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Evaluation and Improvement the performance of the Dean's Office, College of Logistics and Supply Chain

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Abstract

This Routine to Research (R2R) study entitled "Evaluation and Improvement of Office Work Efficiency" aimed to (1) assess the level of office work efficiency, (2) investigate problems and obstacles encountered in routine office operations, and (3) propose guidelines for improving office work efficiency. The study employed an action research design based on the R2R concept. The sample consisted of office personnel, selected through purposive sampling. Research instruments included a five-point Likert scale questionnaire assessing office work efficiency and a semi-structured interview form. Quantitative data were analyzed using descriptive statistics, including percentage, mean, and standard deviation, while qualitative data were analyzed using content analysis.

The results revealed that prior to the improvement process, overall office work efficiency was at a moderate level. After implementing improvement measures, the overall efficiency increased to a high level, particularly in terms of work process clarity, operational timeliness, and internal coordination. The findings suggest that applying the R2R approach can effectively enhance office work processes and contribute to sustainable organizational development.

Keywords: work efficiency, office administration, routine to research, R2R

1. Introduction

Currently, the Dean's Office of the College of Logistics and Supply Chain, Suan Sunandha Rajabhat University, plays a crucial role in supporting the college's teaching and learning mission, including administration, services, and coordination. However, daily operations reveal several challenges in the office, such as unclear work processes, delays, duplication of work, unclear internal communication, and inefficient resource utilization. These issues negatively impact the quality of service and client satisfaction.

The "Routine to Research (R2R)" concept is a process of systematically studying, analyzing, and developing solutions to problems encountered in real-world work situations, in order to achieve sustainable work improvement.

Therefore, the researchers recognized the importance of studying the evaluation and improvement of office performance in order to use the research results to develop work processes that are more efficient, accurate, and beneficial to the college.

2. Research Objective

1) To evaluate the level of work efficiency in the Dean's Office, College of Logistics and Supply Chain.

2) To study the problems and obstacles in the work performance of personnel in the Dean's Office, College of Logistics and Supply Chain.

3) To propose guidelines for improving and developing work efficiency in the Dean's Office, College of Logistics and Supply Chain.

3. Literature review

Sompis Sukman (2020). stated that when considering effective individuals, the following points should be taken into account:

1. Proactiveness means making the most of your time, working quickly, and avoiding delays and sluggishness. This is the hallmark of efficiency. If management assigns a task with a 15-minute deadline, it should be completed within that time, not taking half an hour. Similarly, in service roles, clients demand speed, so service providers must cultivate a culture of one-stop service.

2. Accuracy means minimizing errors in work and maintaining precision in regulations, data, figures, and statistics. Carelessness that could cause damage to the organization should be avoided, and work should always be reviewed before submission to management.

3. Knowledge is a body of knowledge related to one's work. It involves continuously seeking and acquiring knowledge about the work being done. However, highly effective individuals are those who constantly seek knowledge through various means: self-learning, organizational learning, learning from others, and learning from the internet, etc. They aim to gain a thorough and complete understanding of the subject matter and then apply that knowledge to improve their work.

4. Experience refers to comprehensive knowledge gained from constantly seeing, touching, and doing things, not just academic knowledge. For example, someone who has been a mechanic for a long time, a teacher who has taught students for a long time, or an administrative officer for a long time. These individuals can be called "high-level professionals" because they possess extensive experience, making fewer mistakes. Organizations should retain these individuals for as long as possible because they contribute to the organization's rapid development.

5. Creativity is about initiating new things and novel perspectives, also known as innovation. This can be applied to organizations, such as developing new service systems that reduce processes, creating new performance evaluation systems, devising proactive management methods, or designing multi-purpose buildings and facilities.

