

STUDY THE FACTORS AFFECTING TO BEHAVIOR, PERFORMANCE REPORTING, A CASE STUDY OF OFFICE OF THE DEAN FACULTY OF SCIENCE AND TECHNOLOGY, SUAN SUNANDHA RAJABHAT UNIVERSITY.

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ABSTRACT

The objective of This research is to study the service behavior, the factors affecting the performance, and the reporting of official results of academic support personnel Faculty of Science and Technology. Population in research is 37 people, questionnaire used as tools for data collection, analyzed and processed for data using computerized statistical software. The statistics used for data analysis are Frequency, Percentage, Mean (\bar{x}), Standard Deviation (SD), T-Test, One-way Analysis of Variance. (One-way ANOVA) and Pearson's relationship analysis, statistical significance at the level of 0.05.

The research found that:

1. The performance behavior is related to the reporting of quality performance. The results with the statistically significance at the 0.05 level, with the highest relationship with the responsibility to the organization, followed by the organizational performance, group performance and knowledge, respectively.

2. The factors that affect to the behavior performance and reporting. The highest level is the responsibility to the organization, following by organizational operations and group operations and knowledge, respectively.

3. The comparison of the opinions of the personnel on the factors that affect to performance behavior and the reporting classified by demography, it is found that gender affecting to the behavior. The reporting results has different levels in organizational performance with statistical significance at the level of 0.05. The other areas no statistically significant difference.

Keywords: Behavior, performance, factors affecting to behavior

INTRODUCTION

As the economic and social conditions that are constantly changing one of the challenging tasks in education institution is survival of the organization, which will have a link to work behavior of personnel and in conjunction with the organization under the Royal Decree on Good Governance and Administrative Procedures B.E. 2003, Chapter 3 Public Administration in order to achieve the achievement of the state's mission. The government agencies must do the following:

1. Before proceeding with any mission should to prepare action plans in advance.

2. The formulation of the government action plan in accordance with (1) must contain the details of the steps, duration and budget to be used in the operation of each step, target of the mission, achievement and, indicators of mission success.

3. The Government agencies must provide monitoring and evaluation of the implementation of the government action plan in accordance with the rules and procedures prescribed, which must comply with the standards set by the Office of the Public Sector Development Commission.

4. In the event of a mission or the implementation of the government action plan affecting people that will be the duty of the government department to resolve or mitigate those effects or change the action plan to be suitable (Royal Decree on Principles and Good Government Administration Procedures 2003)

From the Royal Decree, together with one of the main duties assigned to the researcher by the research institution is report the action results as follows: budget and expenditures for the program department and Science Center, report on Office of the Public Sector Development Commission, agenda, risk management results, internal control processes, identity results, knowledge management report and other reporting as assigned. The researcher has to collect data from many relevant sectors within the faculty in order to create an overview of the faculty. Coupled with the continuation of the study of the factors that affect the development of the process of monitoring the annual performance report, the case study of the Faculty of Science and Technology Suan Sunandha Rajabhat University. The study found that an opinions levels in each aspect were the highest mean in all aspects sort by the grade value from high to low as follow, form, monitoring / delivery, Tracking, and channels.

In addition, the hypothesis test found that differences in age has different levels of opinion regarding the duration of monitoring / delivery of the performance report. The personnel under the age of 30 has different opinions than those aged 41, or older with statistical significance at the .05 level from this study to achieve job development in duty reduce time and work procedures. However, in order to improve the performance to be more efficient providing the highest efficiency and effectiveness. The researcher studies the factors that affect the behavior of civil service and quality government performance reporting a case study of academic support personnel Faculty of Science and Technology to bring the information that has been predicted reporting of official results of academic support personnel Faculty of Science and Technology to continue to be effective in performing official duties in the researcher's duties and to maximize benefits at the organization.

OBJECTIVES

1. To study the service behavior the reporting of official results of academic support personnel Faculty of Science and Technology.

2. To study the factors affecting the performance reporting of official results of academic support personnel Faculty of Science and Technology.

