

THE PROCESS OF FOLLOWING UP ON GOVERNMENT SERVICE PERFORMANCE ACCORDING TO GOVERNMENT SERVICE CERTIFICATION FACULTY OF FINE AND APPLIED ARTS

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ABSTRACT

The objective of this research is to study 1.) To study the process of monitoring the performance of the civil service according to the certificate of official performance of the Faculty of Fine and Applied Arts. 2.) To prepare guidelines for following up on government performance according to government performance certification. of the Faculty of Fine and Applied Arts 3.) To create a system that reduces work process steps. From the study of the process of following up on government performance according to the government performance certification of the Faculty of Fine and Applied Arts, Suan Sunandha Rajabhat University This resulted in guidelines regarding the process of following up on government performance according to the government performance certification. of the Faculty of Fine and Applied Arts as a guideline for administration Manage the work for very well.

Keyword : civil, certificate, government

INTRODUCTION

The Faculty of Fine and Applied Arts has established a civil service agreement with the Suan Sunandha Rajabhat University with the signing of an official performance agreement between the president and the dean of the Faculty of Fine and Applied Arts. Effectiveness in the management of the Faculty of Fine and Applied Arts Setting goals is a challenge for the Faculty of Fine and Applied Arts. In order for all departments to participate in driving the Faculty of Fine Arts, there is a system to monitor and evaluate the performance of the Faculty of Fine and Applied Arts at the end of each month and designate a person responsible for each indicator who is responsible for implementing the indicators at the faculty level. It was found that there was a problem in reporting incorrect information. Request redundant information, information is not up to date. The researcher, as the main responsible person for monitoring the performance of the Faculty of Fine and Applied Arts, is therefore interested in studying the subject. The process of monitoring the performance of the civil service according to the certificate of official performance of the Faculty of Fine and Applied Arts in order to develop the performance to be more efficient. Consistent with (Duangporn Saengthong. 2019: Abstract) it was mentioned that monitoring and monitoring to have a continuous impact (Follow-up impact) requires that the person receiving the evaluation and the user of the results understand the evaluation and have Improving or following the results clearly.

OBJECTIVES

To study the process of monitoring the performance of government service according to the certificate of official performance of the the Faculty of Fine and Applied Arts. Suan Sunandha Rajabhat University.

RESEARCH METHODOLOGY

The instrument used in this research is an interview about the process of monitoring the performance of the civil service according to the certificate of official performance of the Faculty of Fine and Applied Arts. Suan Sunandha Rajabhat University Steps and operating system Access to information and questionnaires on the development of the process of monitoring the performance of the civil service according to the certificate of official performance of the Faculty of Fine and Applied Arts. Suan Sunandha Rajabhat University in the development of work processes Steps and operating system.

Data Collection

1. The researcher studies the concept. Theories and related research to create a model suitable for Content and scope of the subject to be studied
2. The researcher presents the interview form to a qualified person for examination and improvement and correction according to the recommendation of Qualified persons to comply with the objectives.
3. The researcher prepares a complete form for further data collection.
4. The researcher used the data from the interview to analyze. To find a process for monitoring the performance of the civil service according to the certificate of official performance of the Faculty of Fine and Applied Arts.
5. Prepare guidelines for the development of a follow-up process for the performance of the civil service according to the certificate of official performance of the Faculty of Fine and Applied Arts.
6. Adopt guidelines for the development of a follow-up process according to the certification of official performance of the Faculty of Fine and Applied Arts in the development of work processes for experts to evaluate the appropriateness and feasibility of implementation.
7. Develop a process for monitoring the performance of the civil service according to the certificate of official performance of the Faculty of Fine and Applied Arts. In the development of work processes.
8. Prepare a manual for the development of the process of monitoring the performance of the civil service according to the certificate of official performance of the Faculty of Fine and Applied Arts in the development of the work process of the Faculty of Fine and Applied Arts, Suan Sunandha Rajabhat University.

