

# THE DEVELOPMENT OF AN INDIVIDUAL PERFORMANCE MONITORING SYSTEM CASE STUDY: SUAN SUNANDHA INTERNATIONAL SCHOOL OF ART.

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## ABSTRACT

This research Aims to The development of an individual performance monitoring system To improve the operating results in the fiscal year 2019 Which is used to develop, follow up and evaluate the performance of civil service Effective and effective in achieving government goals. This research is a qualitative research by survey research including questionnaire. (Questionnaire) from the sample By dividing into 17 personnel within the Motion Picture College to inquire about people's satisfaction and opinions. Which the research found that The satisfaction with the development of the civil service monitoring system development was at a high level of satisfaction. There was also content analysis. From past experience from 2015-2019

The research found that Monitoring of the development of a performance monitoring system for the fiscal year 2019 of the College of Motion Pictures Performing arts and new media With a 7-month performance (October 2018-April 2019) 25% Percentage of progress is in fair level The duties and responsibilities of each officer should be clearly specified, including the preparation of a handbook of work descriptions. Works that require rules and regulations used in operations So the staff will know the scope, quality and goals of the work And able to work successfully

**Keywords:** System Development, Individual Tracking System, Civil Service Performance

## INTRODUCTION

The Civil Service Act (No. 5) BE 2545, Article 3/1 states that "Public administration must be for the benefit of the people. Achievement in state missions Efficiency worthiness Reducing work procedures Reducing mission and Distribution of missions and resources to local areas Decentralization Facilitation and response to the needs of the public Which is responsible for the work results in the performance of government duties, must use good government administration methods In particular, take into account the responsibility of the operator. Public participation Information disclosure Monitoring and evaluation of performance, as appropriate for each mission"

Good Governance and Management Procedures 2003 Set 9 (3) Determine that the civil service to achieve achievement of the state's mission The government agencies must provide monitoring and evaluation of the implementation of the action plan. There are measures to supervise the civil service By means of making a written agreement Or by any other means to show responsibility in the performance of government service, Section 45 stipulates The government agency shall provide a group of independent appraisers to conduct an evaluation of the government performance regarding the achievement of the mission.

Service quality Satisfaction of service recipients Mission worthiness In accordance with the rules, procedures and specified period.

Suan Sunandha International School of Art There has been a plan according to the official certification. With the government administration mission to achieve the achievement of the state's mission. There is monitoring and evaluation of the implementation of the government action plan. In accordance with the rules and procedures prescribed by the government agency and Section 12. To benefit the civil service in achieving academic achievement, according to the university policy, etc.

Major problems encountered during work Is the complexity of data storage Reporting duplicate data and the main problem is tracking individual performance results There are a total of 48 indicators and 13 personnel indicators are found, which are 27.083 per cent and 35 people are driven together. Accounting for 72.916 percent, of which personnel are important in driving the indicator If the personnel do not cooperate There may be problems in performance tracking. Resulting in the operation results not being as planned Therefore, this research Will be a follow-up development of individual civil service performance case studies: Suan Sunandha International School of Art and new media To find a solution to the problem

## **OBJECTIVE**

In order to develop an individual performance follow-up system, a case study: Suan Sunandha International School of Art

## **METHODOLOGY**

This research is qualitative research (Qualitative Research) The researcher will Proceed with the research process as follows

1. Data source
2. Sample
3. Research instruments
4. Data collection
5. Data analysis
6. Lead time

### **1. Data source**

1.1 Primary data by using online questionnaires (Questionnaires) that the researchers created

1.2 Secondary data is data obtained from documentary studies, which are obtained from handbooks, research papers, related articles To be the data for the conceptual framework Issues to be studied

### **2. Sample**

Sample Which is divided into 17 movie theater personnel in order to inquire about the satisfaction and opinions of the target group of the operators regarding the performance monitoring

### **3. Research tools**

The instrument used in this research was an online inquiry form. Is a rating scale questionnaire with 5 levels, consisting of

Most satisfied, get 5 points

Very Satisfied with	4 points
Moderately satisfied with	3 points
Low satisfaction with	2 points
Not satisfied at all with	1 point

#### 4. Data collection

The researcher conducted an online research. The sample consisted of 17 personnel in the College of Motion Pictures in order to inquire about the satisfaction and opinions of the target group of staff in the follow-up of the government official performance in Suan Sunandha Rajabhat University.

