

THE DEVELOPMENT OF THE MODEL AND PROCEDURE OF THE PARCEL OPERATION OF THE COLLEGE OF LOGISTICS AND SUPPLY CHAIN, SUAN SUNANDHA RAJAPHAT UNIVERSITY.

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ABSTRACT

This research objectives to 1. To find the coordination problems of the supply officers with those involved in the College of Logistics and Supply Chain. 2. To find the problems of the officer service to the recipients in the College of Logistics and Supply Chain. 3. To develop the form and procedure of the supply operation of the College of Logistics and Supply Chain. The questionnaire is used for collecting data from personnel, which is divided into 2 parts: 1. 54 academic personnel and 26 academic support personnel. The data is analyze with statistical values such as frequency, percentage, mean (X), standard deviation (S.D) and content analysis.

The result found that attitudes of service recipients to service providers of the College of Logistics and Supply Chain, which is divided in each factor as follow:

- Knowledge and ability in working Personnel, who come to receive services at the College of Logistics and Supply Chain. The percentage of overall satisfaction was at a high level when considering the knowledge and ability in working.
- In the process of supply delivery, the personnel who come to receive services at the College of Logistics and Supply Chain. There is a high level of satisfaction in the overall. When considering the procurement process, it was found that the personnel who received the service were satisfied at a high level.
- In providing sufficient services that personnel who come to receive services at the College of Logistics and Supply Chain with the highest satisfaction percentage in overall level. When considering the provision of adequate services, it was found that the personnel who received the service had a high level of satisfaction.
- On the continual service provision, the personnel who come to receive services at the College of Logistics and Supply Chain. There was a high percentage of overall satisfaction in considering the service aspect continuously. It was found that the personnel who received the service had a high level of satisfaction.
- In the process of eliminating complaints that personnel who come to receive services at the College of Logistics and Supply Chain. There was a high level of satisfaction in the overall. When considering complaints., it was found that the service personnel were satisfied at a high level.

Keyword; develop, procurement procedure

INTRODUCTION

Procurement is an important operation for all departments. The supplies mean appliances and the office supplies mean office equipment, including teaching materials. Inventory management plays an important role in the administration of the department in which the same as the army that needs the military to deliver. The College of Logistics and Supply Chain was established at Suan Sunandha Rajabhat University Nakhon Pathom Education Center in 2015, therefore need an efficiency in inventory management due to the large disbursement. The inventory is the responsibility of both academic staff and academic support to participate in the procurement. Controlling the use, storage, distribution, transfer or exchange of durable goods, the supplies officer must ensure that it is in accordance with government regulations.

The College of Logistics and Supply Chain (CLS) is an equivalent unit of the faculty with its own management regulations. The main goal is to have independence and high flexibility but under the supervision of Suan Sunandha Rajabhat University. CLS has a primary mission as higher education institutions, namely producing quality graduates to society, research, academic services and the maintenance of art and culture. The administration of the College of Logistics and Supply Chain has been developed and progressed by creating a network of cooperation with both the public and private sectors, including executive support. The participation of the faculty and staff of the university and all personnel of the College of Logistics and Supply Chain are involved in making the College's administration to be in accordance with the university's strategy and program that is consistent with the university's strategy and plan. Educational management for executive generation, entrepreneurs of both public and private, to have the ability to compete which based on the principle that "Quality education will develop learners today. To be a good leader in the future." College of Logistics and Supply Chain Divided into 5 divisions

1. Academic Department
2. Student Affairs Department
3. Management
4. Research and academic service department
5. Planning and Quality Assurance Department

Procurement is important to the administration of an organization, both small and large. It is necessary to have an inventory management to be efficient and effective. The importance of the procurement work, which the government has set up the same rules throughout the country, called "the Office of the Prime Minister's Regulations on Procurement 1992 and amended". B.E. 2560 and the Ministry of Finance's Regulations on Procurement and Public Sector Management of Materials, B.E. 2560, supplies are of great importance to the organization. The department must plan for the use of the supplies sufficiently. Material handling is therefore very necessary as it is convenient, fast, economical and in time for the current situation. The availability of materials and supplies can help the organization get the most out of it. The organization is able to achieve its goals.

The College of Logistics and Supply Chain is a tertiary institution that gives importance to the inventory management of colleges and universities to provide flexibility in the management and other departments to perform well convenient and fast. Chana Kanjanasaksorn (2005: 1) presented that the inventory management in educational institutions is very necessary because material are facilitating the administration of the schools to be more efficient. However, in the actual operation inevitably causes problems and obstacles in operations. Whereas, supplies as well sometimes problems may arise from not understanding the procedures or processes of the supplies work. Causing errors in both documents Or the process of parcel management

As for the procurement department, the College of Logistics and Supply Chain is an important department that needs procurement. Inventory control and distribution to facilitate the system management. The operational plan is prepared for each fiscal year, which requires coordination with both external and internal organizations in order to achieve an efficient operational process.

The personnel of the College of Logistics and Supply Chain, both personnel in academic and academic support staff, are increasing every fiscal year. In the performance of official services, management is important in management. Especially procurement of equipment, which must have rules and regulations to support the procurement of every step. The procurement department is responsible for a lot of procurement procedures and each step is a systematic, clear and accurate document operation. Which may cause obstacles in contacting inquiries from relevant parties Discontinuous work, missed work causes delays in disbursement of budgets

Therefore, this research realizes the importance of the development of the form and procedure of the inventory operation of the College of Logistics and Supply Chain so that the relevant parties can understand the basic process. Analysis of problems in coordination service to stakeholders. In order to bring the study results to develop and improve the existing work procedures to be more systematic. Procurement related person that able to track work procedures of parcels instantly all the time for convenience and accuracy, complete and timely budget disbursement and using the database to further benefit the project. Operate efficiently responding to the achievement of the organization's goals effectively that lead to the development of forms and procedures for the parcel operation to be more efficient.