RESULT

From the study of research results on the process of monitoring the performance of the civil service according to the certification of the official performance of the Faculty of Fine and Applied Arts. Suan Sunandha Rajabhat University There are objectives of the research. 1.) To facilitate the process Follow up on the performance of the civil service according to the certificate of official performance of the Faculty of Fine and Applied Arts. 2.) To develop the process of monitoring the performance of the civil service according to the certificate of official performance of the Faculty of Fine and Applied Arts. 3.) To create a system to reduce the process process. We relied on qualitative research by synthesizing papers and in-depth

interviews and survey responses. It consists of the person responsible for the indicators. Implementation of the process of monitoring the performance of the civil service according to the certificate of official performance of the Faculty of Fine Arts. Educator General Administration Officer Policy and Planning Analyst Total 13 persons And use the concept. Theory and other research Related to the guidelines for framing the concept by defining the following research hypotheses:Monitoring and evaluation Here's how to do it:

1. It can be concluded that following up with the university has set the agency to report the progress of government performance according to the certification Every month and must record the performance with evidence in the government performance monitoring system (www.ssruplan.ssrui.ac.th) every month and prepare a hard copy report according to the 6th round of reporting form. month and 12-month cycle. All departments must report the results within the period specified by the university after the end of each month's

operations.

2.Evaluation A study of information, documents, and evidence such as a report on government performance according to a government service certification (Self-Assessment Report: SAR) for the 6-month period and the 12-month period, other supporting documents such as minutes of meetings, orders to appoint working groups Action plan approved by the authority, photographs, interviews with relevant persons such as indicators supervisors, data collectors Stakeholders in the operations of the agency Observation of the agency's operations, such as the environment of the site where activities or projects are undertaken, the retention and maintenance of the agency's top management documents/information.

3. To increase the efficiency of work Information systems help the operations to be accurate, convenient and fast. In the event that the organization applies information technology, it helps communication and coordination. More Versatility, Processing, Storage as well as distributing information can be done quickly and in a timely manner, reducing the process make the operation more efficient.

4. System design It's a whole new way of thinking and redesigning business processes. In order to improve the quality and service better, there is a speed of operation. Reduce costs and can work smoothly. which brings technology Use may require adjustments to the operating guidelines. Reduce unnecessary steps. What steps are being performed? Same or redundant steps will be combined. Reduce the use of paper or no longer need to use paper.

5. Reduce operating procedures A database generation system was introduced to facilitate a simple workflow. electronics Help operations and reduce the time required. Make the service more efficient resulting in increased efficiency of work Reduce the workflow Reduce documents to be stored and can provide services to visitors more conveniently and quickly.

ACKNOWLEDGEMENT

Research Report to Routine Routine to Research (R2R) Re: Follow-up Process Government service according to the certificate of official performance of the Faculty of Fine Arts Suan Sunandha Rajabhat University This has been accomplished with many people kindly helping to provide feedback. Advice, opinion and encouragement The author would like to thank you. Associate Professor R.Chutikarn Sriviboon President of Suan Sunandha Rajabhat University To support and promote the development of Visakarn support personnel. In the preparation of work development. Regular-to-research routine : Routine to Research (R2R) Fiscal Year 2022 Thank you, Assistant Professor. Dr. Ekamong Inkeo Dean the Faculty of Fine and Applied Arts Supported And push the academic support personnel to develop their potential continuously. Dr. Panu Patpanithipong Former Associate Dean for Planning and Quality Assurance the Faculty of Fine and Applied Arts who have given advice and planning. The process of monitoring the performance of the civil service according to the

certificate of official performance of the Faculty of Fine and Applied Arts To be efficient and effective. In the process of monitoring the performance of official duties according to the certification of official performance.of the Faculty of Fine and Applied Arts Suan Sunandha Rajabhat University To achieve the objectives Thank you to the Faculty of Fine Arts, administrators, faculty and academic support staff. Involve kindness, help and support, which is part of the success of the research paper. Last but not least. Thank you for your hard work in preparing this research paper.

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