

DEVELOPMENT OF FINANCIAL SERVICE MANAGEMENT SYSTEM OF COLLEGE OF LOGISTICS AND SUPPLY CHAIN, SUAN SUNANDHA RAJABHAT UNIVERSITY, NAKHON PATHOM CAMPUS

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ABSTRACT

Abstract— The objectives of this research are to 1) study the problem of monetary disbursement, 2) use the problematic situation to determine the guidelines for monetary disbursement, and 3) to evaluate monetary disbursement to perform the disbursement of money accurately, quickly and efficiently by formulating a solution to the problem and including the preparing operational manuals. The population was 70 personnel who work regularly at the College Logistics and Supply Chain, Suan Sunandha Rajabhat University, Nakhon Pathom Campus. The questionnaires were used to collect the data. Statistical data analysis consisted of percentage, mean and standard deviation. The results showed that most of the problems arose from a lack of personnel knowledge and understanding of relevant rules, regulations, orders and practices, including follow-up information and news in performing tasks. For procedural problems, operational methods were too many. In addition, the information and documents were not complete according to the specified rules so that the disbursement did not meet the quantified rate. The operational errors caused delays in budget disbursement. Therefore, it has demonstrated that personnel should be provided with accurate information on rules and procedures for disbursement to create knowledge, understanding, expertise, accuracy and accuracy in working.

Keywords— Budget disbursement, College of Logistics and Supply Chain

INTRODUCTION

The disbursement of the national budget and income budget has many relevant rules and regulations, causing operational problems. The experience, knowledge, and expertise, moreover, are needed to make the operation comply with regulations correctly. Importantly, the procedures used in the operation are complicated and redundant in some operational processes and each person has a different operating style (Prime Minister's Office, 2023). Budget is a very important factor in the administration of the government of every age because in order to successfully complete the activity, it is necessary to use the budget to supply resources to any projects appropriately as needed. The budget is like the heart of the administration of the country, which is responsible for pumping the necessary resources to various government organizations to be able to work in accordance with the objectives set effectively (Liechalermwong, & Aunyawong, 2022).

The government has a policy for all government agencies to operate according to the electronic financial and fiscal management system and the Comptroller General's Department has developed and improved the operation of the system with respect to disbursement, including money sending and receiving system, procurement system, ledger system, and various reports to enable the government to be able to manage financial, accounting, control and audit operations in the system to be efficient and to enable the operations follow the rules and regulations with the same guidelines (Prachayapipat et al., 2022). The researchers, therefore, study the condition of disbursement problems of College of Logistics and Supply Chain, Suan Sunandha Rajabhat University, determine the disbursement guidelines for the College, and evaluate the reimbursement guidelines of the College to develop disbursement system of the college.

LITERATURE REVIEWS

1. Operation Development

Operation means feeling in a good way to work in a multi-dimensional perspective arising from recognition and evaluation of experiences in individual work. It makes people eager to work with willingness. Such happiness and feelings can be changed by the meaning of the above performance (Yuyangyuen & Aunyawong, 2023; Srisawat & Aunyawong, 2021). It can be concluded that work means fulfilling both physical and mental needs in order to achieve good feeling and willingness to work in order to create efficiency and effectiveness in performance (Aunyawong et al., 2018; Aunyawong et al., 2020).

Maslow (1943) stated that people are motivated to achieve certain needs and that some needs take precedence over others. The most basic need is for physical survival, and this will be the first thing that motivates our behavior. Once that level is fulfilled the next level up is what motivates us, and so on.

1. Physiological needs - these are biological requirements for human survival, e.g. air, food, drink, shelter, clothing, warmth, sex, sleep. If these needs are not satisfied the human body cannot function optimally. Maslow considered physiological needs the most important as all the other needs become secondary until these needs are met.

2. Safety needs - once an individual's physiological needs are satisfied, the needs for security and safety become salient. People want to experience order, predictability and control in their lives. These needs can be fulfilled by the family and society (e.g. police, schools, business and medical care). For example, emotional security, financial security (e.g. employment, social welfare), law and order, freedom from fear, social stability, property, health and wellbeing (e.g. safety against accidents and injury).

3. Love and belongingness needs - after physiological and safety needs have been fulfilled, the third level of human needs is social and involves feelings of belongingness. Belongingness, refers to a human emotional need for interpersonal relationships, affiliating, connectedness, and being part of a group. Examples of belongingness needs include friendship, intimacy, trust, and acceptance, receiving and giving affection, and love.

4. Esteem needs are the fourth level in Maslow's hierarchy and include self-worth, accomplishment and respect. Maslow classified esteem needs into two categories: (i) esteem for oneself (dignity, achievement, mastery, independence) and (ii) the desire for reputation or respect from others (e.g., status, prestige). Maslow indicated that the need for respect or reputation is most important for children and adolescents and precedes real self-esteem or dignity.