OBJECTIVE

1. To find the coordination problem of the procurement officers with those involved in the College of Logistics and Supply Chain and the procurement division of Suan Sunandha Rajabhat University
2. To find the service problems in the College of Logistics and Supply Chain and the procurement division, Suan Sunandha Rajabhat University
3. To develop the supplies operation procedure in the College of Logistics and the procurement division, Suan Sunandha Rajabhat University

Research scope

1. Population

This research is a quantitative research, the population used in this research is academic personnel and academic support in College of Logistics and Supply Chain, Suan Sunandha Rajabhat University between October 2018 - July 2019

Sample groups

- 56 Academic personnel
- 28 Academic support personnel

2. Content

The questionnaire is used for collecting information. Theory and research related to the development of the supplies operation procedure of the College of Logistics and Supply Chain , Suan Sunandha Rajabhat University. The variables used in this study were

- The initial variable consists of gender, age and position.
- The following variables consist of the attitudes of the clients towards the service providers, which are divided into 3 areas as knowledge and operational ability in the procurement process and service

3. Area
 - College of Logistics and Supply Chain

Expected benefits

This research expects to receive the following benefits

1. To enable personnel of the College of Logistics and Supply Chain aware of the importance of the implementation of the rules and regulations on supplies
2. In order to be in the same direction in the development and operational procedures of the inventory management of the College of Logistics and Supply Chain

METHODOLOGY

This research is quantitative research and questionnaire is research tools. Questionnaire detail is procurement procedures and inventory management at College of Logistics and Supply Chain, which is divided into 2 parts as;

- General information of respondents
- Procurement Process of College of Logistics and Supply Chain, which has 5 rating scale, consisting with 8 topics, the number indicating the level of the problem that occurs as follows
 - 5 means the most problematic
 - 4 means a lot of problems
 - 3 means moderate problem
 - 2 means few problems
 - 1 means least problematic

1. Collecting data

Primary data is data that has never been collected by other organizations or researchers. It is the information that the researcher collected for the first time by himself. Questionnaire is a tool for data collection, whichn has issued 80 questionnaires and takes 60 days to collect data

Secondary data is the study of information from documents and articles related to the research. Including, local newspaper, publications related to supplies, academic articles, other related websites and the office supplies data sheet

2. Data analysis

Descriptive analysis is used to analysis data and processing by using SPSS program (Statistical Package for Social Science) to process and analyze the data according to the assumptions set.

RESULTS

The study of "The development of supplies operations procedure of the College of Logistics and Supply Chain, Suan Sunandha Rajabhat University " has results as following

Table 1, the analysis results of the gender are 40 males, 50.00% and 50 females, 50.00%.

Table 2, the analysis of ages are 41 persons over 40 years old, 51.25%, 24 persons of 31-40 years, 30.00%, and 15 persons 22-30 years, 18.75%

Table 3, the analysis results of 54 teachers, 67.50% and 26 staff, 32.50%.

Table 4, the analysis results of work experiences are 36 persons for 10 years, 45.00%, 32 persons for 1-5 years, 40.00% and up to 12 persons for 12 years, 15.00%. Most of them tend to increase their knowledge and understanding in the process of requesting for

supplies to be clear about various documents, procedures and time period. Therefore, using this research to improve and to create a manual and perform work to improve the document disbursement process of the office supplies. The College of Logistics and Supply Chain is considered a way to improve the process of procurement and the preparation of reports for inspection and correction of errors and related documents and documents. Thus, the practitioners and relevant personnel of the College of Logistics and Supply Chain to use as a guideline to improve the process of document reimbursement in the same direction.

Discussion

Personnel who receive services at the College of Logistics and Supply Chain have a high percentage of the overall satisfaction. When considering the knowledge and operational ability, the personnel who receive services are satisfied. Ranking issues include service providers are enthusiastic about the service, the service provider can find the answer in terms of supplies every time, service providers have the ability to provide services to service recipients friendly and efficiently, service providers give priority to operations, full time work and effective, service providers are very helpful to service recipients such as material withdrawal and service providers have a solution. When encountering immediate events as well service providers are able to provide consultation regarding procurement information problems.

The procurement process

The personnel who receive service at the College of Logistics and Supply Chain have a high percentage of overall satisfaction. When considering the supplies process found that the personnel who receive the service are at a high level of satisfaction. Ranking issues include the process of withdrawing and discharging supplies and supplies has an easy process. Service recipients are able to efficiently plan service recipients. Service recipients can specify basic equipment characteristics, procedures and process for procurement of service recipients with understanding and practicability. Service recipients receive adequacy of goods withdrawal.

Sufficient service

Personnel who receive services at the College of Logistics and Supply Chain have overall satisfaction level is at the highest level. When considering sufficient services found that the personnel who receive the services are at a high level of satisfaction. Ranking issues include the facilities for service recipients efficiently such as reimbursement documents, service providers provide advice and clarification in order to facilitate the contact of the service.

Continuous service provision

The personnel who receive the service at the College of Logistics and Supply Chain have a high percentage of overall satisfaction. When considering the services continuously, it is found that the personnel at a high level satisfaction. Ranking issues include accept to suggestions or complaints from service recipients such as providing a comment box, etc. Service provider can transfer the work to other personnel and able to work as a substitute in some cases where the client is not finished or delay. Service provider continue to complete the work and there is clarification understand effectively. Service provide service according to the steps of the various services until completed in a timely manner.

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