#### 5. Data analysis

The researcher used the questionnaire to check the completeness and to code in the blank table

(Dummy tables) and calculated using a computer By using SPSS program which analyze data from 3 parts by using statistics as follows

5.1 Find the percentage (Percentage) of the data. Personal factors of the sample are gender, age, job, education level, position, number of jobs assigned.

5.2 Find the mean and standard deviation of the opinions of Civil service operation follow-up worker

Scoring criterion measures the level of opinions of clients on the efficiency and effectiveness of

The civil service practice is divided into 5 groups Was the most satisfied, very satisfied, medium satisfied, Less satisfied, Not satisfied at all By assigning scores based on the average score of all answers as follows

$$\frac{\text{Highest average score} - \text{Lowest average score}}{\text{Group number}} = \frac{5-1}{5} = 0.8$$

	Satisfaction level
4.20-5.00	Satisfaction level
3.40-4.19	Very satisfied
2.60-3.39	Medium satisfaction
1.80-2.59	Little satisfied
1.00-1.79	Not satisfied at all

#### 5.3 Content analysis, recommendations

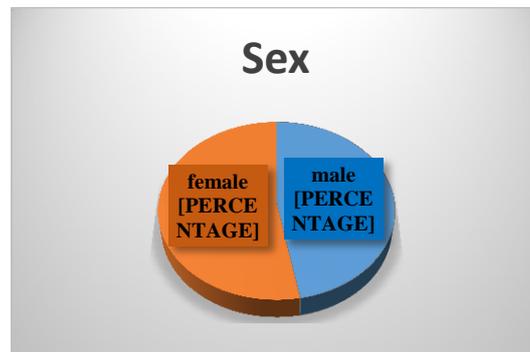
### RESULTS

In conducting research on the follow-up of the development of a performance monitoring system for the fiscal year 2019 of the Suan Sunandha International School of Art, this time, the researchers got the results of the sample data analysis as follows

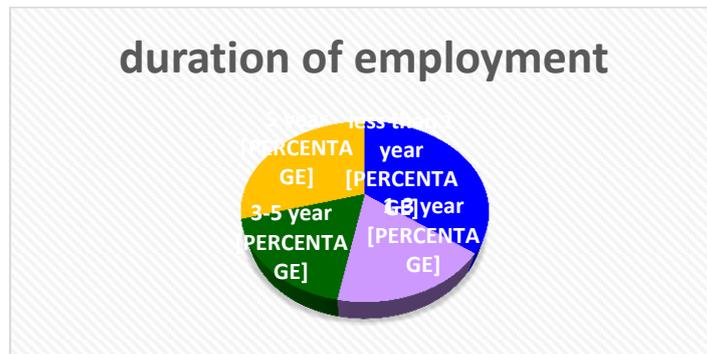
1. Online questionnaire The sample consisted of 17 personnel in the College of Cinemas that worked in performance tracking in Suan Sunandha Rajabhat University.

2. Monitoring systems and mechanisms Developing a performance monitoring system Individuals can be obtained from the internal delegation meeting. And log level, following up on government performance

