

PERFORMANCE EVALUATION MANUAL FOR ACADEMIC SUPPORT STAFFS AT FACULTY OF FINE AND APPLIED ARTS, SUAN SUNANDHA RAJABHAT UNIVERSITY

Kingkan Jansiri*, Phakamas Jirajarupat**, Cheerawat Wanta***, Chaichan Jarukarus****

*, **, ***, **** Faculty of Fine and Applied Arts, Suan Sunandha Rajabhat University, Bangkok, Thailand

E-mail : *Kingkan.ja@ssru.ac.th, **Phakamas.ji@ssru.ac.th, ***Cheerawat.wa@ssru.ac.th, ****Chaichan.ja@ssru.ac.th

ABSTRACT

Performance Evaluation Manual for Academic Support Staffs at the Faculty of Fine and Applied Arts, Sun Suan Sunandha Rajabhat University aims to create a performance evaluation manual for academic support staffs, emphasizing the importance and various steps involved in enhancing efficiency. Additionally, to increase knowledge and capabilities to align with the university's policies and requirements, drawing insights from relevant documents and research.

The study results reveal that the development of the evaluation manual for academic support units in the Faculty of Fine Arts at Suan Sunandha Rajabhat University is based on the assessment of the performance of university staff, including government contracting and university contracting employee. The purpose is to establish contracts according to the respective contract periods for each type of employee. The university mandates that each department assess the performance of all university staff to enhance and improve work efficiency and effectiveness. The creation of the performance evaluation manual for academic support units aims to facilitate the development of more effective and efficient work practices. It outlines the process of evaluating the performance of academic support units, providing a clearer understanding of the operational procedures. This approach reduces complexity, processes, and allows for quicker and more accurate task execution. The result is a new operational process that advances the skills, knowledge, ethics, and professionalism of personnel at all levels in their respective careers.

Keywords: Performance evaluation, Manual, Academic support staff

INTRODUCTION

Suan Sunandha Rajabhat University is a part of the Suan Sunandha Palace, which is considered a royal ground and a place of relaxation for the Royal Monarch, especially for His Majesty King Chulalongkorn (Rama V). The university was established as "Suan Sunandha Uttayan" named after the the garden of God Indra on the Dusit heaven and the name of Her Royal Highness Princess Sunandha Kumariratana, the Princess Consort. The university has embraced the principles of the Sufficiency Economy Philosophy (SEP), incorporating concepts of moderation, reasonableness, and self-immunity in its management. It emphasizes knowledge and ethical conditions as the foundation for balanced, sustainable development. Suan Sunandha Rajabhat University places the utmost importance on human resources, considering them the most valuable asset. Personnel are recognized as the driving force behind the fulfillment of the mission and vision of every department, including the Faculty of Fine Arts. The university strives to achieve its objectives by promoting personnel who possess knowledge, skills, and competencies that align with the goals and strategies of the university. Furthermore, there is a

focus on preparing personnel to be leaders capable of navigating various changes occurring in the present and future.

From the aforementioned information, the researcher has conceptualized the development of an evaluation manual for the performance of academic support units in the Faculty of Fine Arts at Suan Sunandha Rajabhat University. This involves a practical approach to the steps in assessing the performance of academic support units to enhance understanding of the operational processes, streamline complex steps, and facilitate quick and accurate task execution. The goal is to develop a new operational process, enabling personnel at all levels to advance in their professions with enhanced skills, knowledge, ethics, and morality in their work.

OBJECTIVE

In order to create a performance evaluation manual for academic support staffs of Faculty of Fine and applied Arts, Suan Sunandha Rajabhat University

RESEARCH METHODOLOGY

This research applies an interview form to collect data through in-depth interviews conducted through dialogues, probing questions, and interactive discussions between the researcher and the participants. The aim is to obtain comprehensive information from the target group, which consists of 26 academic support personnel. The researcher employs questions that reflect job performance challenges, obstacles, and factors influencing the success of their operations throughout the interviews.

RESULTS

The effectiveness of job performance is considered a measure of success for employees within an organization. This means that employees can efficiently manage resources with minimal input to maximize value and benefit for the organization. Additionally, it reflects the potential of employees to perform their duties in an organized and well-defined manner, resulting in valuable outcomes when compared to input factors. In this context, employees need to be aware of the organization's benefits as a guiding principle in seeking methods for performing their tasks. This awareness ensures that the work is carried out to achieve results that meet or exceed the organization's goals (Panida Nilarun, Prasobchai Pasunon, 2558).

From the study on the performance evaluation of academic support units at Suan Sunandha Rajabhat University, it was found that the university has developed and improved its operations for efficiency and effectiveness. The university provides a comprehensive welfare system, benefits, and various forms of compensation to employees based on their needs and appropriateness. Regarding the criteria and methods related to the performance evaluation of academic support units, the university follows an evaluation model that aligns with the standards of the academic support units. This systematic and beneficial evaluation process contributes to the development of personnel at all levels effectively.

