PROBLEMS STUDY AND SOLVING GUIDELINES IN DOCUMENT MANAGEMENT OF THE ACADEMIC AFFAIRS DEPARTMENT, COLLEGE OF LOGISTICS AND SUPPLY CHAIN.

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ABSTRACT

The purpose of this research is to study the document management problems of the academic affairs department and propose guidelines for solving the administrative documents problem by using a questionnaire from the sample group, personnel, faculty staff who worked in the academic department that related with document management at College of Logistics and Supply Chain Nakhonpathom Education Center Suan Sunandhan Rajabhat University. The statistics used in the research were percentage, mean, standard deviation. Found that the first problem was the overproduction coping, the delayed of documents transferring back to the owner subject, document storage space was not enough, borrowing and searching documents system were not categorized, causing delayed searches and the effect of delayed document destruction causes insufficient document storage space. Guidelines for solving the document management problem 1) should define the document system in categorized 2) for the document destruction problems, because there had a lot of documents, such as grades, documents, examinations, disbursement of teaching fees, so there was a problem that could not destroy the document according to the specified regulations. Therefore, should be more careful in documents categorizing including providing a document value assessment to determine in a time limit for keeping, to suit the needs and can be destroyed when due.

Keyword: Document Management, Academic Affairs Department**,** College of Logistics and Supply Chain

INTRODUCTION

Academic affairs department work is an important event for schools and university, especially in teaching and learning management. In order to manage teaching and learning efficiently, most of the academic resources are document work, which is an important part of the organization because it is a tool for administration and operations. Every department needs to have systematic document management to be able to control the organization's documents that are complete and reliable. At present, the use of information for administration and decisions are extremely important. The problem that academic departments tend to encounter is when they need information related parties cannot find important documents as needed document management tasks. With the increasing workload of academic departments as the days of College of Logistics and Supply Chain has grown, it is inevitable that more documents will be added, such as evidence of the teaching of full-time teachers and special teachers paper, student registration documents, the examination paper, books related to academic work Information of non-formal education centers, etc., including the shifting of duties of staff within the department. This may cause intermittent work

enabling the system to send, receive, store and destroy documents. There is not enough good performance causing complications and delays in operations. Important educational documents are missing or cannot be found or found but takes a long time.

Document management at College of Logistics and Supply Chain Nakhonpathom Education Center Suan Sunandhan Rajabhat University, although the E-office system, electronic documents used in document management according to the policy of the university. This system makes the document work more convenient and faster able to send documents electronically. However, in the academic section, College of Logistics and Supply Chain document delivery, document production, most still need to copy documents to send to those involved in academic work. Therefore causing many problems such as the production of superfluous documents, delays in processing documents take a long time, an ambiguity of documents, document loss and the time it takes to destroy the documents. These issues need to be resolved so as not to be an obstacle to the administration of the academic department. This research focuses on proposing problems, needs, and ways to solve document management problems of academic departments in the College of Logistics and Supply Chain. In order to point out the benefits as well as problems and obstacles, including ways to solve the problems in order to use the information to be used as a guideline in planning personnel to manage documents to be more efficient and effective in the future to help reduce the loss from lack of quality operations resulting in cost savings and in order to improve and develop the operating system to be more effective, which is the basis for building an organization's quality management system (Supattra Pranee, 2016).

OBJECTIVE

1. To study the document management problems of the academic affairs department
2. To propose guidelines for solving the administrative problems of the academic affairs department

LITERATURE REVIEW

Document management refers to the document control process of an organization. Both the operational management decision recording and draft important documents Referenced in the form of documents.

However, document management is still an important component of the organization's operations. Agencies that want to continuously manage their operations and operations in the organization, it is necessary to have a standard document management system in accordance with the document management principles in order to maintain the documents which are important resources of the department appropriately, completely and can be accessed when needed.

The Office of the Permanent Secretary of the Prime Minister (1996, p.1) has given the definition of the work. That the work involves document management from preparation, acceptance, delivery, storage, borrow to destruction.

