DEVELOPMENT GUIDELINES DOCUMENTATION OF EVIDENCE INTERNAL QUALITY ASSURANCE COLLEGE OF LOGISTICS AND SUPPLY CHAIN SUAN SUNANDHA RAJABHAT UNIVERSITY.

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Abstract

The objective of this research was to analyze process of document storage of internal Education Quality Assurance documents of College of Logistics and Supply Chain, Nakhon Pathom Campus. In addition, this research focused on studying the work performance of internal Education Quality Assurance and systemic document storage of internal Education Quality Assurance documents. Having systemic document storage allows work to be in the same direction and documents to be found easily. The factors explored in this research were opinions and satisfaction of using Google Drive to store documents, satisfaction of information retrieved from Google Drive and the use of documents. The population of this study was 70 administrators, faculty and staff of College of Logistics and Supply Chain, Suan Sunandha Rajabhat University. The tool used for data collection was questionnaires on ways to develop document storage of internal Education Quality Assurance documents of College of Logistics and Supply Chain which will help in creating development guidelines of the internal Quality Assurance System.

The results revealed that most of the personnel are female with a master's degree. They are lecturers and have less than 5 years of work experience. In general, they had a high satisfaction level of internal Education Quality Assurance Operation of College of Logistics and Supply Chain, Suan Sunandha Rajabhat University. From the results, it showed that access to information of internal Education Quality Assurance depends on being connected to the internet. Moreover, a manual on how to access internal Education Quality Assurance information on Google Drive should be created for new staff members. Furthermore, classification of internal Education Quality Assurance documents needs to be clear.

Keywords: document storage, Quality Assurance documents, internal Quality Assurance

INTRODUCTION

The National education act 1999, amended (Issue 2), 2002, establishes the aims and principles of educational management that focus on quality and standards with specifying in 6 section. Educational quality assurance consists of "Internal quality assurance system" and "external quality assurance system" to serve as an implement to maintain the quality and standards of higher education institutions.

Internal quality assurance is the creation of systems and mechanisms for development, monitoring, and evaluation of higher education institutions in accordance with the policy, target and quality level in accordance with the standards by the institution or affiliation. The

affiliated agencies and educational institutions have established a quality assurance system within the educational institution and consider the internal quality assurance to be a part of the educational administration process that must be continuously implemented. An annual report is an internal quality assessment report submitted to the council, institutions, agencies, and related departments for consideration and disclosure to the public. In order to, lead quality and educational standards development and support external quality assurance.

Education quality assurance of the College of Logistics and Supply Chain, Suan Sunandha Rajabhat University is an activity that develops the management quality according to the university mission. By developing the quality of learners and creating confidence in the education providers continuously. Then to produce an annual report that is an internal quality assessment report to the Institute for public consideration and disclosure. In order to lead the quality development and educational standards

The documents and evidence for internal quality assurance of internal education are important. By providing documentation related to work and project operation activities including storing all documents in order to store performance throughout the academic year. In order to make the operations information in the same direction and to find evidence documents easily.

Therefore, in this research "Development guidelines documentation of evidence Internal Quality Assurance of College of Logistics and Supply Chain, Suan Sunandha Rajabhat University "will reduce the lost documents problem and searching documents faster. In order to work efficiency, the internal education quality assurance work will clear understanding and personnel with the same knowledge and understanding in the same direction.

This research is consistent with the research results of Songpol Chaimadej, Dr. Suphacharoenpoom, and Assoc. Prof. Atchara Photiyanon. (2016) studied on the improvement of internal education quality assurance process of the faculty of engineering, Pathumwan Institute of technology. The result of the opinion analysis chart shown that the procedure for quality assurance and the quality indicator sheet are appropriate with the internal education quality assurance criteria. Higher education level 2557 can be used in practice and create understanding for the staff of the faculty of education quality assurance in preparing documents to support the assessment correctly.

OBJECTIVE

To analyze the document storage process for educational quality assurance in the College of Logistics and Supply Chain.

METHODOLOGY

Population and sample groups

Executives, professors and personnel, 89 persons are the population of this research.

Questionnaire is surveyed tools for collecting sample data from 70 persons at College of Logistics and Supply Chain, Suan Sunandha Rajabhat University.

The research tools

The questionnaire is the research tools.

RESULTS

Regarding to the study of development guidelines documentation of evidence Internal Quality Assurance of College of Logistics and Supply Chain, Suan Sunandha Rajabhat University is a study of the opinions of personnel regarding the internal educational quality assurance of College of Logistics and Supply Chain, Suan Sunandha Rajabhat University. The researcher presents the results of the data analysis as follows.

Part 1 Results of general data analysis of respondents.

Part 2The analysis result is a question about the document storage process for internal education quality assurance. According to, the quality assurance personnel opinion of the College of Logistics and Supply Chain, Suan Sunandha Rajabhat University, Nakhon Pathom Education Center. In order to find the method for improving the storage of evidence for the internal education quality assurance in which the 5-level questionnaires is used (Likert, 1967).

Part 3 Results of respondent's opinions and suggestions in order to find the solution for developing the archival of internal education quality assurance of the College of Logistics and Supply Chain, Suan Sunandha Rajabhat University, Nakhon Pathom Education Center.

Part 1 General information of respondents

Table 1 general information showed the number, percentage and the respondent's status with classified by gender, education, position and work experience as in the table.

