

PROBLEMS AND SOLUTIONS OF OVERTIME LOGBOOK MANAGEMENT.

Miss Chawisa Songprasit & Asst. Prof. Dr. Chaithanaskorn Phawitpiriyakliti

Suan Sunandha Rajabhat University, Bangkok, Thailand

*E-mail: * Chawisa.So@ssru.ac.rh, **chaithanaskorn.ph@ssru.ac.th*

ABSTRACT

Overtime logbook management is one of the most important jobs of the finance and human resource office of the campus of Suan Sunandha Rajabhat University. The problems of the accuracy, speed, and process of logbook management must be reviewed in order to find a better way to improve its effectiveness. The management of logbook for overtime is vital to the employees who depend on the extra income and need to withdraw their extra income as soon as possible. The image of detailed of integrity information is significant to maintain the university effectiveness of management. The objectives were to investigate the problem of overtime log book management and to offer solutions of overtime logbook management. The use of qualitative method is vital to the search of findings. A total of 20 staff who were involved in the overtime logbook process in each department were chosen during the first quarter of 2019. The findings from the focus group revealed that they were very happy with the simple but fast process. Not only that the process allow employees to submit the overtime logbook within one week, but also allow employees to recheck the accuracy of the logbook online which was very convenient. However, there were some suggestions from their feedback that can help to enhance the process and accuracy of the overtime logbook. First, it is important to have a special staff meeting to discuss and offer the feedback to improve the quality of overtime logbook. Second, it is important to use more online information to add, change, and fill in more information online. Third, it is important to offer a training for new staff to understand the process of overtime logbook management.

Keyword: Problems, Solutions, Logbook

INTRODUCTION

Log management is one of the most essential element of quality human resource management and management system of Suan Sunandha Rajabhat University. Documenting and maintaining system and equipment usage as well as clearing log require the attention of the staff involved, the knowledge and skill in modern information system and applications. In fact, it is a mandatory for all campus employees to enter log book by using the system campus E-office which is easy and simple to use in daily working life. Manual paper based logbook still use in a few offices and a few departments but most of campus offices and department follow the new electronic logbook. The old system of paper based logbooks may be inaccurate, easily to lost due to many different reasons, and possible missing out of data during entering. Moreover, the old system of logbook is also known for increasing possibility of high errors and time consuming to auditing and monitoring. A stack of old papers is a sign of inefficiency and poor management in the modern office. The inefficiency system of old fashion logbooks often leads to deviation of works and attention of employees, sign of poor human resource management, and time loss. Obviously, the old system of logbook becomes more and more detrimental for modern organization, loss of productivity, and wasting precious time of the organization.

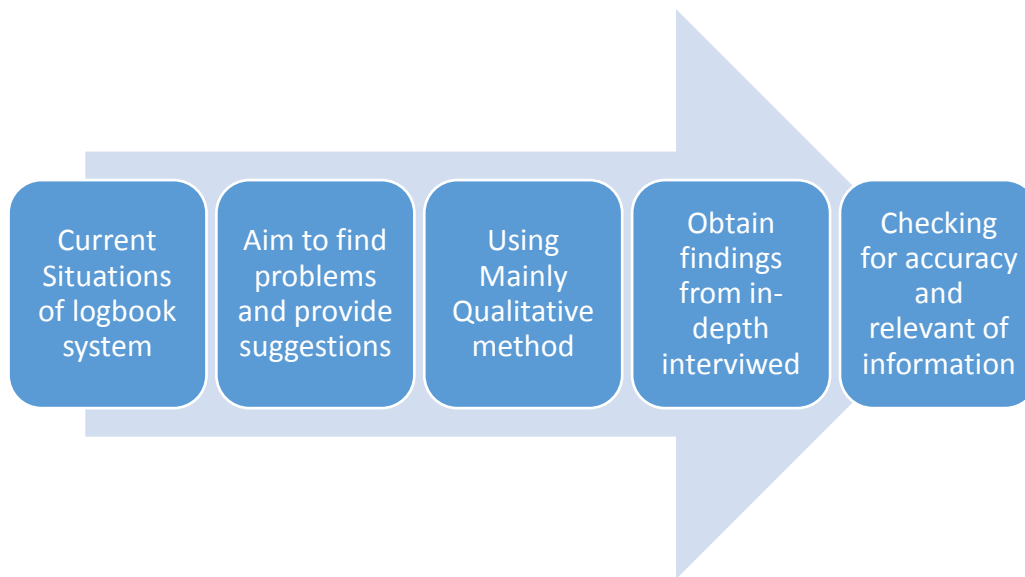
Overtime logbook and general logbook management is essential for both employees and organization to be conducted in a fast speed as well as accuracy. It can be considered as one of the most important jobs of the finance and human resource office of the campus of Suan Sunandha Rajabhat University. The issues of the accuracy, speed, and process are vital to the success of logbook management and the process these issues in campus must be reviewed closely in order to find a better way to improve its effectiveness and efficiency. The management of logbook for regular time and overtime is vital to the employees who depend on their income and extra income and need to withdraw their extra income as soon as possible. The image of the efficacy of detailed of integrity information is significant to maintain the university effectiveness of management. Therefore, the researcher, as one of the staff who were working with logbook management system, is interested in studying this topic of problems of current situation of logbook management system of the campus of Suan Sunandha Rajabhat University, Bangkok, Thailand and to be able to provide valuable suggestions to improve the system.