Royal Institute Dictionary (1999, p.1182) has given the definition of the document as the document. A document as evidence, called the work relating to document management. From the preparation, acceptance, sending, storage, borrowing to the destruction of documents.

Siriwan Serirat & Somchai Hiranyakitti (1995, p.223) Document Management means Control Document, Production, Prevention, Storage, and Destruction of documents.

It can be concluded that document management means creating or managing documents to proceed in sequence so that the message receiver and messenger can understand exactly. And understand the same meaning as the document life cycle by producing using or sending documents, storing, borrowing, searching and destroying, even if the organization is small or large, the scope of document management is the same. It is important for the management of all departments.

A document management system (DMS) (Arkan Mahmood & Ibrahim Taner Okumus, 2017) is a system used to track, manage and store documents and reduce paper. Most are capable of keeping a record of the various versions created and modified by different users (history tracking). In the case of the management of digital documents such systems are based on computer programs. The term has some overlap with the concepts of content management systems. It is often viewed as a component of enterprise content management (ECM) systems and related to digital asset management, document imaging, workflow systems and records management system. Beginning in the 1980s, a number of vendors began to develop software systems to manage paper-based documents. These systems dealt with paper documents, which included not only printed and published documents, but also photographs, prints, etc.

Later developers began to write a second type of system which could manage electronic documents, i.e., all those documents, or files, created on computers, and often stored on users' local file-systems. The earliest electronic document management (EDM) (Thomas Groenewald, 2004) systems managed either proprietary file types, or a limited number of file formats. Many of these systems later became known as document imaging systems, because they focused on the capture, storage, indexing and retrieval of image file formats. EDM systems evolved to a point where systems could manage any type of file format that could be stored on the network. The applications grew to encompass electronic documents, collaboration tools, security, workflow, and auditing capabilities.

These systems enabled an organization to capture faxes and forms, to save copies of the documents as images, and to store the image files in the repository for security and quick retrieval (retrieval made possible because the system handled the extraction of the text from the document in the process of capture, and the text-indexer function provided text-retrieval capabilities. While many EDM systems store documents in their native file format (Microsoft Word or Excel, PDF) (Joyce J. Nielsen, 2016), some web-based document management systems are beginning to store content in the form of html. These policy management systems require content to be imported into the system. However, once content is imported, the software acts like a search engine so users can find what they are looking for faster. The html format allows for better application of search capabilities such as full-text searching and stemming.

METHODOLOGY

This research was a quantitative research and data collection by questionnaires. The sample group is calculated by support personnel related to the documents of the academic department of the College and professor at the College. The researchers used simple random methods, by random sampling from support personnel and teachers related to the documents of the academic department of the College, a total of 100 people received the sample size of 50 people.

The questionnaire was divided into 2 parts.

Part 1: General information of respondents. It is a questionnaire about the general status of the respondents, including gender, age, duration of work. The type of work responsible experience related to document management qualification status is a checklist.

Part 2: Questionnaire on problems, needs, and guidelines for solving document management problems of academic departments It is a type-choice question with 5 rating scales in accordance with the John W. best & James V. Kahn (1998) consisting of 50 items, consisting of the most, the most, the moderate, the smallest and the least. There are 5 parts of the questionnaire as follow 1) document production 2) document delivery 3) document storage 4) borrowing and document searching and 5) document destruction.

By taking the complete questionnaire to check the weight score as follows

Having the most problem, equal to 5 points
Having a lot of problem, equal to 4 points
Having a medium problem, equal to 3 points
Having a less problem, equal to 2 points
Having a least problem, equal to 1 points

Then the scores of each item and each side were compared with the 5 criteria

4.50-5.00 means the most problem
3.50-4.99 means a lot of problems
2.50-3.49 means a medium problem
1.50-2.49 means the less problem
1.00-1.49 means the least problem

For S.D., use criteria not exceeding 1.00 as open questions by being suggestions for improvement and development.