General information	Number (person)	percentage
1. Gender		
Male	29	41.43
Female	41	58.57
2. Education		
Undergraduate	0	0.00
Bachelor	12	17.14
Master	44	62.86
Doctor	14	20.00
3. Position		
Executive	5	7.14
Lecturer	49	70.00
Officer	16	22.86
4. Work experience		
Less than 5 years	50	71.43
5 – 10 years	18	25.71
More than 10 years	2	2.86
Total	**70**	**100**

From Table 1 showed analysis results that are 70 respondents, mostly 41 female, 58.57%, 29 male, 41.43%. Education level, most of them are master's degrees with 44 people, 62.86% then 14 doctors, 20.00% and 12 under graduated, 17.14%. The position are 49 lecturers, 70.00%, then 16 staff members, 22.86% and 5 executive, 7.14%. In addition, the most respondents have less work experience 5 years about 50 persons, 71.43% then 18 persons are 5 - 10 years of work experience, 25.71% and 2 people working over 10 years, representing 2.86%, respectively.

Part 2 Summary of satisfaction with the internal education quality assurance operation in College of Logistics and Supply Chain, Suan Sunandha Rajabhat University

The result of the satisfaction level analysis of the educational quality assurance operation in the college Logistics and Supply Chain, Suan Sunandha Rajabhat University in order to find solution for improving the storage of evidence for the internal education quality assurance Nakhon Pathom Education Center, as in Table 3 – 5

Table 2 Comments on the satisfaction of using the Google Drive App in document storage. Show the average ($\overline{X}$), standard deviation (S.D.) and percentage, respectively in the satisfaction of personnel regarding the implementation of internal quality assurance in College of Logistics and Supply Chain, Suan Sunandha Rajabhat University, Nakhon Pathom Education Center.

The satisfaction of using the Google Drive App in document storage	$\overline{X}$	S.D.	Percentage	Level
Convenience for storing evidence	4.13	0.45	82.57	High
Searching for evidence documents	4.04	0.67	80.86	High
Able to inspect, track, document and evidence	3.83	0.59	76.57	High
Total	4.00	0.57	80.00	High

From Table 2, the analysis results showed that reviews of the satisfaction with the Google Drive App for document storage. Overall, the satisfaction level is at a high level ($\overline{X} = 4.00$). When considering each aspect, it is found that all aspects are at a high level. By conveniently storing evidence has the highest average level ($\overline{X} = 4.13$) then searching for evidence documents ($\overline{X} = 4.04$) and aspects are able to check and track evidence documents ($\overline{X} = 3.83$), respectively.

Table 3: The satisfaction of the data in the Google Drive App showed the average ($\overline{X}$), standard deviation (S.D.) and percentage respectively in order of personnel satisfaction with the implementation of internal education quality assurance in College of Logistics and Supply Chain, Suan Sunandha Rajabhat University, Nakhon Pathom Education Center.

The data satisfaction in **App** Google Drive	$\overline{X}$	S.D.	persentage	Level
The basic information is up to date.	3.77	0.42	75.43	High
Accuracy and completeness of information.	3.97	0.45	79.43	High
Able to download evidence documents.	3.89	0.44	77.71	High
Reduce paper.	3.67	0.47	73.43	High
Total	3.83	0.45	76.50	High

From Table 3 the analysis results showed that the overall of satisfaction of the data in App Google Drive is at high level satisfaction ($\overline{X} = 3.83$). When considering each factor found that accuracy and completeness of information is at high level with highest average ($\overline{X} = 3.97$). Then, able to download evidence documents ($\overline{X} = 3.89$), the basic information is up to date ($\overline{X} = 3.77$) and reduce paper ($\overline{X} = 3.83$), respectively.

Table 4 The use of evidence documents showed the average ($\overline{X}$), standard deviation (S.D.) and percentage, respectively in the personnel satisfaction regarding the implementation of internal quality assurance in College of Logistics and Supply Chain, Suan Sunandha Rajabhat University, Nakhon Pathom Education Center

The use of evidence documents	$\overline{X}$	S.D.	Percentage	Level
Evidence documents can be uploaded at any time.	3.63	0.49	72.57	High
Basic information can download anytime.	3.99	0.52	79.71	High
The basic information is in the same direction.	3.96	0.36	79.14	High
Upload evidence documents to the CHE QA Online Educational.	3.97	0.45	79.43	High
Total	3.89	0.45	77.71	High

From Table 4 showed that the overall of the use of evidence documents are at high level ($\overline{X}$ = 3.89). When considering each factor found that the basic information can download anytime is at high average ($\overline{X}$ = 3.99). Then, upload evidence documents to the CHE QA Online Educational ($\overline{X}$ = 3.97), the basic information is in the same direction ($\overline{X}$ = 3.96) and evidence documents can be uploaded at anytime ($\overline{X}$ = 3.95), respectively.

Part 3 Suggestions of respondents

The personnel's opinions and recommendations for the implementation of internal quality assurance in College of Logistics and Supply Chain, Suan Sunandha Rajabhat University, Nakhon Pathom Education Center. Regarding, the document storage of the quality assurance work of the college. How should it be improved or added in which an open-ended question for the respondents to express additional opinions freely. Summarized as follows

1. Data access must be connected to the internet.
2. Some personnel have never used the Google Drive App.
3. Create a manual or a step to access the Google Drive App for new personnel.
4. Classification of document information or clear quality assurance evidence

CONCLUSION AND FUTURE WORK

1. The researcher should use tools to conduct research studies other than questionnaires, such as using interview methods in order to get more information.

2. There should study the efficiency and effectiveness of quality assurance In order to be informed of the management guidelines and the problems, obstacles, and the effects of the internal education quality assurance.

3. There should study the satisfaction of the personnel within the department about the internal education quality assurance with whole course level and college level in order to be aware of the importance of personnel regarding the quality assurance of internal education.

4. There should be research on perception and participation in internal quality assurance. Whole course level and college level to study awareness participation of personnel in giving importance to quality assurance work.

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