

EFFECTIVENESS OF CAMPUS PURCHASING PROCESS.

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ABSTRACT

Effectiveness of purchase process is important to the success of services of Suan Sunandha Rajabhat University in the long run. In fact, the growth of university means the higher volume of purchasing in the campus which is becoming sophisticated system which requires the better process of monitoring. It is necessary for purchasing units in campus to consider to revitalize the monitoring process network with other network on similar functioning. The main aims of this study were to monitoring the effectiveness of campus purchasing process and to develop both speed and integrity of campus purchasing process. This was a research method of qualitative research with the objective to provide the findings of both number and reasoning from a focus group with the use of an in-depth interview from three major perspectives namely: suppliers, staff, and faculty members. Each of three group would consist of 21 individuals and each group would participate in a small focus group to explain their insight information and valuable comments about the process of purchasing. The finding of the study can be showed that there were a small gap of actual experiences of purchasing process and expected experiences of purchasing. The level of satisfaction of three groups were very high for each group: suppliers, staff, and faculty members. The sample groups also suggested some important hints such as the need to constant monitoring the process, the need for shorten the purchasing process, the need to plan ahead what campus need to buy to gain the fast delivery and have all available items.

Keyword: Effectiveness, Campus, Purchasing Process

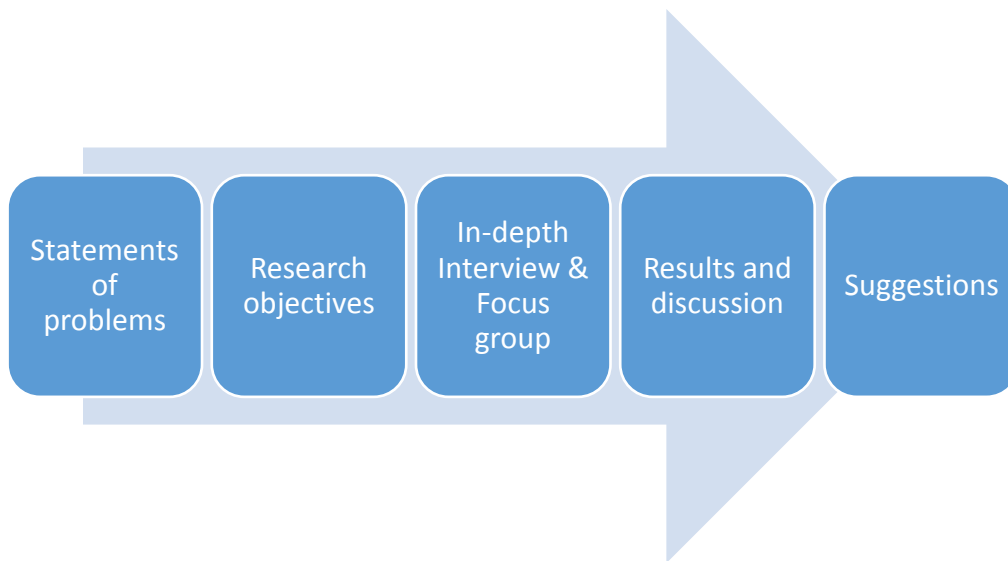
INTRODUCTION

In order to measure the level of satisfaction of purchasing process in the campus of Suan Sunandha Rajabhat University, the feedback from the staff and others who are working with the purchasing units are required to provide information, experiences, and suggestions. The movement from centralized purchasing system to decentralized purchasing system should be completed to reap the benefits of the fast speed of the purchasing system. Effectiveness of decentralized purchase process is necessary and vital to the success of services of Suan Sunandha Rajabhat University in the long run. Since each department in the campus have their own specific needs and wants, the centralized purchasing system would be rigid, slow, and full of mistakes. To be able to compete in the modern world of technology, speed and accuracy are two important factors of purchasing process and system.

In fact, the growth of university nowadays means the higher volume of purchasing in the campus which is becoming sophisticated system which requires the better process of monitoring to ensure both speed and accuracy. It is necessary for purchasing units in campus to consider to revitalize the monitoring process network with other network on similar functioning as well as full implementation of decentralized purchasing system.

METHODOLOGY

Purchasing is one of the most important functions that needs to be effective, fast, and accuracy. The concepts of decentralized purchasing is vital for the large organization such as Suan Sunandha Rajabhat University, Bangkok, Thailand. The main objectives of this study were to investigating and monitoring the effectiveness of campus purchasing process with the concept of decentralized purchasing process and to enhance both speed and integrity of campus purchasing process. In order to finds the proper results for the study, was a method of qualitative research was utilized with the aims to provide the findings of both number and reasoning from a focus group. Equipped with an in-depth interview from three major perspectives namely: suppliers, staff, and faculty members, the results and discussion could be reached. Each of three groups of respondents was interviewed in details. A total of would 21 individuals and each members of the group would participate in a small focus group to explain their insight information and valuable comments about the process of purchasing. For this study, there are five steps of conducting qualitative research. First is to set up the statement of the problems. Second is to have research objectives. Third is to use an in-depth interview and focus groups. Fourth is to gain results and discussion. Finally is to have some valuable suggestions.



FINDINGS

The finding of the study can be revealed that there were a small gap of actual experiences of purchasing process and expected experiences of purchasing in the campus of Saun Sunandha Rajabaht University. The level of satisfaction from three groups of respondents were very high for each group namely: suppliers, staff, and faculty members.

By employing the method of in-depth interview, the findings of this study can be reported that the concept of decentralized purchasing should be introduced and implement in many departments around the campus of Suan Sunandha Rajabhat University. The concept of decentralized purchasing refers to purchasing process and systems of conducting an actual purchasing by all departments independently to fulfill their special needs. However, they still

use the same laws and regulations of the university but allow each purchasing unit of each department in the campus to purchase separately and individually to gain more freedom of control and increase the speed of purchasing system. However, the limit cap is necessary. Under decentralized purchasing, there is no one purchasing manager who has a right and authority to purchase on behalf of all departments. Therefore, the defects of centralized purchasing system can be overcome by sharing powers and sharing decision making.

In fact, from the discussion with the respondents, the method of decentralized purchasing has many advantages. First, the materials can be purchased by the specific needs of each department whenever they require. Second, there is no large investment or large budget required at the center point. Third, the amount of purchasing must be calculated just for the need of each department only. Fourth, the purchasing process can be done quickly and be able to be monitored easily. Finally, there is less time in quality control and quality assurance of the purchasing process and system.

SUGGESTIONS

The sample groups also suggested some important hints such as the need to constantly monitor the process, the need to shorten the purchasing process, the need to plan ahead what the campus needs to buy to gain fast delivery and have all available items. By implementing the decentralized purchasing system, there are many advantages of time and cost reduction. However, the support from the top level of management and executives is always important for long-term success. Each unit purchasing from each department needs to set up a network that they can share similar problems and solutions and learn the mistakes from each other and be able to prevent them in the future. Purchasing process is the process that needs to be fast, accurate, and transparent. It is important to understand that the three factors must be accomplished at the same time. Hence, the use of new innovative applications is significant to achieve the three determinants of success. The new online application helps to increase the speed of spreading information and allow every party to participate online. The system also helps to get rid of unnecessary mistakes, errors, and deficiencies of the document process. The system is easy to check and therefore allows more transparency.

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