable suggestions that can help the organizations in campus to be in better position in term of document management. In term of findings and answers to this research, the main objectives of this study were to investigate and to survey the level of satisfaction of document management and to offer new techniques to enhance level of satisfaction of document management. With the choice of employing a quantitative research technique, a total of 120 campus employees who were working with document process from various offices and departments of university at the summer of the year 2019 was randomly chosen for this investigation. A Likert-five-scales interview questionnaire was developed in order to ensure the understanding of current situation and conducted to gain more in-sight information from the respondents. Data from the survey would be analyzed, interpreted and discussed.



## FINDINGS

The seven factors of success is the ability to process document successfully with the high level of satisfaction of the users and participations. In fact, document management and bookkeeping management had been rated with the high level of satisfaction to medium level of satisfaction. Document process and management is one of the most important works and tasks in the campus of Suan Sunandha Rajabhat University and, in fact, it can be considered

as significant and success in terms of the overall picture of university. Without the process of daily document process and management, it will be very so difficult to make any vital decisions and will surely be detrimental to the success of the university. The findings from these selected respondents revealed that they concurred showed their high to medium level of satisfaction with the seven factors of document management. Overall, document process and management of the campus had met their respondents' expectation.

**Table 1.** Seven factors of success for document management

No.	Factors of success for document management	Mean	S.D.
1.	Speed of work process	4.45	.9078
2.	Mistakes and revised of work	4.34	.7955
3.	Format of work	4.22	.8934
4.	Monitoring of work process	4.19	1.091
5.	Computer Information of document system	4.07	.7954
6.	Integrity of the work process	3.88	.9312
7.	Scope of services	3.56	.8745

From table 1, seven factors of success for document process in campus of Suan Sunansdha Rajabhat University reveals some important information and the rank of these seven factors by using the level of satisfaction of respondents to measure how it was satisfied by the staff who were working document process on a daily basis. First, the factor of success that had been ranked as number one was "Speed of the work process" with the mean of 4.45 and standard deviation of 0.9078. Second, the factor of success that had been ranked as number two was "Mistakes and revised of work" with the mean of 4.34 and standard deviation of 0.7955. Third, the factor of success that had been ranked as number three was "Format of work" with the mean of 4.45 and standard deviation of 0.9078. Fourth, the factor of success that had been ranked as number four was "Monitoring of work process" with the mean of 4.19 and standard deviation of 1.091. Fifth, the factor of success that had been ranked as number five was "Computer information of work system" with the mean of 4.07 and standard deviation of 0.7954. Sixth, the factor of success that had been ranked as number six was "Integrity of work process" with the mean of 3.88 and standard deviation of 0.9312. Finally, the factor of success that had been ranked as number seven was "Scope of services" with the mean of 3.56 and standard deviation of 0.8745.

## SUGGESTION

From the discussion, there were vital suggestions that can help to enhance the better quality of document management and bookkeeping management in the campus. There are three suggestions from this study. First is to offer more training on service quality to meet with higher expectation from users and customers and on social media as much as possible. Second is to have an online network of staff who handle the special important document in campus. The online network must be created by using social media such as Facebook and Line to better and faster communication and tounderstand whose responsibility belong to whom and ways to find the person who accountable with the information. Third is to improve both speed and accuracy of the document process. This two factors are the heart of document process and management.

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