TO STUDY ABOUT PROBLEMS OF TRANSFER DOCUMENT TO REDUCE TIME AND INCREASE PRODUCTIVITY OF COLLEGE OF LOGISTICS AND SUPPLY CHAIN SUAN SUNANDHA RAJABHAT UNIVERSITY.

Arunrat Kamenkarntai*
Suwat Nualkaw**
College of Logistics and Supply Chain
Suan Sunandha Rajabhat University, Bangkok, Thailand
E-mail: Arunrat.ka@ssru.ac.th Suwat.nu@ssru.ac.th***

ABSTRACT

The study of the sending and receiving documents problems in order to manage time and increase efficiency at the College of Logistics and Supply Chain CLS, Suan Sunandha Rajabhat University aims to 1) Analyze the sending and receiving documents problems at CLS, and 2) Find out the solutions for the sending and receiving documents problems. The research instrument was a questionnaire as the CLS staff survey (100 questionnaires); the lecturers, the supporting staff, and the students. The research has shown that.

1. 60% of male staff and 40 % of female staff as from the lecturers 45 %, the supporting staff 25%, and the students 30 %,

2. Respectively, and the incorrect document delivery address at the most, the wrong from, the receiving procedure complexity in delays, the invalid priority document.

The suggestions in this research are considered

1. To provide training and education in documentation for the CLS staff and encourage the staff to meet separately outside for documentation management,

2. To encourage continuous improvement in workplace and also promote the personal growth in documentation management for personal and organizational development.

3. To set systematically the standard on records management and physical storages into the conveniently and quick finding documents.

4. To improve regulations and rules in documentation management to be modern and unsophisticated.

Keyword; problems, transfer document, reduce time, increase productivity

INTRODUCTION

Documentation is the significant key to operate in every organization, whether in the general form documents (paper) or electronic documents. At present, it can be seen that most organizations turn to use more technology for document management. In order to simplify the operation of staff but may have to use documents in the form of paper as well. It may still not be able to stop using the document to zero. Consequently, that the storage of paper documents over time, the document will increase from the amount of usage. As a result, the problems document management followed and causing users to encounter a lot of difficulties in using.

In this issue the researcher will focus on study of the problem of receiving and sending document in order to reduce time and increase operational efficiency at the College of Logistics and Supply Chain SuanSunandha Rajabhat University to find the ways to solve the problem of receiving and sending document system to be more efficient and guideline for document workers to be able to understand more easily, accuracy, same form and standard as well.

OBJECTIVE

   1. To analyze the problem of receiving and sending document at the College of Logistics and Supply Chain
   2. To solve the problem of receiving and sending document system to be more efficient

LITERATURE REVIEW

   The researcher has studied the theory and collected the documents also related research as follows;
   1. History of Document Work
   2. Principles and concepts of document management in organizations
   3. Related research

   1. History of Document Work
   Development the world's work documents, document work is an ancient work of the world society that has appeared for over 5,000 years and has developed sequentially according to changes in society, culture, politics, education, economy, science and technology when humans do not know how to write, story recognition rules and agreements and the transfer of memorabilia by assigned people. It was the traditional method mentioned. To using the rope to create various knots that represents the amount and statistics and translates the meaning from the knot bound by the responsible person. It is another way to work in traditional document method (Duranti. 1989: 3). The concepts and methods of document work in the traditional way changed when the humans began to write in the Sumerian era. From the study various evidence not complicated and limited in terms of scope, techniques, methods and service. The documents work in this period aim to meet the needs of document owners for administration. From this reason, the documents work only exists in the department that made the document. Most of them are in the possession of the ruler, the nobleman and the person responsible for the preparation and storage of documents, which is often referred to as "The keeper of records" appointed from people with knowledge and ability(Som Suang Phutthikul. 1996: 121). In the classical era, the document work has developed and very progressively. Almost all agencies have storage centers. Both current records and historical records, and at times archives are used (in Thai, the term "archives", which are widely used today). The document work has the highest development in the Roman Empire. At present, the documents are not made for use only officials and responsible person but allowing the people to get a chance to use or make copy. Therefore, document works are more significant because that responding to the needs of the owner and also respond to the needs of society. In this period, documentary form, in which this refers to content and context that indicate the origin and use of structure and the data that is a component of each document, the document has played an important role and became a part of the document work.
   2. Principles and concepts of document management in organizations

Document management is a task that involves organizing the department's information in an orderly manner convenient and easy to search. To support increase organizational memory and decision-making at all levels of executives in all organizations. The process to collect document consists of planning, assigning duties and document storage structure. To specify the document storage systems, document control and document destruction that support document management to be efficient and able to reduce the document costs(Sumalee Thongdee, 2010)

3. Related research

Phairin Luangmoon (2010) has applied ECRS conceptual techniques to help solve problems in reducing steps reduce movement reduce time, including work process improvements. The theory can be adapted or applied to increase the efficiency of document management and data flow in the organization.

