

# STUDY BEHAVIORS OF USING ELECTRONIC OFFICE SYSTEM (E-OFFICE) OF THE PERSONNEL AT THE DEMONSTRATION SCHOOL OF SUAN SUNANDHA RAJABHAT UNIVERSITY

**Pimnatchaya Naksumpurana\* & Chuchakaj Chulert\*\***

*Suan Sunandha Rajabhat University*

*Email: Pimnatchaya.na@ssru.ac.th\*, Chuchakaj.Ch@ssru.ac.th\*\**

## ABSTRACT

The purpose of this research was to study the behavior of using electronic document systems. Of personnel of the Demonstration School of Suan Sunandha Rajabhat University and to compare the behavior of using the electronic document system Suan Sunandha Rajabhat University. In this research, primary care data was collected by the researcher using questionnaires. The sample group was 120 personnel working in the demonstration school of Suan Sunandha Rajabhat University. This research was a quantitative research. The instruments used for data collection were questionnaires, which were used for data analysis: percentage, mean, standard deviation, t-test and one-way analysis of variance. Electronic information system (e-office) which consists of 1) Frequency of use 2) Time of use 3) Purpose of use 4) Knowledge of use 5) Documentation practice 6) usability

The results revealed that the factors that had a statistically significant effect at the 0.05 level on the overall success of the development of electronic information systems (e-office) were 5 factors from high to low level of predictive coefficient. Use purpose of use Knowledge of use Document Operations ability to use, respectively. All 5 factors can predict the success in the development of electronic information systems (e-office) overall by 81.60%. Lack of knowledge and ability to perform documentation tasks It is the most impediment to the development of electronic information system (e-office). Based on such information, it leads to suggestions for resolving obstacles and improving quality. The use of electronic information system (e-office) of personnel of the Demonstration School of Suan Sunandha Rajabhat University

**Keywords:** development of electronic information system utilization Usage behavior of demonstration school personnel

## INTRODUCTION

From the strategic plan for the development of the Thai government system, BE 2551-2555, the Office of the Public Sector Development Commission (2551) has established a strategy to strengthen and modernize the government system, implementing measures for government agencies to adapt new information technology and communication technology to manage operations efficiently. Using information and communication technology to develop the government system towards efficient practices, improving the quality of civil servants, adjusting processes and methods to achieve success in modern land management. Utilizing electronic document systems for maximum benefit to public sector agencies, enhancing the efficiency of correspondence, tracking work status, and streamlining repetitive tasks, leading to resource savings such as paper reduction. All personnel can access the electronic document

system at any time and place with internet connection, maximizing efficiency. Internal personnel within the organization must collaborate and accept the changes happening in the present. The key characteristics of the electronic document system are reducing the number of documents, speed, and time savings.

The document management system is a crucial component in organizational development, encompassing document creation, receipt, delivery, storage, borrowing, and disposal to facilitate convenient and efficient search and tracking in accordance with the regulations of the Prime Minister's Office on document management in BE 2526 (Prime Minister's Office, 2010). The traditional document management system was operationally complex, resulting in delays and resource wastage, such as paper and excessive time consumption. Many government agencies, in particular, have implemented information technology to enhance document management, leading to increased convenience and efficiency. This is known as the electronic document system (e-Office), which applies information technology within the office to facilitate swift and convenient information exchange and data storage in a database format. This allows personnel within the organization to collaboratively use current and accurate data. Users can manage data through a network system, utilizing internet technology within the organization.

Suan Sunandha Rajabhat University realized the importance of using electronic document management systems to facilitate and expedite the management of documents to save resources and increase organizational efficiency, leading to transparency, accountability, and the reduction of unnecessary work processes. Therefore, Suan Sunandha Rajabhat University Demonstration School has implemented the e-office electronic document management system for the staff's work, and everyone must learn to use the system, including logging in, creating and sending messages, sending letters outside, and configuring various documents. This also involves reducing unnecessary work processes, utilizing information technology for document management, and continually improving to meet users' needs for speed and problem-solving capabilities. This system allows for tracking, searching, and most importantly, reduces paper usage and storage space, resulting in cost savings for the university.

## **OBJECTIVES**

1. The objective is to study the usage behavior of the electronic document management system by the staff of the Demonstration School, Suan Sunandha Rajabhat University.
2. The objective is to study the efficiency of the staff's usage of the electronic document management system at the Demonstration School, Suan Sunandha Rajabhat University.