METHODS

The population used in the research is academic support division, the total of 37 people, who are the main coordinators responsible for reporting the results of the Faculty of Science and Technology (Human Resources, Faculty of Science and Technology Suan Sunandha Rajabhat University, 2019). The researcher studied general information about demographic, including gender, age, educational level, status, practice, remuneration, the duration of work, factors affecting government behavior and quality government performance reporting case study of the Faculty of Science and Technology Suan Sunandha Rajabhat University. in four aspect of knowledge and ability, responsibility, group performance, organizational performance, and operational behavior

After that, the data has been analyzed and processed using computerized statistical software. The statistics used for data analysis are Frequency, Percentage, Mean and Standard Deviation, independent t-test and One-Way Variance. Analysis of Variance) by setting statistical significance at the level of 0.05 to test the difference between the mean of the population [1].

RESULTS

In analyzing the general data of 37 respondents, it was found that most of the respondents were female, with 24 persons accounting for 64.86% and 13 males representing 35.14%.

Age found that most respondents aged 31 -40 years, 15 people, representing 40.54 percent, followed by 41 years of age or older, consisting of 11 people accounting for 29.73 percent and not over 30 years of age, representing 11 percent 29.73 each, respectively

According to the educational level, most respondents have the same amount of bachelor's and master's degrees, consisting of 17 people, accounting for 45.95 percent and 3 people below bachelor's degree, accounting for 8.10 percent, respectively.

According to the type of employ, most of the respondents are permanent employees of the university, consisting of 23 people, representing 62.16%, followed by temporary staff of the university, 9 persons, representing 24.32%, 3 civil servants, representing 8.11 percent and 2 government employees, representing 5.41 percent and respectively

The remuneration found that most of the respondents received salary of 30,001 baht or more, consisting of 11 people, representing 29.73 percent, followed by 15,000 - 20,000 baht, a total of 10 people, representing 27.03 percent. Next at 25,001 - 30,000 baht, a total of 9 people, representing 24.32% and at 20,001 -25,000 baht, representing 18.92% respectively

For the duration work, it was found that most respondents had 19-10 years of work experience, comprising 51.35%, followed by work experience of 0 - 5 years, with a total of 10 people accounting for 27.03% and working experience. From 11 years and over, a total of 8 people, representing 21.62 percent respectively

The results of the analysis of the opinions of the factors that affect the behavior of the civil service quality government performance reporting case studies: academic support personnel Faculty of Science and Technology Suan Sunandha Rajabhat University.

Considering each aspect and overview of factors affecting the civil service behavior quality government performance reporting case studies: academic support personnel Faculty of Science and Technology Suan Sunandha Rajabhat University.

Table 1. Amount, percentage, average and standard deviation Of the opinion level on the factors that affect the development of the process of monitoring the results of official performance (n = 37)

Factors affecting to behavior in performance reporting	The opinions		
	\bar{x}	S.D.	Result
1. knowledge and ability	4.31	.47	high
2. responsibility	4.65	.43	highest
3. group performance	4.44	.59	high
4. organizational performance	4.49	.46	high

From Table 1, the results of the analysis of factors affecting government behavior quality government performance reporting case studies: academic support personnel Faculty of Science and Technology Suan Sunandha Rajabhat University.

When considering each aspect, it was found that the responsibility (= 4.65, SD = .43) had the highest mean, followed by organizational performance (= 4.49, SD = .46), group performance (= 4.44, SD = .59) and the item with the least mean was knowledge and ability (= 4.31, S.D. = .47) respectively.

The results of the analysis of the opinions of the factors that affect the behavior of the civil service quality government performance reporting case studies: academic support personnel Faculty of Science and Technology Suan Sunandha Rajabhat University, classified by general information.

The comparison of opinion levels, studying factors affecting government behavior quality government performance reporting case studies: academic support personnel Faculty of Science and Technology Suan Sunandha Rajabhat University classified by gender, age, education level, status of employ, remuneration, and the duration of work, Which the study found that gender factor is the only factor that affects government behavior quality government performance reporting case studies: academic support personnel Faculty of Science and Technology Suan Sunandha Rajabhat University Can be explained as follows :

The researcher made hypotheses to compare opinions, study factors affecting government behavior quality government performance reporting case studies: academic support personnel Faculty of Science and Technology Suan Sunandha Rajabhat University classified by gender, can be written as statistical hypothesis as follows:

H0: Respondents of different genders there is a level of opinion on the factors that affect the behavior of the civil service quality government performance reporting case studies: academic support personnel Faculty of Science and Technology Suan Sunandha Rajabhat University, No different.

H0: Respondents of different genders there is a level of opinion on the factors that affect the behavior of the civil service quality government performance reporting case studies: academic support personnel Faculty of Science and Technology Suan Sunandha Rajabhat University, Different.

