Efficiency Increasing of Education Administration Between Government Agencies and MOU Networks

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Abstract

The objective of this study is to 1) study the education administration between government agencies and MOU networks, and 2) study the efficiency increase of task administration. Quantitative research was employed in the process, and the sample size is the company MOU networks, 155 respondents in the College of Logistics and Supply Chain, Suan Sunandha Rajabhat University, Bangkok, Thailand. The research instrument is the questionnaire. Data were analyzed using descriptive statistics. The findings found that 1) the education administration, problems were found in all areas, including coordination highest, with an average of 4.89, (2) the student care system, (3) the teaching schedule, (4) writing training projects for students, (5) collecting financial documents and taking them to pay at the campus finance office, except for collecting student academic results and sending them to meetings, where no problems. 2) efficiency, it was found that problems can be solved and efficiency can be increased by setting clear work procedures at every step. And learning from past problems, recording data, and remembering the correct action procedures. Then getting advice from supervisors can also help solve problems and increase work efficiency.

Keywords: Efficiency increasing, Education Administration, Government agencies, MOU networks

1. Introduction

In today's world, competition in the education sector has been continuously increasing. As a result, all universities must emphasize the quality of education and the quality of services to gain a competitive advantage. The development of curricula, teaching methods, and educational support systems has become a crucial factor in enhancing university standards. Furthermore, available resources—such as personnel, technology, and budget—have become key variables influencing the competitiveness of educational institutions. Efficient resource management enables universities to better meet the needs of students and stakeholders. Continuous development and adaptation to societal and technological changes are essential for maintaining quality and sustaining long-term competitiveness. This aligns with the study by Jirungkanont, J. and Vararattanachai, P. (2023), which found that resources and service quality are significant factors in gaining a competitive advantage in public cold storage warehouses. Resource factors were rated with an importance of 4.44, while service quality was rated at 4.38.

The management of the educational system between government agencies and the MOU network is another critical task for the College of Logistics and Supply Chain, as the college offers undergraduate programs and has MOU collaborations with external organizations.

The students enrolled are employees of companies, have their courses transferred, face limitations in attending classes, and require close attention and prompt service. The provision of services to students in MOU programs results in staff members needing to handle related service tasks, including coordination services, the student care system, scheduling classes, writing training projects for students, collecting financial documents for payment processing, and compiling student academic results to be submitted to the campus finance meetings. In alignment with Nantrat Kueanun (2010, p. 6), it is defined that the student support operations in educational institutions should be systematic, with clear methods and tools that are standardized to improve student behavior in desirable ways, as well as to enhance various aspects of students' quality of life. Additionally, the Department of Mental Health (2 0 1 1) defines the student care system as a process that must be carried out step by step, with clear methods and tools for implementation. The guidance counselor plays a key role in the process, and there must be close coordination with school teachers and external personnel. Furthermore, the school must support the process by organizing various activities that promote prevention, solve problems, and develop students to possess desirable characteristics and remain free from substance abuse.

From the study on the issues regarding the management of the educational system between government agencies and the MOU network, where the researcher is involved, the following problems were identified:

1. Coordination: It was found that students paid tuition fees late, registered incorrectly compared to the documents provided, and failed to submit work on time.
2. Student Care System: It was discovered that students did not pay tuition fees on time, did not follow the Facebook page provided by staff, and missed classes due to attending training sessions or being assigned work by their companies on class days.
3. Class Schedule Management: Issues were found where students were unable to register for classes due to schedule conflicts, overlapping instructors, or being unable to register for certain class categories, as these were determined by the registration department.
4. Writing Training Projects for Students: It was found that the verification of the instructor's class schedule in the registration system did not align with the training dates, and students failed to meet the training criteria because they did not attend the sessions.
5. Collecting Financial Documents and Processing at Campus Finance Office: There were issues with late payments, resulting in the inability to download documents from the system on their own.

As a result of these issues, the management of the educational system between government agencies and the MOU network has been less effective than it should be. Therefore, if the efficiency of the educational system management between government agencies and the MOU network is improved by enhancing the routine operations of the responsible staff, it should contribute to better student care and service delivery. This would significantly benefit the College of Logistics and Supply Chain, Suan Sunandha Rajabhat University.

1.1 Research Objective

1. To study the education administration between government agencies and MOU networks.

2. To study the efficiency increase of task administration.

2. Methods

Quantitative research was employed in the process, and the sample size is the company MOU networks, 155 respondents in the College of Logistics and Supply Chain, Suan Sunandha Rajabhat University, Bangkok, Thailand. The research instrument is the questionnaire. Data were analyzed using descriptive statistics.