## **RESEARCH METHODOLOGY**

This research aims to study the usage behavior of the e-office electronic document management system by the staff of the Demonstration School, Suan Sunandha Rajabhat University, based on the respondents' characteristics and service usage behavior. The research process includes the following steps:

## **POPULATION AND SAMPLE**

1. The staff of the Demonstration School, Suan Sunandha Rajabhat University, including both primary and secondary levels, consists of a total of 120 individuals, comprising:
  - Academic staff: 95 individuals
  - Academic support staff: 25 individuals

2. The sample group used in this research consists of the staff working at the Demonstration School, Suan Sunandha Rajabhat University, totaling 120 individuals. The sample group was determined using the Yamane formula at a 0.05 margin of error, and the simple random sampling method was applied.

## **RESEARCH INSTRUMENT**

The research utilizes an online questionnaire created using Google Forms. The questionnaire includes three sections, namely a checklist, a 5-point rating scale, and open-ended questions.

**Section 1: Respondent Demographics** This section covers the demographic information of the respondents, including their employment category, gender, age, education level, and the questionnaire type is a checklist.

**Section 2: Usage Behavior of the Electronic Document Management System by the School Staff** This section assesses the staff's usage behavior of the electronic document management system at the Demonstration School, Suan Sunandha Rajabhat University, using a multiple-choice format.

**Section 3: Satisfaction with the Usage of the Electronic Document Management System by the School Staff** This part evaluates the satisfaction of the staff with the usage of the electronic document management system at the Demonstration School, Suan Sunandha Rajabhat University, utilizing a 5-point rating scale, including "Very Satisfied," "Satisfied," "Neutral," "Dissatisfied," and "Very Dissatisfied."

**Section 4: Ability Level in Using the Electronic Document Management System by the School Staff** This section gauges the staff's ability level in using the electronic document management system at the Demonstration School, Suan Sunandha Rajabhat University, utilizing a 5-point rating scale with options such as "Very High," "High," "Moderate," "Low," and "Very Low."

**Section 5: Suggestions and Comments** This part allows the respondents to provide open-ended suggestions and comments regarding the usage of the electronic document management system.

## **RESEARCH STATISTICS**

The statistics used in research include percentages, averages, and standard deviations. The research process, conducting research, studying the behavior of using e-office electronic information systems, the personnel of Sathit Mahavithayalai Rajabhat University, Suan Sunandha, consists of 5 steps, details as follows:

The independent variables include the respondents' socio-economic status and usage behavior of the e-office electronic information system as follows:

- 1) Basic data, including personnel type, gender, age, and education level.
- 2) Usage behavior, including frequency of use, time of use, and purpose of use.

The dependent variables are as follows for the efficiency of using the e-office electronic information system among the personnel of Sathit Mahavithayalai Rajabhat University, Suan Sunandha:

- 1) Satisfaction in using the e-office electronic information system.
- 2) Capability of the e-office electronic information system.

## RESEARCH RESULTS

From the study of behavior and the effectiveness of using the e-office electronic information system (e-Office) among the personnel of Sathit Mahavithayalai Rajabhat University, Suan Sunandha, the study results can be summarized as follows:

1. General information of the survey respondents is as follows:

- Total number of respondents: 120 people Academic staff: 95 people, accounting for 73.30%
- Academic support staff: 25 people, accounting for 26.70%
- Gender distribution:
  - Female: 77 people, accounting for 64.20%
  - Male: 43 people, accounting for 35.80%

2. Data regarding the usage behavior of the e-office electronic information system among the personnel of Sathit Mahavithayalai Rajabhat University, Suan Sunandha is not provided. If you have specific data or questions related to this topic, feel free to share, and I'd be happy to assist further.

2.1 The number and percentage of frequency of usage among the faculty and staff are as follows:

- Majority have a frequency of using the e-office electronic information system for 1-3 days per week: 53 people, accounting for 44.20%.
- Following that, those who use it every day: 42 people, accounting for 35%.
- Then, those who use it for 4-5 days per week: 17 people, accounting for 14.20%.
- Lastly, those who use it less than once a week: 8 people, accounting for 6.60%.

2.2 The number and percentage of time slots for using the e-office electronic information system among faculty and staff are as follows:

- The majority use the system during the time slot 08:00-12:00: 61 people, accounting for 50.80%.
- Next, during the time slot 13:01-17:00: 38 people, accounting for 31.70%.
- Prior to 08:00: 34 people, accounting for 28.30%.
- Lastly, during the time slot 12:01-13:00 and after 17:00 (outside of working hours): 32 people, accounting for 26.70%.

2.3 The number and percentage of usage purposes for using the e-office electronic information system among faculty and staff are as follows:

- The majority of users utilize the system to follow news and information: 98 people, accounting for 81.70%.
- Following that, to track document workflows: 79 people, accounting for 65.80%.
- To take notes and memos: 72 people, accounting for 60.00%.
- To disseminate various news and information: 17 people, accounting for 14.20%.
- To prepare outgoing correspondence: 14 people, accounting for 11.70%.
- Lastly, for other purposes such as document review, approval, and data maintenance in the system: 4 people, accounting for 3.30%.