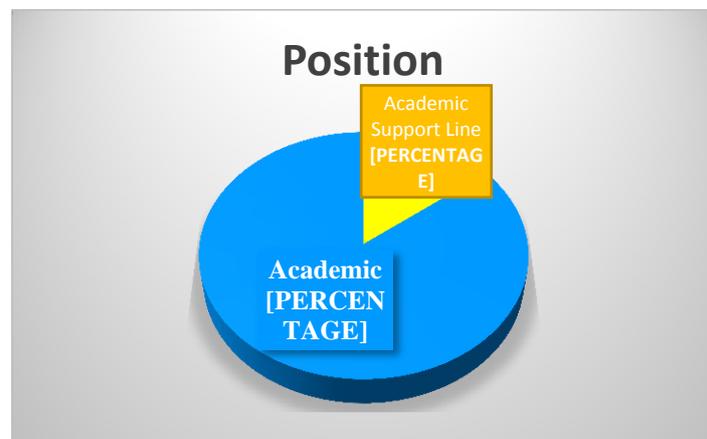
1. The results of the survey research by conducting an online questionnaire with a sample of personnel within the College of Motion Pictures, consisting of 17 people. General information



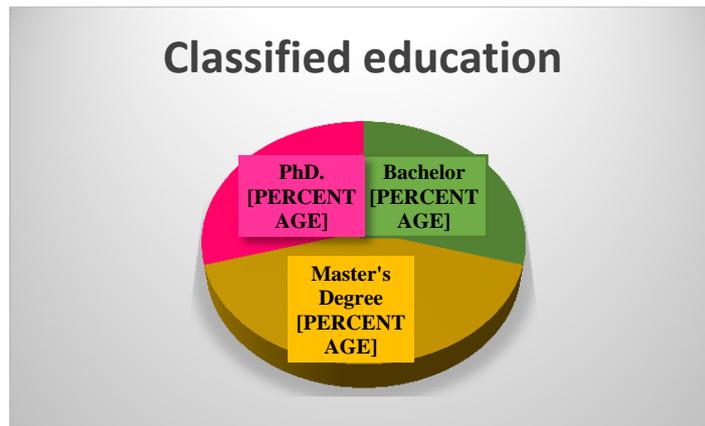
From graph 1, the percentage of the sample classified by general information of the 17 movie theater personnel as follows Sample sex Mostly, there are 9 females, representing 52.95% and 8 males, representing 47.05%.



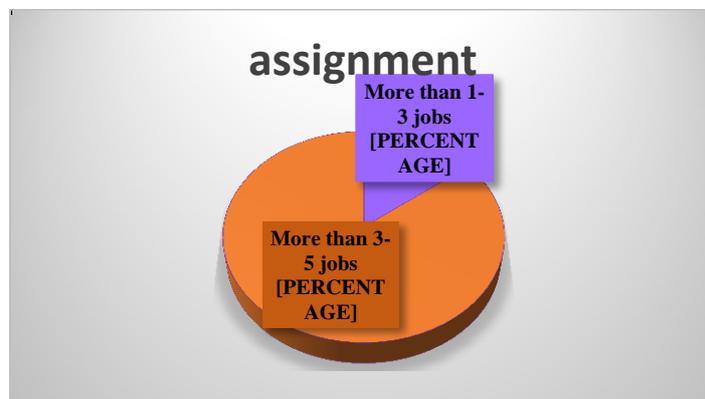
From graph 2, sample work life The age range of less than 1 year, the most are 6 people, representing 35.29%, followed by the 5 years of work up to 5 people, representing 29.41% and the smallest working age 1-3 years, 3 people and 3- 5 years, 3 people, representing 17.64 percent



From graph 3, Sample position 11 people are in academic work, accounting for 64.70% and the least being academic supporting group of 6 people, representing 35.30%.



From graph 4, Sample qualification There are 7 master's degrees, 41.18%, followed by 5 bachelor's degrees and 5 doctoral degrees, 29.41% and less than bachelor's degrees.



From graph 5, assignment Sample The assignments for 3-5 jobs are the most, a total of 14 people, representing 85.35%, the least being 1-3 jobs, a total of 3 people, representing 17.65%.

