

# A SURVEY OF FEEDBACK OF CAMPUS FINANCIAL DOCUMENT: SPEED AND ACCURACY.

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## ABSTRACT

In general, it is belief that speed and accuracy is a trade-off. In fact, speed and accuracy are inversely related virtually every task of financial document in the campus. In many job assignment in the campus, the financial document was required to be fast with high speed and yet must be accurate. It is a daunting task for financial employees. The balance of speed and accuracy is vital to the success of the overall picture of university financial management. Satisfaction of users of financial document in campus is an essential measurement of the extent to which the balance of speed and accuracy meets their expectation. The objectives of this study were to conduct a survey of feedback of financial document regarding speed and accuracy. To reach the findings and suggestions, it is important to use a quantitative research technique. A total of 100 main users of campus financial document from various departments of university at the summer of the year 2019 was subjected to a survey. A Likert-five-scales interview was developed to gain more in-sight information from sample groups. The findings from the respondents of this study revealed that they had a high level of satisfaction of both speed and accuracy of the financial document. The mean average for factor of speed was 4.56 with standard deviation of 0.897 while the mean average for factor of accuracy was 4.49 with standard deviation of 0.912. There are suggestions from this study about the trade-off speed and accuracy. First, it is important to define the demand from customers that focus more on speed or accuracy, then create a mixed of balance trade-off. Second, it is important to focus on the damage cost of the result that focus more on speed or accuracy, then create a mixed of balance trade-off. Third, it is important to focus on organization goal on particular tasks that focus on speed or accuracy, then create a mixed of balance of trade-off.

**Keyword:** Feedback, Campus Financial Document, Accuracy

## INTRODUCTION

A survey feedback of the university is very important to use as knowledge for improvement. In fact, a feedback refers to the use of data feedback in training and workshop session and constitutes the improvement of the organization. On the campus of Suan Sunandha Rajabhat University, the use of survey feedback is employed with skill and experience and it becomes a sophisticated tools for using the data as a springboard to development. An effective survey feedback in financial document process helps with the discussion process, generates new ideas and concepts to resolve ongoing problems, and have implications to commitment for solutions to the problems of financial in campus. The critical point of feedback is that it can be the important initiate change. Change is important in every organization but it must be started from some point of time. The proper place for change is the feedback from the employees, not the complaints or negative attitude responses. The feedback can be based on positive attitudes of employees that prefer to see things changes

from the better future of the organization. However, feedback is just an information, but to use it or not depend heavily on the perspective of the management. In other words, feedback itself does not guarantee its subsequent development and improvement. The development and improvement is a function of intervention in the organization by high level of management to improve the quality of the process and to enhance the effectiveness and the efficiency of the system and process of doing the tasks.

In general, in order to get the feedback information to enhance the system or the process. Two factors is considered as most important which are speed and accuracy. It is a trade-off, which means it is very hard to get the optimal point of both speed and accuracy in the performance of the organization. In fact, speed and accuracy are inversely related virtually every task of financial document in the campus. Doing the financial tasks too fast, it is risky of too many or unnecessary mistakes or errors. In many financial job assignment in the campus, the financial document, in fact, was required to be fast with high speed and yet must be accurate at an acceptable level. It is certainly a daunting task for financial employees. The balance of speed and accuracy is vital to the success of the overall picture of university financial management, which is not an easy task. Moreover, not only the feedback information is important, but also level of satisfaction of users of financial document in campus is an essential measurement of the extent to which the balance of speed and accuracy meets their expectation of improvement and enhancement of system in every organization.

## **METHODOLOGY**

In order to search for the better ways to enhance the financial process, there are five important processes of conducting this research: first, is to define research problems, Second, is to initiate research purposes or aims, third, is to employ the quantitative method, fourth, is to reach the conclusion of results and discussion, and finally sum up important suggestions. In order to obtain the findings and answers to this research objectives, a quantitative research study was chosen for the purposes. The study was conducted by utilizing a research tool which designed and developed for interviewing with sample groups who have long experiences dealing with financial document in campus. Many of them were managers and directors, whereas, the others were from academic and policy makers who involved with the works of academic policy. The sample group were asked to provide information on the characteristics of financial problems regarding the document and their feedbacks. Contextual analysis and both primary data and secondary data from focus group and findings of many researches were also complying for data analysis and to reach the findings and discussion.

To reach the findings and suggestions, it is important to use a quantitative research technique. A total of 100 main users of campus financial document from various departments of university at the summer of the year 2019 was subjected to a survey. A Likert-five-scales interview was developed to gain more in-sight information from sample groups.

## **FINDINGS**

By employing the method of five points Likert scales interview, the findings of this study can be reported that the respondents had a high level of satisfaction of both speed and accuracy of the financial document. Both factors are equally important but sometimes it is very difficult to achieve high performance of both factors at the same time. The mean average for factor of speed was 4.56 with standard deviation of 0.897 while the mean average for factor of accuracy was 4.49 with standard deviation of 0.912. The overall level of satisfaction showed the respondents are satisfied with both factors. However, it is imperative that the feedback information of the survey must be implemented properly in order to have a chance

to improve and enhance both the quality of the tasks and the effectiveness of the enhanced system. These five steps was deduced from the comments and suggestions from the respondents.

1. A questionnaire instrument must be developed with the focus on retrieving the information about the financial document using in the campus and how to make it better in the perspectives of employee who directly involved.
2. A survey must be administered by honest researchers or relevant individuals in the organization in the campus and it must be done yearly.
3. The data of the feedback information from the survey must be analyzed and data summaries must be prepared for top level of management to deliberation.
4. Results of feedback must be fed back to the group of management to held discussion about financial document and its integrity to obtain results.
5. Then, intervention measurement must be properly designed in order to have a progress of improvement and enhance of the quality of process and effectiveness of the system.

### **SUGGESTIONS**

There are some important suggestions from this study about the trade-off speed and accuracy, both factors are equally important. First, it is important to define the demand from customers that focus more on speed or accuracy, then create a mixed of balance trade-off. Second, it is important to focus on the damage cost of the result that focus more on speed or accuracy, then create a mixed of balance trade-off. Third, it is important to focus on organization goal on particular tasks that focus on speed or accuracy, then create a mixed of balance of trade-off.

### **ACKNOWLEDGEMENT**

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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