Withaya Mekkham (2014) studied the subject of Guidelines for effective management development in reduce the transportation costs. The results of the research revealed that 1) in part of Efficiency found that the use of the space of transportation vehicles is full efficiency more expertise and use of subcontracts make the control more efficient. 2) In part of cost reduction, it was found that the loading of goods in round trip and manage route and managing the number of points used in transportation including apply the technology systems have an effect on cost reduction. 3) The model of the development guideline shows that the reduction of product size raising awareness, training and finding suitable tools and including use the technology to increase efficiency.

Suchart Roek-son (2015) has studied "The study of the problems, needs, and ways to solve the document management of departments within the National Institute of Development Administration". As a result, that found it can change various situations, including knowing the strengths and weaknesses of the institution that needs to be improved in any way. As well as the support personnel lack of skills understanding in order to adjust by providing training to educate personnel to have good potential. As a result of the study will be presented to be a guideline for solving document management problems of the internal departments of the National Institute of Development Administration. This will lead to more efficient document management.

METHODOLOGY

Population and sample

The populations apply in this research are academic support personals, lecturers and students of the institute. Which operate and relate to the documentation at the College of Logistics and Supply Chain, SuanSunandha Rajabhat University.

The Sample apply in this research are academic support personals, lecturers and students of the institute. Which operate and relate to the documentation at the College of Logistics and Supply Chain, SuanSunandha Rajabhat University.

Research tools

The instruments used for data collection in this study were questionnaires which divided into 3 parts as follows

Part1. Questionnaires are about general status of the respondents, gender and occupation (Check list), amount 2 items

Part2. Questionnaires are about the problem of receiving and sending document to reduce time and increase operational efficiency at the College of Logistics and Supply Chain, SuanSunandha Rajabhat University (rating scale) 5 levels according to the concept(Best and Kahn. 1993: 246-250) consists of 51 items of the strongly agree, agree, moderate, disagree and strongly disagree with 5 parts of the questionnaire.

Data collection

Data collection the researcher will progress as follows,

1. Create a letter request to human resource support to request the number of lecturer and academic support personals within the institution to make a questionnaire.

2. Making a request letter to all departments within the institution to cooperate from a sample of the questionnaire answer.

3. Request support from the lecturer during learning time to help students complete the questionnaires.

4. The researcher distributed the questionnaires and collected the questionnaires for the samples by themselves and sends back to the researcher.

Data processing

In data processing the researcher showed the following

1. To collect the questionnaires and select the complete version.

2. Record data from every questionnaire.

3. Analyze the data by using the program.

Data analysis

The researcher analyzed quantitative data (Quantitative Analysis) by using the collected questionnaires to check and coded in every questionnaire and take the information that has been coded to analyze the data by using the SPSS statistical program (Statistical Package for the Social Science) to data processing and prepare statistical analysis tables to present data and summarize in this research.

RESULTS

From the study about the problem sending and receiving documents in order to reduce time and increase operational efficiency in the College of Logistics and Supply Chain, SuanSunandha Rajabhat University. Consequently, the researcher summarized about the results as follows;

1. Personal data of 100 respondents, found that most of the respondents are 60 male, accounting for 60 percent and female 40, accounting for 40 percent, being 45 teachers, representing a hundred 45 percent of the academic support staff, 25 people, representing 25 percent and 30 students, representing 30 percent.

2. The problem of sending and receiving documents in the College of Logistics and Supply Chain SuanSunandha Rajabhat University found that personnel in College of Logistics and Supply Chain SuanSunandha Rajabhat University has problems sending and receiving documents, found that the overall level is at the highest level 85.88% ($\bar{x}$ = 4.30, SD = 0.73). If considering in each aspect, found that the population groups have problems sending and receiving documents by It is the problem of sending documents about the path of sending documents incorrectly, resulting in not reaching the most recipients, representing 93% ($\bar{x}$ = 4.65, SD = 0.48) and problems with receiving documents. The process is complicated, causing delay. 88% ($\bar{x}$ = 4.42, S.D. = 0.77) is at the highest level.