The statistic used by the researcher is the Independent t-test, using 95% confidence level and rejecting the key hypothesis (H0) only when the Sig value is less than .05. The hypothesis test is as in Table 2.

Table 2. Comparison of opinion levels, studying factors affecting government behavior quality government performance reporting case studies: academic support personnel Faculty of Science and Technology Suan Sunandha Rajabhat University classified by gender.

The behavior of performance reporting case studies: academic support personnel Faculty of Science and Technology Suan Sunandha Rajabhat University	Gender	\bar{x}	S.D.	t	df	Sig
1. knowledge and ability	female	4.32	.165	.226	35	.596
	male	4.28	.176			
2. responsibility	female	4.69	.149	.878	35	.246
	male	4.56	.156			
3. group performance	female	4.51	.202	1.018	35	.750
	male	4.31	.217			
4. organizational performance	female	4.47	.168	.312	35	.016*
	male	4.52	.179			

From Table 2, The analysis results, comparison of opinions, studies of factors affecting official behavior quality government performance reporting case studies: academic support personnel Faculty of Science and Technology Suan Sunandha Rajabhat University categorized by age using Independent t-test statistics found that knowledge and ability, organization performance and group performance were sig equal to .596, .246 and .750 as Sequence which is greater than .05, therefore accepting the H0 hypothesis.

Means that respondents of different genders there are a level of opinion on the factors that affect the behavior of the civil service. quality government performance reporting case studies: academic support personnel Faculty of Science and Technology Suan Sunandha Rajabhat University No different But in organizational performance, the Sig is equal to .016, which is less than .05, therefore rejecting the main hypothesis (H0) and accepting the second hypothesis. H1: Respondents with different genders there are a level of opinion on the factors that affect the behavior of the civil service quality government performance reporting case studies: academic support personnel Faculty of Science and Technology Suan Sunandha Rajabhat University is different.

CONCLUSION AND FUTURE WORK

From the findings of this research the behavior and to study the factors that affect to government service in performance report case studies: academic support personnel Faculty of Science and Technology Suan Sunandha Rajabhat University. Population in research, 37 people, using tools data collection was a questionnaire analyzed and data processed using statistical computer software. The statistics used for data analysis are frequency, percentage, average (), standard deviation (SD), t-test, one-way analysis of variance (One-way ANOVA) and Pearson's relationship analysis by setting statistical significance at the level of 0.05, the research results can be summarized as follows

1. The behavior of government service is related to the reporting of quality government performance results with the statistically significance at the 0.05 level, with the highest relationship with the responsibility, followed by the organizational performance, Group performance and knowledge, respectively.

2. The factors affecting government official behavior on quality government performance reporting. The highest level is the responsibility. at a high level Namely organizational performance, followed by group performance and knowledge respectively.

3. The comparison of the opinions of the personnel on the factors that affect the behavior of the service quality government performance reporting classified by demography, it is found that gender affecting to service behavior, the reporting of civil service quality results of different levels in organizational performance with statistical significance at the

Cloud say that from the research on factors affecting the government behavior quality government performance reporting case studies: academic support personnel Faculty of Science and Technology Suan Sunandha Rajabhat University. The gender is considered an important factor. Which affects the civil service performance or work to be different, which is consistent with the research of Thiraphat Wanitphithak (2012) On study of organizational commitment of employees of Ruamcharoen Pattana Co., Ltd., found that employees with different gender, marital status and work experience There are different levels of organizational commitment and performance, [2] which is consistent with the research of Pakaporn Chantasart (2014)

Which researches on personal qualification factors job characteristics and motivation that affects the commitment to the organization of operational private employees at Lat Phrao-Chatuchak area. The results of the research showed that personal factors in terms of gender, age, education, status, and duration of work have an effect on commitment and

working with the organization [3]. which the results are consistent. Vishnu Jangkom (2018) The conducted research on The Perception of Organizational Climate Affecting Work Commitment of Employees in Sammitr Motors Manufacturing Public Company Limited The findings were as follows Employee commitment Sammit Motors Manufacturing Public Company Limited had a statistically significant difference in gender, age and education [4]. Therefore, from the foregoing, it can be seen that from a variety of researches, it is found that pointed out in the same way that gender is an important factor One factor that affects work has different performance. Including civil service practices, the quality of the results of the official performance report, which the researcher conducted in this study also.

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