KEY SUCCESS OF PLAN AND BUDGET.

Sarun Chinsangtip & Asst. Prof. Dr. Wijittra Srisorn

Suan Sunandha Rajabhat University, Bangkok, Thailand E-mail: Saran.ch@ssru.ac.th ,Wijittra.sr@ssru.ac.th

ABSTRACT

Plan and budget are two important items in the business management of higher education and organization management in campus of Saun Sunandha Rajabhat University. In fact, it is required to be improved constantly in order to sustain its success in high level of competition and in the era of disruptive technology. The success of plan and budget work required an updated of knowledge and skills to perform at higher level to produce better results of service and work performance. The aims of this study were to investigate key success of modern plan and budget from the perspectives of university executives as well as to offer new ideas to improve plan and budget work. To able to obtain the important findings, the research utilized the qualitative research method to generate results with 15 university executives. The in-depth interviews were designed and developed to use with a sample of groups of executives. The findings from with study revealed that there were eight elements that needed to be focus as important key success. These elements were regular training, open mind communication, network and teamwork, strong leadership, proper working condition, clear goals and policy, support from high level management, and positive attitude and environment.

Keywords: Elements, Keys Success, Organization, Management

INTRODUCTION

One of the most important resources to ensure the success of the organization is time. The time that employees spend thinking, deciding, and planning how to achieve the things that have set by the organization as an important goal or priority of the organization. Therefore, it is important to understand the keys of success that allow employees to use precious time effectively and efficiently. However, it is also to understand the waste of time that may happen due to the inability to grab the idea of key success and setting a goal without clear and specific. Many employees and many organizations waste mot of productive years responding and reacting whatever tasks going on around them and not directly working to achieve the goals of the organization. Therefore, it is imperative to taking time to become absolute clear about their goals and priority and learn to use key success to achieve what it is they the organization want to achieve and that is the way to use time which is the precious resource.

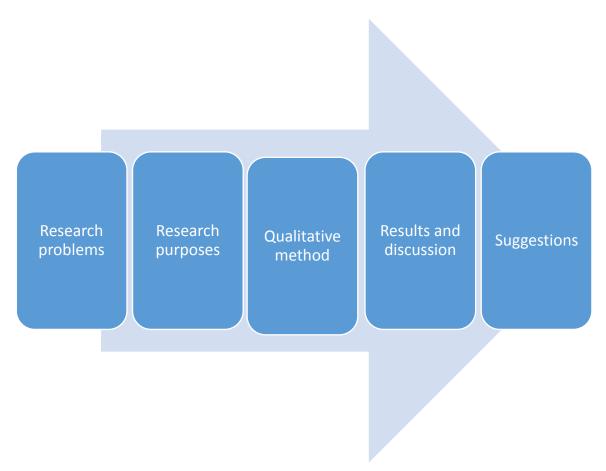
Before the organization set off on the plan to use key success to enhance performance and improve productivity, the management have to decide what the goals are and what exactly the end of the process is. The good news is with the proper understanding of key success there have never been more opportunity to achieve the goals that there are today world of higher education industry. The more goals achieved, the better image of high success of modern university. What is the major difference between successful university and unsuccessful university? One important explanation is that the successful university often have a big goal and they can achieve the goals with the use of key success. With the big

goals, they are constantly working all the time and often have plan A and plan B to improve their performance and productivity.

Plan and Budget is the office that must have the clear goals each year. In order to maximize their time and enjoy the great success as number one office of Suan Sunandha Rajabhat University, the office must have a clear goal and the high level of understanding key success. The management need to take time regularly to think and come up with the strategy to use key success, especially when the organization experiencing turbulence and rapid changes. In other words, the plan and budget office needs to become intensely goal oriented and achieve it by using key success,

RESEARCH METHODOLOGY

Key success of Plan and Budget office in the modern system which has been highly and necessary promoted by main campus to be implement in all organizations of universities to be fast, accurate, and effective. Key success of Suan Sunandha Rajabhat University is considered as vial new process in the system and need to move on to the next level of effectiveness. However, the success depends on the support of top level of management, staff, and technicians in campus.



The purposes of this research study were to investigate key success of modern plan and budget from many different perspectives of university executives as well as to generate new ideas to improve and have a new development of plan and budget work. In order to obtain the important findings, it is vital to used or to utilize the qualitative research method to generate results with 15 university executives. An in-depth interviews with focus group were designed and developed to use with a sample of executives in campus.