The performance assessment measures the actual work outcomes during the evaluation period, determining how closely they align with the set objectives, both quantitatively and qualitatively. The performance evaluation is divided into four aspects, with a total score of 75 points. The breakdown is as follows: 20 points for job performance, 20 points for work development or process improvement, 15 points for achieving the goals outlined in the job description, and 20 points for English language development. The performance assessment is conducted twice a year, aligned with the fiscal year. The first assessment evaluates performance

during the operational period from October 1 to March 31 of the following year, while the second

assessment covers the period from April 1 to September 30 of the same fiscal year.

PERFORMANCE EVALUATION PROCESS OF ACADEMIC SUPPORT UNIT OF FACULTY OF FINE AND APPLIED ARTS	
STEP	PROCEDURE
1. The Human Resources Department announces the performance evaluation calendar for the fiscal year	- To enhance communication channels for the performance evaluation calendar, by adding communicational platforms such as Line and Facebook for academic support staff.
2. The faculty has prepared a record requesting you to proceed with uploading performance-related data for the annual performance evaluation of the fiscal year.	- To enhance communication channels for the performance evaluation calendar, by adding communicational platforms such as Line and Facebook for academic support staff.
3. The staff is requested to proceed with submitting performance-related data for the annual performance evaluation of the fiscal year	- To enhance the document storage system in a modern format, we are implementing the use of Google Drive. This system facilitates easy document retrieval and is up to date.
4. The administration office records and imports relevant data into the ERP system.	- Implementing the online ERP system for working remotely
5. The faculty prepares a record to notify the Human Resources Department of the processing of work performance	-Enhance communication channels for disseminating information on acknowledging performance evaluation results to academic support personnel, such as through LINE and FACEBOOK systems."
6. Notify the personnel in the department to acknowledge the results of the performance evaluation.	- Expand communication channels for disseminating information on acknowledging performance evaluation results to academic support personnel, such as through LINE and FACEBOOK systems.

CONCLUSION

To develop and improve job performance efficiency and effectiveness, a performance evaluation manual is being created for academic support personnel in the Faculty of Fine Arts at Rajabhat Suansunandha University. The manual outlines the process of performance evaluation to enhance understanding of the operational procedures, streamline complex processes, facilitate accurate and prompt task execution, and introduce new practices. The goal is to ensure that personnel at all levels progress in their professions, possess the necessary skills, knowledge, ethics, and morality in their duties.

1. Enhance communication channels for disseminating information about the performance evaluation schedule to academic support personnel, such as through Line and Facebook systems

2. Implement a modern electronic document storage system using Google Drive to facilitate easy retrieval and management of documents.

In order to provide a guideline for operational activities, planning, coordination, and service delivery to academic support personnel in the Faculty of Fine Arts, it is essential to establish a uniform approach. This will enhance understanding, inform about operational procedures, streamline complex processes, and enable efficient and accurate task execution. The goal is to develop a new operational process that is fast, accurate, and can be applied across the board.

ACKNOWLEDGEMENT

Performance Evaluation of Academic Support Staff, Faculty of Fine and Applied Arts, Suan Sunandha Rajabhat University has been successfully completed. This achievement is attributed to the collaboration and valuable contributions of many individuals who provided information, suggestions, advice, and comments. The researchers express their gratitude to the staff of the Faculty of Fine and Applied Arts at Suan Sunandha Rajabhat University for their cooperation and continuous support throughout the research process. In conclusion, the researchers extend their thanks to the Faculty of Fine and Applied Arts at Suan Sunandha Rajabhat University for supporting the research endeavors of the faculty members. It is hoped that this research work will be beneficial to future students and endeavors at the university.

REFERENCES

- The Human Resources Department, Office of the President, Suan Sunandha Rajabhat University. (2020). *Kam Artibay Tua Cheewat Pol Nguan Tam Bae Prameun Patibud Rachakarn Sai Sanunsanun Wichakarn Suan Sunandha Rajabhat University* (Describes the performance indicators according to the performance evaluation template for academic support staff at Suan Sunadha Rajabhat University. Retrieved 12 January 2024, Form <https://personnel.ssru.ac.th/announcement/view/news2901643001>.
- Kingkan Jansiri. (2023). *Kra Buankarn Prameun Patibud Rachakarn Sai Sanunsanun Wichakarn Faculty of Fine and Applied Arts, Suan Sunandha Rajabhat University*. Bangkok: Suan Sunandha Rajabhat University.
- The Human Resources Department, Office of the President, Suan Sunandha Rajabhat University. (2017). *Ku Mue Panaknguan* (Performance working manual). Retrieved 12 January 2024, Form <https://personnel.ssru.ac.th/news/view/handbookssru1>.
- Panida Nilarun and Prasobchai Pasunon. (2558). The Factors Affecting the Efficiency of Academic Support Staff at Suan Sunandha Rajabhat University. *Journal of Chandrakasarn*, 21(41), 29-37.
- Thipawan Chanthamas. (2 018) . *The Influence of Performance Appraisal Systems on Employees' Feelings:A Case Study of Prince of Songkla University, Hat Yai Campus* (Degree of Master of Public Administration). Songkla: Songkla University.
- Phanida Worajan and Sunee Hongwiset. (2018). Performance Assessment Modelas Perceived byCivil Servants Working of National Research Council. *Journal of yala rajabhat university*, 13(3), 410-420.