Discussions

From the study about the problem sending and receiving documents in order to reduce time and increase operational efficiency in the College of Logistics and Supply Chain, SuanSunandha Rajabhat University. Consequently, the researcher summarized about the results as follows;

In part of document delivery, the first problem is books that have been considered by the executives are delayed, secondary present the books for the executives to consider late and document delivery was delayed which related with the research of Nopphamat Vejtang (2010) which studies the document management system development of Mo-tie Sub-District Chai-ya District, Surat-Thani Province. As a result, that problem to develop document management systems to prepare the official documents, there was a delay within the specified time. The book delivery is not up to date. It can be seen that explain that there are a lot of departments within the institute and each department has a large number of their own government documents. Moreover, to considered by the management for a long time therefore causing a delay in document delivery.

In part of the document delivery the first solution to specify the guideline document sending and receiving services clear and the same standard. Currently, staff in each department of the institute there are different to transfer the document or neglecting the guidelines. Mistake the route of sending and receiving can cause delay in the document delivery. Including the prioritize of the document which allows the important documents to be processed more quickly.

From the research found that the solution to the document management problems of the College of Logistics and Supply Chain, SuanSunandha Rajabhat University, the results of this study are as follows,

In terms of receiving and sending documents from the College should specify clear guidelines for document delivery and the same standard. Furthermore, include the personnel training and preparation of the manual to receiving and sending documents from the College for everyone to know and follow correctly. To prevent the delay in receiving-sending documents this may have specified personnel to send documents specifically. To be responsible for create the form to control the document delivery, that will be able to check who has been stuck for a long time and make it easier to follow the document.

Suggestion

1. Training should be provided to personnel working on documents. In addition, should encourage the personnel to see the work on documents from another department. In order to apply the knowledge gained to develop the work practices of the documents that they are performing.

2. Should specify the standards for document storage systematically for ease to use which may specify the location to store the significant documents clearly. For convenience in searching the documents can be effective in using data.

3. Should be improvements in the rules and regulations which related to document management for up to date and not duplicate in order to be able to operate easily and help the process of work faster.

Suggestions for further research

In the next research the researcher will study about the satisfaction to use of the document work services in the college. In order to use the results to improve work to meet the needs of those involved and benefit with the college further.

REFERENCE

[1] Noppamas Vejtang. (2010). The Development of Document Management System of Moed Subdistrict Administrative Organization, Chaiya District, Surat Thani Province. Master thesis. Bangkok: Khon Kaen University.

[2] Phairin Luangmoon. (2010) Increasing the efficiency of chip forming machine by using the setting time reduction technique. Chiang Mai Machinery: Graduate School, Chiang Mai University.

[3] Thammasat University. (2588). Documentation of training packages for the development of archives for efficiency and modernity. Bangkok: Office of Educational Extension and Social Services Thammasat University.

[4] Wittaya Mekkhom (2014). Guidelines for effective management development In reducing transportation costs. Journal of Industrial Technology: Suan Sunandha Rajabhat University Year: 2 Issue: 2 Page number: 6-13.

[5] Somsang Phruethikun. (1996). The concept of new archives. Bangkok: Sukhothai Thammathirat Open University. 9 (1): 120-131.

[6] Bureau of the Budget. (1995). Handbook for document management system operation of Burapha University. Bangkok: Office of System Development and Personnel.

[7] Bureau of the Budget. (1994). Report of suggestions for improving the document management system for the president. Burapa university. Bangkok: Office of System Development and Personnel.

[8] Office of the Permanent Secretary, Office of the Prime Minister (1983). Regulations of the Office of the Prime Minister on Correspondence Work. Bangkok.

[9] Suchart Roekksaor. (2015). A Study of Problems, Needs and Ways to Solve Document Management Problems of Internal Departments, National Institute of Development Administration, Bangkok.

[10] Supaporn Pradubkaew. (1983). Correspondence work, practical part. Bangkok: Wattana Panich.

[11] Suwannachai Chindasut. (1991). Official document administration of the Ministry of Foreign Affairs. Thesis Niphon Aksorn - Master of Arts. Bangkok: Wattana Panich.

[12] Sumet Suwanakana. (1995). Knowledge about archives. Bangkok: Mahidol University.

[13] National Institute of Development Administration. Type definition guide And document storage life Bunditpat Institute - Management Science. (1995). Bangkok: Archives and Museums And the Correspondence Work Group.