

GENERAL ADMINISTRATION GUIDE (ADMINISTRATION) FOR OUT-OF-CAMPUS CENTERS COLLEGE OF LOGISTICS AND SUPPLY CHAIN.

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ABSTRACT

This research aims to (I) To create a manual for the Administration Center for Out-of-Campus Education. (II) To help users understand the task more easily through the manual, College of Logistics and Supply Chain. In order to accurate, fast and efficient finance disbursement operations. With study the occur problems then determine the solution and the preparation of operating handbook. Using operation research methodology, the data were collected from interview. Moreover, theoretical concepts and related research are used. The sample used in this study is personnel in College of Logistics and Supply Chain, Suan Sunandha Rajabhat University. Including Nakhon Phathom Campus, Udon Campus, Ranong Campus and collaboration with Pattaya Technology College Chonburi province. The method was chosen to select only 12 relevant personnel

The research found that the most problem is a lack of knowledge and understanding. The lack of knowledge and understanding were rules, regulations, directives and relevant practices. Procedural issues and many tasks in operations. People do not understand the rules of the regulations. The lack of follow up on information in the performance of work related to rules ,regulations , regulations , orders. And the information is not complete according to the criteria set. This results in errors in the operation. Delayed It should be noted that personnel should be provided with accurate information about the rules governing general administration (administration) in order to gain a better understanding of the expertise, accuracy, and accuracy of the work.

Keywords: Administration handbooks, Personnel College of Logistics and Supply Chain

INTRODUCTION

The College of Logistics and Supply Chain the management is organized into a college operating various tasks. There may be a problem or jam since the college was established in Nakhon Pathom province. Which management by institutions with an administration structure and the composition of the personnel who manage the center application process and enrollment graduation process and graduate registration academic administration and administrative tasks that must be contacted operational government agencies and various private agencies. That will be communication order or coordinate need to receiving-sending the books and when the work load increases or the operation would

result in an increase in the number of official documents as well. Moreover, who do not receive training will lack the knowledge and ability to proceed which organizing books into the system. Therefore, the work regulations are very necessary. Providing a lot of benefits to the organization especially, document search can be performed conveniently, quickly, and saves time resulting in highly efficient operations.

Who work well in documents must also know about administration tasks such as interacting and coordination fluency and agility. In addition, must have good knowledge of the language, especially Thai and should know the information system and can type when necessary. Coordinate with those who have technical knowledge directly as well since the work is available in all departments. Because operations that are more important must be done with a document system. Therefore, a supervisor must be responsible for the work. This is responsible for surveillance ensuring that the subordinates perform their duties with care.

Therefore, the researcher wants to develop the system of sending and receiving government official letters of the College of Logistics and Supply Chain more efficiently. To support the work of general administration and develop personal who responsible for delivery books to be more effective.

OBJECTIVE

1. To provide administration manual for the Out-of-Campus Education, College of Logistics and Supply Chain
2. To help users understand the task more easily through the administration manual, College of Logistics and Supply Chain

LITERATURE REVIEW

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 enterprise document management.

Documents are an important resource of the organization because they are tools for management and operations or use when referring to legal issues. It is also the history and memory of the department; therefore it is necessary that every department has a systematic document management that is appropriate for the department. To be able to control the documents of organization are complete, reliable, and preserve valuable documents. Consequently, that it can be used when needed documents that have been used up and lose value must be removed.

3. Related research

Khan Chai Chanrueang(1967), studied the subject of "Document work system and national security affairs" limited the scope of the study, only documentary activities by researching books, documents, and work experiences, the research results illustrate that official documents are important to national security. Especially military and foreign documents so composing or writing books must be clear. The researcher proposed to update the document work in accordance with the regulations of the Prime Minister's Office. The document work B.E. 2506, made easier by cutting unnecessary reports or activities or producing more work.

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.

Jiraporn Boonying (2016) studied the subject of Construction management business In Map Ta Phut Industrial Estate The findings showed that: (1) For personal factors of respondents: the majority of respondents were male, aged between 31-40 years, held bachelor' s degree, held the position of project engineers, and had a work experience of 11-15 years; (2) For the opinions on the activities affecting the construction work management in Industrial Estate, the overall opinions were high, with the importance ranking of the variables from high to low as: labor, times, materials, and costs; (3) the opinions on the construction work management in Industrial Estate, the overall opinions were high, with the importance ranking of the variables from high to low as: quality management, planning, organizing, and controlling; (4) For the problems of the construction work management in Industrial Estate, it was found that the problems about labor and wages were the most serious, followed by problems about fnance, materials, and equipment, respectively; and (5) For the relationship between the construction work management and problems in the industrial estate; it was found that there were moderate associations between construction work management and the problems.

