

SATISFACTION OF CAMPUS INVENTORY MANAGEMENT.

Miss Jiranun Bunjongpark & Miss Somruedee Pongsena
Suan Sunandha Rajabhat University, Bangkok, Thailand
*E-mail: * Jiranun.Bu@ssru.ac.th, **Somruedee.Po@ssru.ac.th*

ABSTRACT

Satisfaction level of campus inventory management is the best way to measure the effective management to meet the expectation of the users and stakeholders. Campus inventory management is becoming complex and involved a lot of money and it is vital to the success of the overall picture of Suan Sunandha Rajabhat University management. Effectiveness of campus inventory management helps to enhance the better university's financial image and control which it is also essential to gain public confidence. Satisfaction of the students, staff, and faculty members in campus is the topic of resources. The objectives of this research study were to understand the flow of document and process of campus inventory and to offer guidelines to improve the flow of document and process of campus inventory. By using both quantitative and qualitative research technique, a total of 150 main staff from various departments of university at the summer of the year 2019 was subjected to a survey interviewed. In addition, about 15 staff was selected for the in-depth interview. The results of this study unveiled that the focus group reported that the majority of them were very happy and satisfied with the flow of document and process of campus inventory. The system was simple and easy to use and the level of accuracy is no problems with proper speed for transportation within requirement time. However, there are five suggestions from this study. First is to offer more online document and monitoring from both the users and the suppliers of the system. Second is to improve the speed of the flow of the information to be faster during and after the long holidays. Finally, the focus of speed and accuracy should not on only the top management of the university, but also the staff and faculty members who were the main users of the system.

Keyword: Improvement, Campus Inventory, Document and Process

INTRODUCTION

Higher education business and organizations frequently face an increasingly many challenging operational problems whose successful long-term solution requires certain expertise in statistics, mathematics, and administration management. To illustrate, a modern university now have to meet many key performance index, and many specific quality control objectives, and many important deadlines. The management level must determine how many checkout, measurement, and lists to keep open in their campus. Bottle neck, long que, and unnecessary delays of services are now a regular problems in many situations of up and down demand and supply and the attempt to reduce various costs but still need to a smooth flow of works. It is a sign of ineffectiveness and inefficiency which would lead to dissatisfaction of stakeholders and customers. The survey of satisfaction level is one of the most important feedback that management need to pay heed.

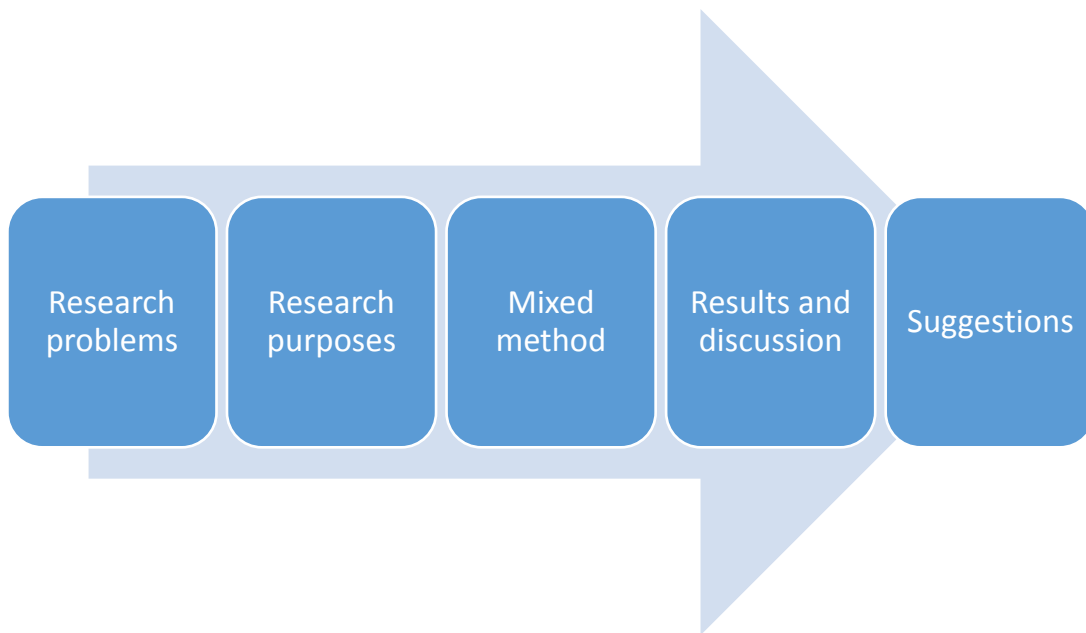
Inventory management can be conducted with the help of mathematic sciences and statistical analysis to find the optimal or near optimal solutions. However, the success of inventory management is still based on the knowledge and skills of those who are making the complex decisions every day in the organization. This is the job that requires both human and