FINDINGS

Table 1. Key Success of Plan and Budget

No.	Key Success	Percentage of Agree
1	Regular training	95
2	Open mind communication	95
3	Network and teamwork	90
4	Strong leadership	90
5	Proper working environment	85
6	Clear goals and policy	85
7	Support from high level management	80
8	Positive attitude and environment	75

The findings deduced from the investigative study revealed that there were eight elements that needed to be focus as important key success. These indispensable elements were regular training, open mind communication, network and teamwork, strong leadership, proper working condition, clear goals and policy, support from high level management, and positive attitude and environment. It is important to notice from the results of this study that many respondents offered many advices on what to do and how to conduct to enhance performance with key success. In fact, it is necessary to updated and developing skills and knowledge since we are living in the world of competitive and changing environment.

In order to implement the key success effectively in the organization there are five tips that need to be understood. First step is awareness. Staff cannot change something that they have not noticed. They must aware of the problem or weaknesses and ready to change or to make things better. Second step is to prepare to abandon the old process. Staff need to sense that the old fashion way of working and process of working was out of date or obsolete and need to change to be more effective. Third step is find the role model. Staff need the role model that have done new ways with less mistakes and low level of unnecessary risks. Fourth step is not to be afraid to get thing wrong. In order to do the new things, there are some risks and chance there are somethings wrong may happen before the system and the process become stability. Fifth step is to have the ability to learn from both the old and the new system. Try to understand both strengths and weakness of both system and select the best.

ACKNOWLEDGEMENTS

I would like to thank Institution of Research and Development, Suan Sunandha Rajabhat University for their financial support. The big thanks also go to the respondents of this survey for their time and their kind sharing of knowledge, experience, and comments. Also, my appreciation goes to Asst. Prof. Dr.Wijittra Srisorn, for his proof reading of this manuscript.

REFERENCES

- [1] Barsky, J.D. (1992). Customer Satisfaction in the Hotel Industry: Meaning and Measurement. *Hospitality Research Journal*, 16(1): pp.51-73.
- [2] Ivanka, A.H., Suzana, M., Sanja Raspor. Consumer Satisfaction Measurement in Hotel Industry: Content Analysis Study. p.2.122
- [3] Parasuraman, A., Valarie, A. Zeithamal, and Leonard L. Berry (1988), "SERVQUAL: A Multiple-Item Scale for Measuring consumer Perceptions of Service Quality," *Journal of Retailing*, Vol.64, No.1, 12-40.

- [4] Saleh, F. and Ryan, C (1992), "Client Perceptions of Hotels A Multi-attribute Approach", *Tourism Management*, June, Vol.13, No.92. pp.163-168.
- [5] Schall, M. (2003). Best Practices in the Assessment of Hotel-guest attitudes. *The Cornell Hotel and Restaurant Administration Quarterly*. April: pp. 51-65.
- [6] Teas, K.R. (1994), "Expectations as a Comparison Standard in Measuring Service Quality: An Assessment of a Reassessment", *Journal of Marketing*, Vol.58, Jan, pp.132-139.
- [7] Teery G. Vavra (1997). Improving your measurement of customer satisfaction: a guide to creating, conducting, analyzing, and reporting customer satisfaction measurement programs. American Society for Qualit. p.47.
- [8] Wongleedee, Kevin (2017). "Customer Satisfaction in the Airline Industry: Comparison Between Low-cost and Full Service Airlines" Suan Sunandha Rajabhat University, Actual Problems of Economics. Scientific Economic Journal. No 1 (187) 2017.
- [9] Wongleedee, Kevin (2016). "Factors Influencing Revisit Intentions of International Tourists: A Case Of Bangkok, Thailand" Suan Sunandha Rajabhat University, Actual Problems of Economics. Scientific Economic Journal. No 6 (182) 2016.
- [10] Wongleedee, Kevin (2016). "Customer Satisfaction as a Factor of Airlines' Loyalty programs Development: the Case of Thai Airways-Domestic" Suan Sunandha Rajabhat University, Actual Problems of Economics. Scientific Economic Journal. No 1 (175) 2016.
- [11] Wongleedee, Kevin (2016). "Important Motivation Factors For Foreign Reinvestment in Thailand" Suan Sunandha Rajabhat University, Actual Problems of Economics. Scientific Economic Journal. No 6 (180) 2016.
- [12] Yoo, D.K. & Park, J.A. (2007). Perceived service quality Analyzing relationships among employees, customers, and financial performance. *International Journal of Quality & Reliability Management*, 21(9): pp.908-926.