5. Self-actualization needs are the highest level in Maslow's hierarchy, and refer to the realization of a person's potential, self-fulfillment, seeking personal growth and peak experiences. Maslow (1943) describes this level as the desire to accomplish everything that one can, to become the most that one can be.

2. Financial Disbursement

Thiangnil et al. (2015) found problems on lack of knowledge and understanding of relevant rules and regulations in financial disbursement. Problems with operational procedures and methods are too much, and problems with personnel working in disbursements are lack of sufficient and ongoing training on how personnel work, resulting in lack of knowledge and understanding of the correct work procedures and methods. This will result in operational errors and delays in budget disbursement. The financial achievement is very important to business (Pintuma & Aunyawong, 2021), so the entrepreneurs should be continuously trained on financial rules and procedures. Training on equipment, innovation and related technologies should be organized to gain skills knowledge, expertise, and accuracy in works (Kerdpitak et al., 2022; Wisedsin et al., 2020; Tirastittam et al., 2020; Waiyawuththanapoom et al., 2020). Moreover, Fukngeon and Thanasukan (2010) found the problems regarding financial and accounting operations. These problems on factors of organizational management, knowledge, asset management, inspection, control, monitoring, and evaluation negatively affect the ability to work in the warehouse management of the Tambon Administrative Organization. From various problems, Sangthong et al. (2019) found that developing the national budget disbursement manual is the solution. The effective manual consists of operational procedures and guidelines by adhering to rules and regulations, including operations under the government fiscal system to provide convenience, speed, accuracy, and efficiency in disbursement along with knowledge and understanding in working in the same direction.

METHODS

The population used in this research was 90 people who work in College of Logistics and Supply Chain, Suan Sunandha Rajabhat University. The samples were 70 people working in academic fields and academic support of the college. Taro Yamane's table (Yamane, 1973) was used to estimate the proportion of the population. It was assessed that the proportion of traits of interest in the population is 0.5 and the confidence level is 95%.

Research tool was a questionnaire. The researchers studied from primary and secondary data, including different tools in order to be consistent with action research. For data analysis, it consisted of descriptive statistics, such as mean, percentage, standard deviation and frequency. The data was interpreted into 4 levels: a mean of 1.00–1.50 (unsatisfactory), a mean of 1.51–2.50 (quite satisfied), a mean of 2.51–3.50 (satisfied) and the mean of 3.51–4.00 (very satisfied).

RESULTS

Current conditions and problems of financial services in order to create satisfaction of service recipients in the College were found that:

1. The document side was from the fact that the personnel attached incomplete evidence incorrectly and used the incomplete original form and details as specified by the regulations from the Ministry of Finance. There was a complexity in examining documents for evidence of disbursement. Personnel did not understand the principles of the regulations set forth. Disbursement did not meet nominal rate.

2. The operational process was late disbursement. There was no standard time for disbursing money, causing disbursement work to be disbursed at the end of the fiscal year and complex operating systems. There were several steps to withdraw money. The applicant for disbursement approval did not proceed with the disbursement process. Signing the document had a large number of stakeholders. The date entered in the system was incorrect according to the disbursement algorithm. Referring to the wrong document number caused a delay in disbursement. Recording the disbursement before approval in urgent cases made problems in disbursing money according to various expenditure categories.

3. Requesting financial information took a long time and did not meet expectations. Dissemination of financial information was less known to some groups/some people. The approval of project budget for the preparation of spending plans has been delayed. The plan was adjusted. Budget payments during the year of activities were not on time set in the plan.

4. Personnel gave suggestions and answer questions about various regulations and laws involved, including the operational guidelines were still unclear, the personnel had only 1 person, thus making the contact coordination was not on time as it should be. Personnel lacked knowledge and understanding on large number of rules/regulations/regulations/orders and practices.

Guidelines for the development of the disbursement system of the college

Modification of guidelines for the development of money disbursement systems in accordance with the current operations are as follows: 1) The period of reimbursement process had the inspection of the correct and complete documents before submitting to the university finance division so that the documents did not cause an error and were not bounced back to agency. For determining the period of remittance, at the end of the activities/projects, responsible person must submit the documents within 7 days for faster disbursement. 2) Reduce unnecessary steps. 3) Dissemination of information by increasing communication channels to publicize personnel by finding information through the website.

The study on the development of a disbursement system to create satisfaction for service users of the college found that in the document side the overall respondents expressed their satisfaction in the college of at a high level, including the manual book that helped to receive financial services in easier way, correct disbursement that met the disbursement regulations, financial operation system, examples of details of documents used as evidence for reimbursement, and form about the disbursement of money that was complete, accurate and clear.

For operational procedures, the overall respondents expressed their satisfaction with the job service of the college at a high level, including the clear operation procedures, explanations, clarifications and recommendations, providing services with equality on a first-come, first-served basis, and fast processing time for disbursement – payment.