2.4 The overall satisfaction with the use of the electronic document management system by the staff of the demonstration school of Suan Sunandha Rajabhat University is high. When considering each aspect, it was found that the satisfaction with the usage is high in every aspect, ranked in descending order of average score from highest to lowest, with the aspect of ability to use being the highest and knowledge being the second.

2.5 Overall, the performance in document management and the ability to use the electronic document management system is at a high level ( $X=3.60$ ). When considering each aspect, it was found that the performance in document management and the ability to use are at a high level, with the ability to use scoring  $X=3.62$  and document management scoring  $X=3.58$ .

**research focuses on studying the behavior and satisfaction in using the electronic document management system.**

The researchers have studied the behavior of using the electronic document management system and surveyed the satisfaction with using the electronic document management system among the staff of the demonstration school of Suan Sunandha Rajabhat University. The research findings are as follows:

1. Information about the usage behavior of the electronic document management system by the staff of the Demonstration School of Rajabhat University, Suan Sunandha Rajabhat University.

**Table 1 : Number and Percentage of Frequency of Usage**

No	Frequency of use	quantity (n = 120)	percentage	Number
1	every day	42	35	2
2	1-3 days a week	53	44.20	1
3	4-5 days a week	17	14.20	3
4	Less than 1 day per week	8	6.60	4

According to Table 1 : it is found that the majority of teachers and staff use the electronic document management system for 1-3 days per week, with 53 people accounting for 44.20 percent. Following this, using the system every day is 42 people, accounting for 35 percent. Using the system for 4-5 days per week is 17 people, accounting for 14.20 percent. Lastly, the lowest usage is less than 1 day per week, with 8 people, accounting for 6.60 percent.

**Table 2 : Number and Percentage of Time Range for System Usage**

No	Period of use	quantity (n = 120)	percentage	Number
1	Before 8:00 a.m.	34	28.30	3
2	Time 08.00 – 12.00 hrs.	61	50.80	1
3	Time 12.01 – 13.00 hrs.	32	26.70	4
4	Time 13.01 – 17.00 hrs.	38	31.70	2
5	After 5:00 p.m. (outside working hours)	32	26.70	4

According to Table 2 : it is found that the majority of teachers and staff use the electronic document management system during the time range of 08:00-12:00, with 61 people, accounting for 50.80 percent. Following this, the usage between 13:01-17:00 is 38 people, accounting for 31.70 percent, and before 08:00, there are 34 people, accounting for 28.30 percent. Lastly, the least usage is during the time range of 12:01-13:00 and after 17:00 (outside of working hours), with 32 people, accounting for 26.70 percent.

**Table 3 : Number and Percentage of Objectives of System Usage**

No	Purpose of use	quantity (n = 120)	percentage	Number
1	Follow news information	98	81.70	1
2	Save a message	72	60	3
3	Notify various news	17	14.20	4
4	Prepare letters to send outside	14	11.70	5
5	Follow up on documents	79	65.80	2
6	other	4	3.30	6

According to Table 3: it is evident that the majority of teachers and staff have the objective of using the electronic document management system for following news and information, with 98 people accounting for 81.70 percent. Following this, 79 people, accounting for 65.80 percent, utilize the system for tracking document tasks. Additionally, 72 people, or 60.00 percent, use it for note-taking, while 17 people use it for disseminating various information, accounting for 14.20 percent. Moreover, 14 people use the system for preparing external correspondence, which accounts for 11.70 percent. Finally, 4 people, accounting for 3.30 percent, use the system for other purposes such as document verification, signing, and data updates.

2. Data from a survey on satisfaction with the use of the electronic information system by The staff of Suan Sunandha Rajabhat University Demonstration School.

The level of satisfaction in using the electronic information system by the staff of Suan Sunandha Rajabhat University Demonstration School, classified by aspect and item, as shown

Mean, standard deviation, and level of satisfaction in using the electronic information system by the staff of Suan Sunandha Rajabhat University Demonstration School

No	Satisfaction in using the electronic document system	X	SD	level Satisfaction	Number
1	Knowledge	3.67	0.99	A lot	2
2	Capabilities of use	3.72	0.98	A lot	1
3	Document aspect	3.52	1.12	A lot	3
	<b>together</b>	<b>3.63</b>	<b>0.95</b>	<b>A lot</b>	

From Table it is found that overall satisfaction in using the electronic information system is at a high level ( $X=3.63$ ). When considering each item, it is found that all items are at a high level, ranked by mean score from highest to lowest as follows: the aspect of usability ( $X=3.72$ ), followed by knowledge ( $X=3.67$ ), and lastly documents ( $X=3.52$ ).