3. Results and Discussion

The research results on improving the efficiency of the educational system management between government agencies and the MOU network revealed that the curriculum has collaborated with four organizations, as follows: 1)Collaboration with Asia College: 2 0 students 2) Collaboration with Bang Pakong College: 10 students 3) Collaboration with ITBS: 5 0 students 4) Collaboration with the Post Office: 75 students In this regard, the staff members involved will have responsibilities across six main areas. The details of each area are summarized as follows:

1. Coordination of duties: 1) Coordination with staff of 1 person on line. The coordination matters are 1) teaching and learning such as registration, School payment, 2) payment, 3) Work unit, measurement registration with campus such as delayed registration. The problem of coordination is 1) students do not pay tuition fees on time, 2) students do not register on time, 3) Work submitting work on time. The guidelines or problematic method for better performance are 1) Inform students to follow up with the staff. Notify via Social Media on the line immediately. According to the research conducted by Chakrabongse Trakarnthai et al. (2021) on the operation of digital educational system consisting of 1) cloud computing, 2) communication equipment, 3) social network, 4) Internet of all things, which can be accessed via the Internet from anywhere "Anywhere Anytime" 2) Inform the student to check the validity of the registration with the subject submitted by the authorities before pimlai reports or corrections to the registration system on the date and schedule 3) Students must frequently ask their friends or view the royal course line group in accordance with Setthachotsombut et al. (2024).

2. Student care system: 1) answer questions about tuition payment and enrollment 2) ICT and English test 3) Q&A for transfer and registration 4) Q&A for transfer fee, ICT examination fee, English exam 4) ask to maintain the conditions of the unavailable semester 5) Name-Surname 6) Military leniency, which problem of coordination is 1) Students do not pay tuition fees on time 2) Students do not follow the Facebook page sent by the authorities 3) Students do not come to school due to training or company work on the day. The guidelines or methods to improve their performance are 1) Alert students to pay tuition fees online 2) Remind students to follow and notify the schedule of the group's examination 3) Coordination. Follow-up work backwards and send instructors a leave of absence. In line with the encouragement of Chuay Chuay Chuay (2001), the development of a system to care for students at Walailak University for "Good, Good, Happy": Smile & Smart Center found

that it can reduce the number of students with lower average grades than 2. 00 results in lower exit rates. Students perform better. Students are doing activities to record good grades from Passport. This is the most difficult drive because it is abstract, difficult to measure, happiness. Students can access various assistance channels through care from professors, staff and friends. Those involved should develop a more concrete and clear characterization of good people.

3.   Class schedule: 1) to check the course according to the plan and specify the date, time, group, instructor, 2) to draw the course from the registration and measurement system and submit the course registered to the students. 3) to bring the course schedule to students. i.e. 1) Students cannot register due to repeat date, teacher, 2) Students cannot register type such as type 4, cannot cross type 5. The type will be determined by the registration department. The guidelines or problem methods for better performance are 1) The staff checks the date and time recorded in the system 2) Students write applications for late enrollment for college officials to comply with the following requirements:

4. Writing training programs for students in special areas are 1) CTC transfer students 2) writing viewing programs at facilities class once per class. The problem is 1) checking teachers' schedules in the registration system not to meet the training date 2) Students fail to meet the criteria because students do not participate in training. The guidelines or problem methods to improve work efficiency are 1) The registrar enters the register to check the teacher's schedule. 2) Inform the student to read the instructor's document to pass the exam in accordance with Neill. 2005: Online) said that the most effective way to learn by doing is by learning. This concept leads to teaching using activities to help learners do activities themselves. Activities to promote learners can be divided as follows: Course activities, classroom activities, supplementary activities. And extracurricular activities.

5) Collect financial documents and pay them to campus finance. The job is 1) students contacting about school payment delays, school registration delays, transfer fees late. The problem is that they can't download documents on time. The guidelines or methods to improve their performance are that students have to make financial plans well.

6. Collect the student's academic records and submit them to the workshop, including 1) instructors submitting grades to each meeting, 2) verifying the accuracy of the student's grades, 3) documenting the comparison, transferring to the workshop and verifying the correctness of the documents.

Table 1: Results of data analysis from questionnaires

n=155

Efficiency Increasing of Education Administration between Government Agencies and MOU Networks	Mean $\bar{x}$	S. D	Opinion level	Priority Rank
1) the education administration	4.89	0.82	Most	1
(2) the student care system	4.82	0.71	Most	2
(3) the teaching schedule	4.49	0.64	Most	3
(4) writing training projects for students	3.67	0.68	a lot	4
(5) collecting financial documents and taking them to pay at the campus finance office	3.61	0.61	a lot	5

4. Conclusion

Conclusion of research results Efficiency Increasing of Education Administration between Government Agencies and MOU Networks in conclusion, 1) the education administration, problems were found in all areas, including coordination highest, with an average of 4.89, (2) the student care system, (3) the teaching schedule, (4) writing training projects for students, (5) collecting financial documents and taking them to pay at the campus finance office, except for collecting student academic results and sending them to meetings, where no problems. 2) efficiency, it was found that problems can be solved and efficiency can be increased by setting clear work procedures at every step. And learning from past problems, recording data, and remembering the correct action procedures. Then getting advice from supervisors can also help solve problems and increase work efficiency.

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