RESULTS

Table 1: Number of studies and the percentage of the sample classified by gender, age, educational background
And status displayed in the grid

General Information		Number (Sample)	Percentage
1. Gender	Male	23	46.00
	Female	27	54.00
2. Age	25 - 30 years	4	8.00
	31-36 years	33	66.00
	37 years and order	13	26.00
3. Education Background	The bachelor's degree	8	16.00
	The Master's Degree	40	82.00
	The Professional Degree	2	4.00
4. Status	professor	38	76.00
	Support staff	12	24.00
	Total	50	100

General information of the respondents, most of whom are 27 women, representing 54%.The remaining 23 male is 46%, aged between 25-30 years, 8%, followed by 31-36 years 66 percent and 37 years of age or older, 26 percent with 3 - 5 years of age, 66.00 percent of working-age 6 - 10 years, 28.00 percent and 6 - 20 years of age, 6.00 percent of the work, most of them have a master's degree 82% Followed by Bachelor's degree 8% and doctoral level 2 percent, most status are teachers 38 percent, followed by staff 12 percent.

Table 2: Showing the average and standard deviation of the document management problems of the Academic Affairs Department College of Logistics and Supply Chain Overview, classified by sector

No.	The problem of document management department of academic affairs in the college of logistics and supply chain	X̄	SD	Results
1.	Document Production	2.84	1.12	medium
2.	Document delivery	2.66	0.82	medium
3.	Document storage	2.90	0.88	medium
4.	Borrowing and document searching	2.75	0.97	medium
5.	Document destruction	2.85	0.99	medium
	Total average	2.80	0.96	medium

The study documents the administration of academic affairs department for the overall level with an average of 2.80. The sample with the administration of the 5 top papers is moderate. The issue of documenting who was ranked first with an average of 2.90, followed by the issue of spoliation with an average of 2.85 problems 2.84 document production issues, circulation and retrieval of documents with an average of 2.75 and the lowest, issues documents the mean was 2.66, respectively.

CONCLUSION

There are important issues that the researchers are able to discuss the following results.

Document Production - The first problem is providing document copies as needed with specify, and the production standard format document forms used in academic work. It is the same format and provides training to educate teachers and staff in relation to document production. There are various operation manuals to increase skills in document production operations.

Document Delivery- The first problem is official documents/documents were bounced back to the owner of the matter late can explain that within the department there are many government books, also having to be considered by the management for a long time causing the delay in sending and receiving document.

Document storage -The first problem is insufficient storage of academic documents and document storage is complicated by a single file storing many types of documents. In order to

increase the efficiency of document storage operations, storage should be carried out, documents to be in a form that can be searched quickly, save time.

Borrowing and Documents Searching -The first problem is uncategorized document storage causes the search to be delayed, and related parties like to keep a copy of documents by their own self. The study concluded that book retention is not systematic, cannot be found. Borrowing does not record borrowers of government documents, and also has not a good document storage system that causing continued problems to the borrowing side and document searching.

In terms of Destroying - The first problem is the destruction of documents, causing insufficient storage space, followed by the destruction of documents that cannot be done every year. The research of the Bureau of the Budget (1994) studied and analyzed data on the document management system of the President's office Burapha University found that the problem of document destruction is the uneven document destruction due to lack of planning for exploration and evaluation documents for document storage and destruction, In addition, there are many steps to destroy documents, therefore there is no survey for approval to destroy every year.

In summary, it was found that the most problems encountered in document management were the first. Problems with document storage since the academic department has a lot of documents may cause the storage to be in the wrong category, followed by the problem of document destruction due to a large number of documents, such as grades, examinations, teaching disbursements.

Therefore there is a problem that the document cannot be destroyed in accordance with the regulations set forth. There should increase discretion in document classification including providing a valuation to determine the value of the document is a document collection period that is appropriate for the needs and can be destroyed when due by not causing damage to the department.

SUGGESTIONS

1) There should be a study of document management systems of other similar organizations to see if they have similar problems and needs. This will make the study results to be adapted for the document management more efficient.

2) There should be a study of satisfaction with the use of the correspondence documents of the department in order to know what is the document currently works need, to improve the work to be meet the needs of those involved and benefit the organization in the further.

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