technology interaction. There are many areas that effective inventory management needs to be focused on such as reduction of costs, increase in revenues and investment, manage and reduce risks, increase throughput while decreasing delays, achieve improved utilization form limited resources, and demonstrate feasibility and workability.

In general, the success of inventory management is under many influences factors both internal and external organization. The effects of many internal factors include management policies, job description, working conditions, social relation, attention of the top level management, and so forth. Whereas other factors can be external factors such as perceived opportunities in the market, specific industry and economic conditions, level of competitions of the industry, and so forth. The comprehensive discussing about important factors that are insinuating both job satisfaction and job dissatisfaction, they are vital factors but may have either positive impacts or negative impacts to the perception of both management and employees in general. In other words, employees in the working environment and working conditions in the organization are under tremendous influence of these factors that results in either job satisfaction of job dissatisfaction. Therefore, it is very important to understanding this issue carefully. In order to measure the level of satisfaction of campus inventory management, it is important to focus on those who have direct experiences and have been involved in the process long enough. The use of five points Likert scales is sufficient to gain feedback. The five responses must include very satisfied, satisfied, neither satisfied nor dissatisfied, dissatisfied, and very dissatisfied. The points can be assigned as 5, 4, 3, 2, and 1. The overall high score of five will be reported as very high level of job satisfaction and the expected results of very high satisfaction include high quality of services, ability to solve problems with speed and accuracy, and so forth. On the other hand, the low score three, two, and one will be reported as low level of satisfaction with the expected results of high level of dissatisfaction include poor quality services, bottle neck problems, tardy, low productivity, long lines, low quality of work, and etc.

METHODOLOGY

There are five necessary steps of conducting this survey research: define research problems and its current situations, set up research objectives or aims, use both quantitative and qualitative method, gaining results and discussion, and finally providing suggestions. Satisfaction level of campus inventory management is one of the best ways to measure the effective management to meet the expectation of the users and stakeholders. Campus inventory management is becoming complex and required both budget and time to handle many new problems. Feedback is vital to the success of the overall picture of Suan Sunandha Rajabhat University management. Effectiveness of campus inventory management are insinuating the fact that it is vital to enhance the better university's financial image and control which it is also essential to gain public confidence. Satisfaction of the students, staff, and faculty members in campus is the topic of resources. The objectives of this research study were to understand the flow of document and process of campus inventory and to offer guidelines to improve the flow of document and process of campus inventory. By using both qualitative method and qualitative research technique, a total of 150 main staff from various departments of university at the summer of the year 2019 was subjected to a survey interviewed and 15 informants was subjected to



FINDINGS

By using the method of five points Likert Scales interview format, the findings of this study can be reported that the focus group reported that the majority of them were very happy and satisfied with the flow of document and process of campus inventory. The system was simple and easy to use and the level of accuracy is no problems with proper speed for transportation within requirement time. The results from the survey of satisfaction of campus inventory management included the focus on the service quality and realize that it can be changed and improved to meet with the high expectation from the stakeholders and customers. The main focus of service quality were on speed and accuracy. By providing services at high speed and less or no mistakes required the organization to have a regular training of employees. Moreover, many training sessions reiterated building rapport, treating customers with respect, having a positive attitude, focus on what can be done, and focusing service mind and creating positive environment.

SUGGESTIONS

However, there are three important suggestions from this study. First is to offer more online document and monitoring from both the users and the suppliers of the system. Online system is the best way to increase both speed and accuracy. Second is to improve the speed of the flow of the information to be faster during and after the long holidays. Many times, customers want to retrieve important information, they should be able to do it online with the passwords to ensure the safety of data and the integrity of process of retrieving information. Finally, the focus of speed and accuracy should not on only the top management of the university, but also the staff and faculty members who were the main users of the system. Employees must be empowered to be able to solve the daily problems as soon as possible to ensure the high quality services. Whereas the big problems must be reported to high level management with sufficient time to solve the problems. The focus on the customers is the best policy that must understand by both management and all employees.

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