

ELECTRONIC OFFICE DOCUMENT TRANSFER PROTOCOL TO REDUCE OPERATION FOR SUPPORTING STAFFS' FACULTY OF SCIENCE AND TECHNOLOGY, SUAN SUNANDHA RAJABHAT UNIVERSITY.

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ABSTRACT

This research has three objectives. First, to study cognition about creating E-document flows. Second, to study the E-document flow pattern. The last, to study process and system about creating E-document flows by staffs' Faculty of Science and Technology, Suan Sunandha Rajabhat University.

The samples are academic staff and supporting staff 107 people. Researchers collected data with an electronic office document flows questionnaire, that questionnaire as close-ended form. Finally, researchers used statistical analysis with average and standard deviation.

Researchers found that, the cognition about E-document flows pattern as high level ($\bar{x} = 3.47$, $S.D = 0.51$). When considered by topics found that E-document using correct as high level ($\bar{x} = 3.39 - 4.11$). However, E-document flows setting has a total average as 3.23, and E-document flows setting's efficiency has a total average as 3.30 so these two topics as moderate level.

Keywords: System, Document flow, E-Office

INTRODUCTION

In the present, Thailand Beraucratic System has change about connection with each other by electronic office document system (E-Office). That speed up operate and slow down transfer documents or data to raise up cooperate.

The E-Office is an information technology system for administrated documents, which the Faculty of Science and Technology, Suan Sunandha Rajabhat University have been starting since March 2010 followed by the university's policy. The policy focus on comfort, speed, and save cost and resource. In addition, that does improve personnel efficiency and operation by the new public sector administrate framework.

Researcher found that the E-document flow pattern study to reduce operation methods are the most efficiency, utility, and capacity for staffs in operation and work systems.

OBJECTIVES

1. To study cognition about creating E-document flows
2. To study the E-document flow pattern
3. To study process and system about creating E-document flows by staffs' Faculty of Science and Technology, Suan Sunandha Rajabhat University

METHODOLOGY

This research proposed Electronic Office Document Transfer Protocol to Reduce Operation for Supporting Staffs' Faculty of Science and Technology, Suan Sunandha Rajabhat University, which the methods have been explained into 4 sections below;

1. Population and Sampling

1.1 Population

The population is:

1.1.1 The academic staff of the Faculty of Science and Technology, Suan Sunandha Rajabhat University for 106 people.

1.1.2 The supporting staff of the Faculty of Science and Technology, Suan Sunandha Rajabhat University for 40 people.

1.2 Sample

The sample is calculation referred to [1] at 0.05 significant level of deviation.

1.2.1 The academic staff of the Faculty of Science and Technology, Suan Sunandha Rajabhat University for 106 people, and sampling to be calculated is only 75 people.

1.2.2 The supporting staff of the Faculty of Science and Technology, Suan Sunandha Rajabhat University for 40 people, and sampling to be calculated is only 32 people.

2. Research Instrument

2.1 Questionnaire about Electronic Office Document Transfer Protocol to Reduce Operation for Supporting Staffs' Faculty of Science and Technology, Suan Sunandha Rajabhat University is divided into 3 parts;

Part 1: Staffs' characteristics by giving basic information

Part 2: The cognition about E-document creation flows pattern as Likert scales which has 5 levels; very high, high, moderate, low, and very low.

Part 3: Recommendation

3. Data Collection

3.1 Primary Data from questionnaire data collected from sampling for 107 people

3.2 Secondary Data from documents, files, journals, research, articles, kinds of literature, and internet data.

4. Data Analysis and Statistics

Researchers checked all questionnaire data have been completed correctly, and statistical analyses with statistical package are Descriptive Statistics by Average and Standard Deviation

RESULTS

1. The analysis of cognition about E-document creation flows pattern

Data analysis results of cognition about the E-document creation flow pattern showed in Table 1 - 3.