Sudarat Pimonratanakan. (2019). studied the supply chain management of agricultural products, aromatic coconut and agro-tourism in Thailand. and stated that This research aimed to find the supply chain management characteristics of agricultural products, and aromatic coconut. This analysis would lead to a supply chain management model. The sample group used in the research comprised of the farmers who grow aromatic coconut and who resided in Phutthamonthon district, Nakhon Pathom Province, Thailand. This amounted to 600 respondents and 9 key informants who were used in the mixed methods study. The quantitative research used questionnaires and the qualitative research applied an interview method in a phenomenological approach. The statistics used in data analysis included percentages, means,

standard deviations and composition analysis using the main component analysis method and rotating the axis by the Varimax process. It was found that the supply chain management model of aromatic coconut agricultural products was as appropriate one to consider for the amount of farmers'. This would serve to promote the supply chain management model with the participation of the community which will hopefully lead to joint decision making, problem solving and resource mobilization. The findings are important as they will support businesses in the community to become successful, selfreliant, and sustainable. The model is a useful guideline for farmers to develop according to the situation of the external environment and strong business competition. By adopting an agricultural supply chain management model that uses information technology in the process, will also result in the further development of the supply chain management model for agricultural products in general.

4. Methodology

4.1 Research Design

This research is an action research study based on the R2R concept, consisting of situational assessment, problem analysis, improvement implementation, and post- improvement evaluation.

4.2 Population and Sample

The population consists of all office workers. The sample was selected using purposive sampling, totaling 26 individuals.

4.3 Research Instruments

A questionnaire assessing office work efficiency. This is a 5-level Likert scale questionnaire divided into 4 areas: Work process, Speed and accuracy in work performance, Resource and technology utilization and Communication and coordination within the organization.

Semi-structured interviews to study problems, obstacles, and suggestions for improving office work efficiency. All instruments underwent content validity testing by experts, with an Index of Item-Objective Congruence (IOC) between 0.67 – 1.00 They were then pilot-tested with a group similar to the sample (20 individuals) to determine instrument reliability. (Reliability) Using Cronbach's Alpha Coefficient, a reliability coefficient of 0.84 was obtained, which is high and suitable for research applications.

4.4 Data Collection

Data was collected through questionnaires and interviews before and after the implementation of work process improvements.

4.5 Data Analysis

Quantitative data was analyzed using descriptive statistics, including frequency, percentage, mean, and standard deviation. Qualitative data from interviews were analyzed using content analysis, categorizing key issues and synthesizing them into guidelines for work improvement.

5. Results

5.1 General Information of the Sample Group

The sample group consisted of 26 office workers, mostly female, accounting for 73.08%.

5.2 Results of the Office Work Efficiency Evaluation Before Improvement

The data analysis revealed that the overall office work efficiency before improvement was at a moderate level ($\bar{x} = 3.21$, S.D. = 0.47). Considering each aspect individually, the work process aspect had the highest mean ($\bar{x} = 3.35$, S.D. = 0.52), followed by communication and coordination ($\bar{x} = 3.18$, S.D. = 0.49), and resource and technology utilization ($\bar{x} = 3.10$, S.D. = 0.44), respectively.

5.3 Results of the Office Work Efficiency Evaluation After Improvement

After the implementation of the work process improvements. The overall office work efficiency was found to be at a good level ($\bar{x} = 4.12$, S.D. = 0.38). The speed and accuracy of work performance had the highest mean score ($\bar{x} = 4.25$, S.D. = 0.35), followed by the work process ($\bar{x} = 4.15$, S.D. = 0.40), and communication and coordination ($\bar{x} = 4.05$, S.D. = 0.42).

5.4 Comparison of results before and after improvement

Comparing the mean office work efficiency scores before and after improvement, it was found that the mean scores after improvement were higher than before improvement in all aspects. This shows that the improvement process based on the R2R concept resulted in a significant increase in office work efficiency.

6. Conclusion

The research findings showed a significant improvement in office performance after the improvement phase compared to before. This reflects how the application of the Research to Research (R2R) concept helped personnel participate in systematically analyzing problems and developing work processes, aligning with the office management concept that emphasizes continuous process improvement.

This study's results are consistent with research by several academics who have found that developing work processes using action research can reduce redundancy, increase speed, and improve the quality of service within an organization. Furthermore, using data from pre- and post-improvement evaluations enables the organization to make appropriate management decisions based on empirical data.

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