**Table 2**  
Satisfaction and knowledge and understanding with the personnel of the College of Motion Pictures, consisting of 17 people.

list	X	S.D.	percent	Satisfaction level
1. You have the knowledge and understanding of the transfer of vision, mission, values, and strategic issues. Strategic goal Annual within the department	4.53	0.712	90.59	Most satisfied
2. Your knowledge and understanding of the assignments.	4.53	0.604	90.59	Most satisfied
3. You are satisfied with the appropriate assignment.	4.59	0.795	92.76	Most satisfied
4. Do you think the department has problems using the system? And mechanisms for performance tracking	4.41	0.617	88.24	Most satisfied

list	X	S.D.	percent	Satisfaction level
5. You are satisfied with the system and the mechanism for tracking the work clearly.	4.55	0.332	91.94	Most satisfied
6. You are satisfied with the management in following up and solving problems in following the official results.	4.53	0.243	90.59	Most satisfied
7. You are satisfied with the way to solve problems in the performance of government agencies.	4.88	0.604	97.65	Most satisfied

**From Table 1**, the satisfaction and understanding of the personnel in the College of Motion Pictures, consisting of 17 people, the results show that the personnel are at the highest level of satisfaction. In the following order

Number 1: The personnel satisfied with the method of problem solving in following the official performance of the department the most, representing 97.65 percent, standard deviation 0.604, average 4.88.

Number 2 Personnel are satisfied with the appropriate job assignment. 92.76 percent, standard deviation 0.795, average 4.59

Number 3, people are satisfied with the system and mechanism for tracking the work clearly. 91.94 percent, standard deviation 0.332, average 4.55

Number 4, position - personnel have knowledge and understanding in transferring vision, mission, values, strategic issues Strategic goal Annual within the department The percentage is 90.59 percent, the standard deviation 0.712 and the average value is 4.53.

- Personnel have knowledge and understanding in the tasks assigned The percentage is 90.59 percent, the standard deviation 0.712 and the average value is 4.53.

- Personnel are satisfied with the executives in monitoring and solving problems in following the official results. The percentage is 90.59 percent, the standard deviation 0.712 and the average value is 4.53.

Number 5 Personnel think that the department has problems using the system. And mechanisms for performance tracking 88.24 percent, standard deviation 0.617, average 4.41 Survey results of the most common problems within the department

1. The responsible person has a lot of routine work. Causing delays in work And delivering work on time according to the specified time

2. Values for further education for higher education Academic performance Related to making documents and making texts difficult to control. And must be motivated to continue studying and do academic work

3. Time management And managing assignments as appropriate With teaching and self-development

4. The complexity of the work received

5. Document storage Sending reports according to the specified time period

## **CONCLUSION AND FUTURE WORK**

The conclusion of the study, the development of an individual follow-up system Case study of the College of Cinema Performing arts and new media Suan Sunandha Rajabhat University The objective is to develop a follow-up system for government official performance in the fiscal year 2019, which leads to problems. And hurdles in following up on

government performance To be used as information to solve problems Propose to the management to monitor and evaluate the performance of government services with efficiency and results of government performance to achieve goals.

