

FACTORS OF IMPROVEMENT FOR COMPUTER LABS STAFF: GENERAL TEAM WORKING

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ABSTRACT

Factors of improvement for computer labs staff is necessary for staff of Suan Sunandha Rajabhat University to be used for trainings to boost up their productivity, their outcomes, and their decision making. The factors of improvement must include safety, speed, privacy, security, powerful, ease of use, special feature, and teamwork. The main purposes of this study were to investigate the level of improvement in two areas which were teamwork for improvement, and individual contributions for improvement. This research study employed qualitative research technique in order to provide answers for the research questions. About 20 staff who were in computer labs at the first quarter of the year 2018 was interviewed. Data collection was performed to obtain their information. The focus was on the effectiveness of both the teamwork contributions and individual contribution. The findings of this investigation revealed that the majority of staff who works within computer labs reported both teamwork contribution and individual contribution were equally important and necessary for the success of organization. Teamwork contribution was important for complexed issues while individual contribution was important for creativeness and innovation issues. Teamwork allow employees to take greater responsibilities and allow team members to control more work process. The high morale, high performance, and high productivity can be improved when employees are happy to work and feel connected as a team. The results of good team work include gain more authority, more power, and more responsibility.

Keyword: Organization, Individual Contribution, Teamwork Contribution, Creativeness

Introduction

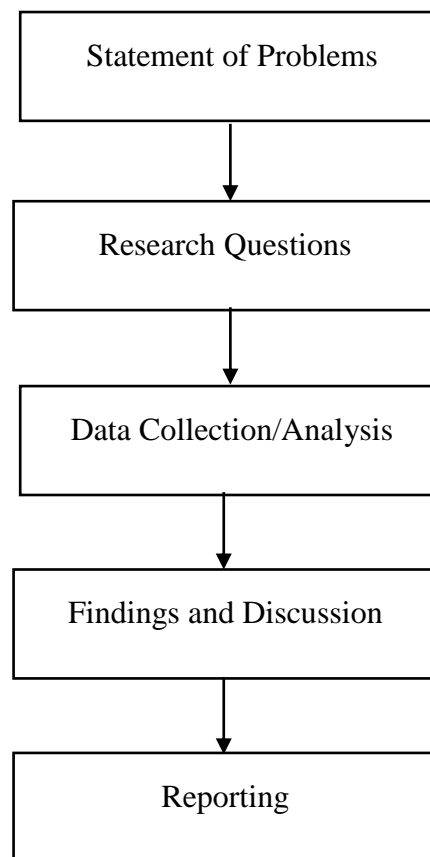
The terms of success is becoming an important term for computer labs staff. Factors of improvement are essential for the success of the computer labs staff of Suan Sunandha Rajabhat University. There are two important questions, what makes a staff successful? And how do we recognize success? For the university staff, success is not wealth, good health, good family, happiness and peace of mind. In fact, success is a subjective term, it can mean different things for different people. For Suan Sunandha Rajabhat University, success can be coined as the progressive realization of a goal. First, progressive implies that success is a journey, after we reach one goal, we move on the next goal. Second, realization means the experience to achieve the specific goal. Third, goal means the target that we need to achieve in specific time and it provides us with sense of direction. The next important question is what are factors of improvement that we need in order to be success? Therefore, factors of improvement for computer labs staff is necessary for staff of Suan Sunandha Rajabhat University to be used for trainings to boost up their productivity, their outcomes, and their decision making. The vital factors of improvement must include safety, speed, privacy, security, powerful, ease of use, special feature, and teamwork. The main purposes of this study were to investigate and examine the level of improvement in two significant areas which were teamwork for improvement, and individual contributions for improvement.

Research Methodology

In order to find the results of this research, there are five processes: Statement of the problems, Research Questions, Data Collection and Data Analysis, Findings and Discussion, and Reporting. This research study employed mainly qualitative research technique in order to

provide answers for the research questions. About 20 staff of Suan Sunandha Rajabhat University who were working in computer labs at the first quarter of the year 2018 was randomly interviewed. In fact, an in-depth interview was conducted in details to obtain useful information. Open-end questions was designed to elicit data from 20 staff in the campus. Data collection was performed by using SPSS to obtain their information. The focus of this research study was on the effectiveness and improvement of both the teamwork contributions and individual contribution.

Fig 1. Five important steps for research process



Findings

TABLE 1. IMPORTANCE OF FACTORS OF INDIVIDUAL

	Percentage	Rank
Factors		
1. Communication Skills	95	1
2. People Skills	90	2
3. Information Technology skills	85	3
4. Service Quality Skills	80	4
5. New Software Skills	75	5

From table 1, the respondents had rated that five important factors of individual for improvement. The respondents had rated “communication skill” as the number one with the votes of 95 percent. The respondents had rated “people skill” as the number two with the votes of 90 percent. The respondents had rated “information and technology skill” as the number three with the votes of 85 percent. The respondents had rated “service quality skill” as the number four with the votes of 80 percent. Finally, the respondents had rated “new software skill” as the number five with the votes of 75 percent.

Findings

TABLE 2. IMPORTANCE OF FACTORS OF TEAMWORK

	Percentage	Rank
Factors		
1. Leadership Skills	95	1
2. Empower Skills	90	2
3. Innovative Thinking skills	75	3
4. Engagement Skills	70	4
5. Training Skills	65	5

From table 2, the respondents had rated that five important factors of teamwork for improvement. The respondents had rated “leadership skill” as the number one with the votes of 95 percent. The respondents had rated “empower skill” as the number two with the votes of 90 percent. The respondents had rated “innovative thinking skill” as the number three with the votes of 75 percent. The respondents had rated “engagement skill” as the number four with the votes of 70 percent. Finally, the respondents had rated “Training skill” as the number five with the votes of 65 percent.

In addition, the findings of this investigation and examination revealed that the majority of staff who were working within computer labs reported both teamwork contribution and individual contribution were equally important and necessary for the success of computer labs of Suan Sunandha Rajabhat University, Bangkok, Thailand. Teamwork contribution was important for many complexed issues, whereas individual contribution was important for many issues of creativeness and innovation. Teamwork allow employees to take greater responsibilities and allow team members to control more work process in the organization. It can be reported that high morale, high performance, and high productivity can be surely improved when employees have a high level of satisfaction to work and feel connected as a team member. Therefore, many positive results of good teamwork include gain more authority, more power, and more responsibility and in turn results in better performance and higher productivity.

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