METHODOLOGY

In the research on general management (administration) manuals for Out-of-Campus Education, College of Logistics and Supply Chain SuanSunandha Rajabhat University The researcher used data from 2 sources which are Primary Data and Secondary Data as follows;

3.1.1. Primary data collection. The researcher has specified the target group as follows;

3.1.1.1 Population and sample groups

12 academic personnel from the College of Logistics and Supply Chain Ranong Education Center College of Logistics and Supply Chain Udon Thani Education Center and College of Logistics and Supply Chain and collaboration with Pattaya Institute of Technology, Chonburi Province using specific methods general administration workers also know how to work at currently.

From the target group the researcher collected data from the interview to get comments, suggestions and various operations methods about general administration work (administration work) of academic personnel from specified target groups.

3.1.2 Secondary Data

The researcher has studied from relevant documents, books, textbooks, and researches, as well as regulations related to the general management manual (administration).

3.2.1 Research tools

1. Study from documents study operation manual regulations and other documents related to general management work (administration)

2. Interview, for the head of the office In order to be informed of the opinions regarding the administration work. That will be developed and applied to the college including suggestions for administration tasks. To be a study guide for as well as creating manuals There are issues used in the interview as follows;

2.1 Most problems occur in administrative operations. What are the issues?

2.2 Risk arising from administrative work what issues ?

2.3 What is the head of the office would like to have improvement in the administration procedure ?

3. Individual interview form uses the interview according to the guideline form for the interview by interviewing the sample. To find the answer according to the purpose of the research In order to understand the administrative procedures used, as well as the operational procedures regarding data reliability the accuracy and completeness including other suggestions related to the implementation to achieve results.

RESULTS

This research is a study of problems of manual making and operation methods regarding general management work manual (administration work), College of Logistics and Supply Chain with the objective 1. To create administrative manual for non-educational center located at College of Logistics and Supply Chain. To give users a better understanding of the job through the administrative manual for the offsite education center College of Logistics and Supply Chain to perform the work correctly, quickly, and efficiently. The researcher used the practical method. The target group used in this study is personnel, College of Logistics and Supply Chain, Udon Thani Education Center, Ranong Education Center and collaboration with Pattaya Institute of Technology, Chonburi Province by using the specific selection method only the personnel are related to general management.

Discussion

1 General administration work regulation (Administration)

From the problems, it is found that the operators should learn to give importance and study the rules related to general administration which the rules, regulations, rules of operation causing administrative operations to be inaccurate causing errors in the operation when self-development by participating in training on rules related to the work, resulting in greater expertise Resulting in efficiency and effectiveness for the operation Rules or Regulations as well as various rules related to general administration work in a systematic and convenient to reference.

2 Work document procedures

The document process should contain steps, manuals or rules, procedures, as well as supporting documents and examples to study for the operator to carry out the work correctly and same direction. In order to decrease the problems about operational errors and creates the maximum benefits in work.

3 Preparation of operation manuals

From the guidelines for solving problems set by the researcher. The researcher has used the previous general management information (administration work) to improve the preparation of operation manual to be consistent with general administration.

1. Design the general management (administration) manual for Out-of-Campus Education, College of Logistics and Supply Chain as follows;

1.1 Document work rules

There are methods for collecting various rules and regulations. To be up-to-date and when there are changes to regulations, changes in operational documents should be dispersed to operators and implemented in the same direction and for departments to have a good internal control system.

1.2 Operations

The document process should contain steps, manuals or rules, procedures, as well as supporting documents and examples to study for the operator to carry out the work correctly and same direction. In order to decrease the problems about operational errors and creates the maximum benefits in work.

1.3 Document submission procedures

The College creates manuals and procedures regarding how to practice on documents work and handing out operation manuals, disseminating rules and procedures for operators to know about it.

2. Manual Process point to development of general management (administration) work should be set up for finance and budget committees to analyze, solve problems, evaluate, as well as to develop and improve regulations and make the general management manual (administration). To be consistent with the operation system of the College of Logistics and Supply Chain in order to be efficient in terms of convenience, speed, accuracy, and in the same direction, including operators should study the manual and operational guidelines administrative tasks to create knowledge and understanding and use that knowledge as a guideline for work.

3. Output when bring the problems of operation manual that occurred in various fields into the manual development process by using various methods to analyze and solve the problem, then the manual will be presented to the head of the department.

Suggestion

1. Training should be provided to personnel in the Educational Management Center, (Administration) about regulations that related regulations to increase operational efficiency
2. Development work process systems so that work is fast, accurate and in the same direction.
3. Study the problems and find to clear the solutions.

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