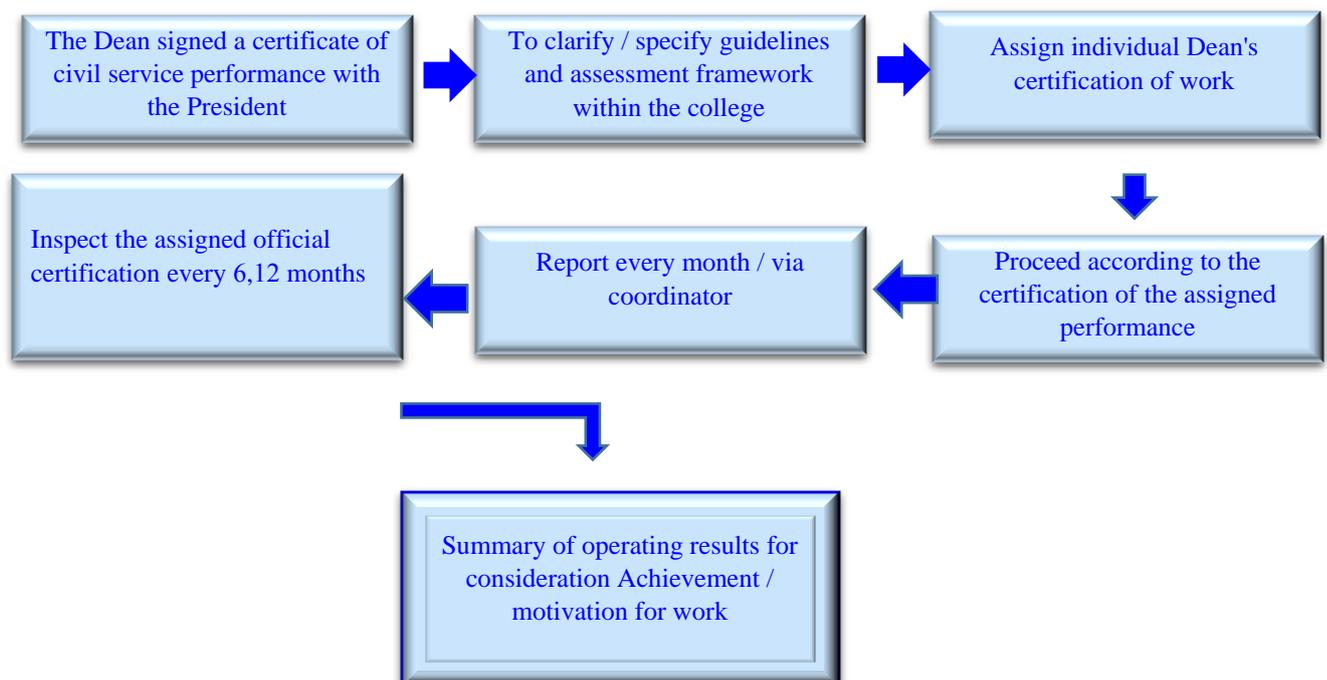
The sample population in this research is a sample of 17 personnel from the College of Motion Pictures.

Tools used in the research are By using online questionnaires (Questionnaires) that the researchers created And data obtained from studies from documents Which will be obtained from research manuals, relevant documents, and articles

Survey research summary (Survey Research Result) by using online questionnaires. (Questionnaires) from the analysis found that 17 people in the College of Cinemas were satisfied with the knowledge and understanding of the personnel in the Cinemas College of Cinemas. The results showed that the personnel were at the highest level of satisfaction. Ranked as follows: Rank 1, the personnel are satisfied with the method to follow up the government performance of the department the most, representing 97.65 percent, standard deviation 0.604, average 4.88. Number 2 Personnel are satisfied with the appropriate job assignment. The standard deviation is 0.795, the average 4.59 is ranked 3. The personnel are satisfied with the system and the mechanism for tracking the work clearly. 91.94 percent, standard deviation 0.332, average 4.55. No. 4 Personnel have knowledge and understanding in transferring vision, mission, values, strategic issues Strategic goal Annual within the department 90.59 percent, standard deviation 0.712, average 4.53. Personnel have knowledge and understanding of assignments. 90.59% of the standard deviation 0.712, the average 4.53. Personnel are satisfied with the management to follow up problems in monitoring the results of government operations. The percentage is 90.59 percent, the standard deviation 0.712 and the average value is 4.53. Top 5 Personnel think that the department has problems using the system. And mechanisms for performance tracking 88.24 percent, standard deviation 0.617, average 4.41

Content analysis result from document analysis Which will be obtained from research manuals, relevant documents, and articles About the performance follow-up Able to develop the system and mechanism of the department as follows

With individual testimonials And follow up and evaluate the performance of government agencies that accept individual certifications.



**Suggestions for further improvements are as follows:** 1. The department must have systems and mechanisms to maintain capable personnel. To be with Organization is for a long time 2. Fair compensation for work In addition to the work load taught 3. Systematic document storage Use technology to help store And easy to access

### **ACKNOWLEDGEMENTS**

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