For personnel, the overall respondents expressed their satisfaction with financial services of the college at a high level, comprising knowledgeable staff about the work performed, being able to provide information clearly, skills to answer questions including giving advice for service users, matter of accuracy of providing information of staff, expertise in financial operations, opinion listening or suggestion channel for service. In addition, the staff acted with integrity and reliable, performing duties with care and prudence in order to make the performance accepted and reliable. The service staffs, besides, were courteous, friendly, smiling and spoke with a good voice. The sweetest and the least satisfying was that staffs were attentive and willing to serve.

Guidelines for resolving money disbursement problems

1. Disbursement regulations documents

From the aforementioned problems, it was found that operators should seek knowledge, pay attention, and study rules relating to the disbursement of additional funds. Many related documents on rules and regulations that determine the criteria of budget disbursements make disbursement work wrong. This caused operational errors. When developing the operators by participating in training on topics related to rules and regulations, it resulted in more expertise, efficiency and effectiveness in operations. Regulations/Requirements as well as various criteria related to disbursements should be stored systematically and easily to find references.

2. Disbursement process

The disbursement process should include procedures, manuals or methodologies, as well as documentation and assembly of disbursement with examples for study so that operators can perform their tasks correctly and practice in the same way and find solutions to problems in development and Streamline the disbursement process in order to be able to reduce problems and the impact of errors in work as little as possible to maximize the benefits of work.

3. Personnel

Activities should be organized according to the action plan, annual budget. Disbursement results should be in accordance with goals set in the plan. The personnel should examine/plan appropriate activities and write projects/activities. The relevant information about disbursement regulations should be accurately analyzed.

Guidelines for disbursement development

The development of the operational manual was divided into 2 processes, which shown the details as follows:

1. Input factors (input) were divided into three aspects:

1.1 Disbursement regulations documents

There should be a way to keep regulations updated. When changing documents for disbursements, it should be circulated to the operators for their knowledge and compliance in the same direction and for the unit to have a good internal control system.

1.2 Disbursement process

The college should produce manuals and methods on practice. Cash disbursement work budget and distributing operational manuals, disseminating rules and procedures for operators be informed by all the point of the manual preparation process (Process) for the manual development process. The budget should be set up for a financial and budget committee to analyze and correct evaluation problems as well as to develop and improve rules and regulations and prepare a reimbursement manual Pay the budget in accordance with the budget disbursement system of the college to achieve efficiency in terms of convenience, speed, accuracy and in the same direction. Moreover, the operators should study the manual and guidelines for disbursing budget money to gain knowledge and understanding to apply them as a guideline for working.

1.3 Personnel

The use of the budget should be planned according to the proposed activities/projects for approval. Once approved, proceed with project activities according to the target and disburse the budget accordingly. Project activities should be within the specified period.

2. Productivity (output)

When bringing problems with operational manuals that arise in various fields come into the process of developing the manual using various methods to analyze and solve problems, and then get a manual to develop a presentation for the head of the section to approve.

CONCLUSION AND FUTURE WORK

From the results of this research, the researchers found problems and obstacles, including the benefits derived from problem study and methods for working with disbursements. The study results can be discussed as follows.

Most of the problems arise from the lack of knowledge and understanding about the lack of personnel.

Knowledge and understanding of rules, regulations, regulations, orders and relevant practices procedural problems, and there are too many different methods of work and personnel problems. Personnel do not understand about rules and regulations set out. Employees lack follow-up information and news in performing work related to rules/regulations/orders and guidelines. Due to incomplete information documents according to the established criteria, disbursements do not meet the specified rate which results in an error in performance, causing delays in budget disbursement.

As a result the personnel should be study accurate information about regulations and disbursement methods to gain knowledge, understanding, skills and operational accuracy. This is in line with the research of Fukngern (2010) and Phrapratanporn et al. (2019) which found that problems in the performance of personnel with insufficient information about the work method, resulting in a lack of knowledge and understanding of the correct operation in terms of communication, the system of person in charge of the project and receiving inadequate information, resulting in operational errors (Pintuma et al., 2020).

From the study, there are suggestions about ways to solve problems in the work of personnel: organize a meeting to clarify the work in the disbursement process. There should be a specific time limit in the implementation of the same direction and budget. An action plan should be prepared. Money expenditure plans should be presented to supervisors to reduce the risk of budget spending. Therefore, in the study, as a whole, it was found that personnel of the college lack knowledge and understanding of the correct budget disbursement procedures.

For recommendations based on creating the service value (Nualkaw et al., 2021; Pakornpongwatthana & Aunyawong, 2022; Waiyavat et al., 2022), as a result, first there should be training to educate personnel on budget disbursement related to rules and regulations related to increase operational efficiency. Second, there should be a development of a money disbursement system for speedy, accurate and in the same direction. Third, the problems should be studied, including finding a clear solution.

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