Table 1. E-document creation flows pattern cognition

Questionnaire	\bar{x}	S.D.	Level
1. You have knowledge about the E-document creation flow pattern.	3.51	0.63	High
2. You know E-document can use all time and all places.	3.40	0.69	High

3. You have knowledge about documents, formal notes, and signs management of the E-document creation flow pattern.	3.24	0.42	Moderate
4. You can use E-document in the correct process.	3.98	0.71	High
5. You can troubleshoot E-document in the correct process.	3.24	0.75	Moderate
Total	3.47	0.51	High

Table 1 displays Average and Standard Deviation about E-document creation flows pattern cognition. Completeness Data has 95% confidence interval reflects a significance level of 0.05, which the cognition in “high” level ($\bar{x} = 3.47$, S.D. = 0.51). However, when considered found that user knowledge about “E-document in the correct using process” is the highest level ($\bar{x} = 3.98$, S.D. = 0.71).

Table 2. E-document creation flows pattern setup

Questionnaire	\bar{x}	S.D.	Level
1. You know E-documents flows and received-sent checkable.	3.43	0.79	Moderate
2. You have knowledge about E-document personal setting.	3.41	0.78	Moderate
3. You know E-document creation flows for sent to another one have quick and convenient.	3.17	0.86	Moderate
4. You have knowledge of E-document creation personal flows.	3.10	0.86	Moderate
5. You know the E-document process can select between personal or organization.	3.08	0.88	Moderate
Total	3.23	0.71	Moderate

Table 2 displays Average and Standard Deviation about E-document creation flows pattern setup. Completeness Data has 95% confidence interval reflects a significance level of 0.05, which the user setting in “moderate” level ($\bar{x} = 3.23$, S.D. = 0.71). However, when considered found that user knowledge about “E-documents flows and received-sent checkable” is the highest level ($\bar{x} = 3.43$, S.D. = 0.79).

Table 3. E-document creation flows pattern efficiency

Questionnaire	\bar{x}	S.D.	Level
1. You know E-document status sent to the receiver is quick and convenient.	3.37	0.74	Moderate
2. You know E-document flows can comfort with your sent documents.	3.29	0.81	Moderate
3. You know E-document creation flows will improve work efficiency.	3.29	0.80	Moderate
4. You know E-document creation flows will reduce work process.	3.36	0.75	Moderate
5. You know E-document creation flows can easily understood without training.	3.20	0.70	Moderate
Total	3.30	0.68	Moderate

Table 3 displays Average and Standard Deviation about E-document creation flows pattern efficiency. Completeness Data has 95% confidence interval reflects a significance level of 0.05, which the E-document creation flows pattern efficiency in “moderate” level ($\bar{x} = 3.30$, S.D. = 0.68). However, when considered found that user knowledge about “E-

document status which sent to receiver is quick and convenient” is the highest level ($\bar{x} = 3.37$, S.D. = 0.74).

Moreover, both E-document creation flows pattern efficiency and E-document creation flows pattern setup at the same level.

2. Related research

This research in The E-document creation flows pattern setting issue has a match with [2], which has an effect on officers' training programs. The officers' operation has an effect on to kind of opinion with correlation analysis. In addition, that have basic factors, computer skills, and using abilities have related. In the part of efficiency has a match with [3], which improved documents management cause of quick and convenient, increase efficient, reduced communication issues, kept documents, lost documents, query documents, and conservation of natural resources. And in the part of cognition has a match with [4] was studied about E-documents using officers' opinion, which they should be promoted E-documents knowledge and pre-training to operating success.

DISCUSSION

1. E-document creation flows pattern cognition

The Faculty of Science and Technology staffs have cognition about used setup, used all time and all places, and used the correct process at a high level. In the case of documents and signs management, include troubleshoot E-document at a moderate level. Both issues necessary for promoted later.

2. E-document creation flows pattern setup

The Faculty of Science and Technology staffs have cognition about E-documents flows and received-sent checkable, personal setting, creation flows for sent to another one and creation personal flows. Which this E-document system of the university has created flows but the cognition of staff has a moderate level. So we should promote all of the issues later.

3. E-document creation flows pattern efficiency

The Faculty of Science and Technology staffs have cognition about E-document creation flows can improve efficiency and reducing the work process. In addition, E-document creation flows can easily understood without training.

In addition, a development of document retrieval and monitoring system on the E-document system was conducted which affected its efficiency too [5].

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