METHODOLOGY

The objectives of this study were to investigate the problem of overtime log book management and to offer solutions of overtime logbook management. The use of qualitative method is vital to the search of findings. A total of 20 staff who were involved in the overtime logbook process in each department of Suan Sunandha Rajabhat University were carefully chosen during the first quarter of 2019. There were six important steps of conducting this research study: First, define research problems if logbooks in campus. Second, set up research purposes such as what were current situations and its problems and how was the best way to improve it. Third, use the qualitative method with informants. Fourth obtain results from in-depth interview and from discussion with focus group. Fifth, analyze the findings and check for the accuracy and relevant of information. Finally, offer some valuable suggestions. In order to gain the findings and answers to this research, a qualitative research study was properly chosen for the purposes. The study was conducted by utilizing an in-depth interviewing with 20 informants who had direct experiences dealing with regular and overtime logbook management system from old fashion to modern computer style logbooks. The sample group were interviewed in detail with extensive time consuming to provide information on the situations and problems as well as their comments and suggestions. Contextual analysis and both primary data and secondary data from focus group and findings of previous studies were also complying for data analysis and helps to reach the findings and suggestions.

FINDINGS

By using the qualitative technique of in-depth interview, the findings of this study can be reported that the current situation of logbook and overtime logbook management system was in a good conditions and moving towards more computerized system which would be more accurate, fast speed, and less time consuming to retrieve information. The findings from the respondents of focus group revealed that they were very satisfied with the simple but fast process which was designed to be easy to use, easy to monitoring, and easy to gain access. The old system may take a few week to process the overtime information and another few weeks before the paycheck come out. If there was some errors, it might take another few week to resolve the problem. Therefore, this new system is more beneficial to employees. Not only that the process allow employees to submit the overtime logbook within one week, but also allow employees to recheck the accuracy of the logbook online which was very convenient.



SUGGESTIONS

However, there were some suggestions from their feedback that can help to enhance the process and accuracy of the overtime logbook. First, it is important to have a special staff meeting to discuss and offer the feedback to improve the quality of overtime logbook. Since the problems often have a similar feature and require similar solutions, therefore, the strong network of sharing information will help to resolve problems with speed and accuracy. Second, it is important to use more online information to add, change, and fill in more information online. Since the old system of paper based was inefficient and time consuming, the process should be more online with modern application. Third, it is important to offer a regular training for both old staff and new staff to understand the process of regular and overtime logbook management and allow them to have an updated information and knowledge. Finally, the top management should to show their support by focusing on the benefits of new computer and online process of logbook management. The strong support and direction of the executives would provide the confidence and maintain high morale of the staff who are working in this logbook management system.

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.

REFERENCES

- [1] Carlsmith, J. & Aronson, E. (1963). "Some Hedonic Consequences of the Confirmation and Disconfirmation of Expectations", *Journal of Abnormal and Social Psychology*, 66(2), pp.151-156.
- [2] Choi, T.Y. & Chu, R. (2001). Determinants of Hotel Guests' Satisfaction and Repeat Patronage in the Hong Kong Hotel Industry. *International Journal of Hospitality Management*. 20: pp. 277-297.

- [3] Dawes, R., D. Singer & Lemons, P. (1972), "An experimental Analysis of the Contrast Effect and its Implications for Intergroup Communication and Indirect Assessment of Attitude." *Journal of Personality and Social Psychology*, 21(3), 281-295.
- [4] Edvardsson, B., A. Gustafsson, et al. (2000). *New Service Development and Innovation in the New Economy*. Lund, Studentlitteratur.
- [5] Ekinci Y. & Sirakaya E. (2004). 'An Examination of the Antecedents and Consequences of Customer Satisfaction'. In: Crouch G.I., Perdue R.R., Timmermans H.J.P., & Uysal M. *Consumer Psychology of Tourism, Hospitality and Leisure*. Cambridge, MA: CABI Publishing, pp. 189-202.
- [6] Halil Nadiri and Kashif Hussain (2005), "Diagnosing the Zone of Tolerance for Hotel Services", *Managing Service Quality*, Vol.15, 3, p.261.
- [7] Teery G. Vavra (1997). *Improving your measurement of customer satisfaction: a guide to creating, conducting, analyzing, and reporting customer satisfaction measurement programs*. American Society for Qualit. p.47.
- [8] Wongleedee, Kevin (2017). "Customer Satisfaction in the Airline Industry: Comparison Between Low-cost and Full Service Airlines" Suan Sunandha Rajabhat University, *Actual Problems of Economics. Scientific Economic Journal*. No 1 (187) 2017.
- [9] Wongleedee, Kevin (2016). "Factors Influencing Revisit Intentions of International Tourists: A Case Of Bangkok, Thailand" Suan Sunandha Rajabhat University, *Actual Problems of Economics. Scientific Economic Journal*. No 6 (182) 2016.
- [10] Wongleedee, Kevin (2016). "Customer Satisfaction as a Factor of Airlines' Loyalty programs Development: the Case of Thai Airways-Domestic" Suan Sunandha Rajabhat University, *Actual Problems of Economics. Scientific Economic Journal*. No 1 (175) 2016.
- [11] Wongleedee, Kevin (2016). "Important Motivation Factors For Foreign Reinvestment in Thailand" Suan Sunandha Rajabhat University, *Actual Problems of Economics. Scientific Economic Journal*. No 6 (180) 2016.
- [12] Wongleedee, Kevin (2016). "Customer Satisfaction as a Factor of Airlines' Loyalty programs Development: the Case of Thai Airways-Domestic" Suan Sunandha Rajabhat University, *Actual Problems of Economics. Scientific Economic Journal*. No 1 (175) 2016.