## SUMMARY AND DISCUSSION

From the study of the behavior in using the electronic information system (e-office) of the staff of Suan Sunandha Rajabhat University Demonstration School in 5 aspects, namely frequency of use, time of use, purpose of use, knowledge and ability in usage, and document management and usage ability, it is concluded that the staff of the demonstration school are highly efficient in performing their duties. This research result is due to the consistent annual study of the efficiency level from the staff of the school, which has led to the continuous improvement of work quality. Additionally, various departments have conducted meetings, exchanges of learning, and discussions to address problems and obstacles, aiming to develop

system usage. As behavior in usage correlates with work efficiency, when considering all aspects, it can be summarized as follows.

1. Frequency of Usage: Overall, it is at a high level. It was found that most teachers and staff members have a frequency of using the electronic information system of 1-3 days per week, with 53 individuals accounting for 44.20%. This is followed by daily usage by 42 individuals, accounting for 35%, and 4-5 days per week by 17 individuals, accounting for 14.20%. Lastly, there are 8 individuals, accounting for 6.60%, who use the system less than 1 day per week. This research outcome is due to the constant communication and emphasis on the importance of using the electronic information system (e-office) for fulfilling duties at Suan Sunandha Rajabhat University Demonstration School.

2. Time of Usage: Overall, it is at a high level. It was found that the majority of teachers and staff members use the electronic information system during the time slot of 08:00-12:00, with 61 individuals accounting for 50.80%. This is followed by the time slot of 13:01-17:00 by 38 individuals, accounting for 31.70%, and before 08:00 by 34 individuals, accounting for 28.30%. Lastly, there are 32 individuals, accounting for 26.70%, who use the system during the time slot of 12:01-13:00 and after 17:00 (outside working hours). The research findings indicate that the staff prioritizes the usage of the electronic information system (e-office) for fulfilling their duties.

3. Purpose of Usage: Overall, it is at a high level. It was found that the majority of teachers and staff members have the purpose of using the electronic information system to follow up on news and information, with 98 individuals accounting for 81.70%. This is followed by tracking document workflow by 79 individuals, accounting for 65.80%, and making notes or memos by 72 individuals, accounting for 60.00%. In addition, 17 individuals, accounting for 14.20%, use the system to disseminate various news and information, and 14 individuals, accounting for 11.70%, use it to prepare external communications. Lastly, 4 individuals, accounting for 3.30%, have other purposes such as document verification, signing documents, and updating information in the system. The research findings indicate that the staff members use the electronic information system (e-office) in accordance with their intended purposes.

4. Knowledge and Skills: Overall, it is at a high level. The research found that in terms of the ability to use the system ( $X=3.72$ ) is slightly higher than the level of knowledge ( $X=3.67$ ). The study concluded that the staff members have both the knowledge and understanding required to use the electronic information system (e-office).

5. The work performance in document management and the ability to use it overall is at a high level. It is found that the work performance in document management and the ability to use electronic document management systems overall are at a high level ( $X = 3.60$ ). When considering individual items, it is found that they are at a high level, which is the ability to use ( $X = 3.62$ ) and the work performance in document management ( $X = 3.58$ ). The study found that the personnel are efficient and understanding in using the electronic document management system (e-office).

## **SUGGESTIONS**

In developing the electronic document management system for the personnel of the Demonstration School of Suan Sunandha Rajabhat University, it is important to have specific training for new staff and to promote widespread usage among all personnel.

## ACKNOWLEDGMENT

I want to take this opportunity to express the greatest appreciation to Suan Sunandha Rajabhat University for the wonderful funding and insightful guidance provided throughout the completion of this research paper.

## REFERENCE

- Kanchana Louicharoen. (2004). Benefits from using electronic office systems for work. Civil servant of the Tax Planning Office, Revenue Department. Master of Business Administration Thesis. Suan Dusit Rajabhat University.
- Decha Suphathong. (2005). Study of current conditions, acceptable condition and expectations for use Electronic correspondence system In the Office of the Permanent Secretary, Ministry of Education. Master of Industrial Education Thesis Computer and Information Technology major King Mongkut's University of Technology Thonburi.
- Banyong Tochinda. (2002). Organization and management. 2nd printing. Bangkok: Ruamsan (1997).
- Phonphan Aunchan. (2000). Market research. Bangkok: Thammasan.
- Royal Gazette. (2005). Regulations of the Office of the Prime Minister on Secretarial Work (No. 1) B.E. 2526 (2005).and (Edition 2) B.E. 2005 (Announcements and General Issues), Volume 122, Special Section 99D. Bangkok: Cabinet and the Royal Gazette.
- Royal Academy. (2003). Royal Institute Dictionary, 1999. Bangkok: Nanmee Books Publishing. Srirama, Sudarat, Panita Wannapiroon, and Prachyanun Nilsook. "Design of total quality management information system (TQMIS) for model school on best practice." *Procedia-Social and Behavioral Sciences* 174 (2015): 2160-2165.