

# **GUIDELINE FOR EFFECTIVE PROJECT MANAGEMENT OF THE DEPARTMENT OF INTERNATIONAL AFFAIRS, SUAN SUNANDHA RAJABHAT UNIVERSITY**

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## **ABSTRACT**

The research of a guideline for effective project management of the Department of International Affairs, Suan Sunandha Rajabhat University aimed to find a guideline for effective project management and enhancing the efficiency of project management of the Department of International Affairs. The sample group of this study was 84 participants of the project. The data was gathered by using the questionnaire and the statistics for data analysis were percentage (%), mean ( $\bar{x}$ ), and standard deviation (S.D.).

The findings revealed that the respondents for improving the guideline for effective project management of the Department of International Affairs, Suan Sunandha Rajabhat University were 9 male (10.71%) and 75 female (89.29%), they were 2 executives (2.38%) and 82 non-academic staff (97.62%), total 84 participants from 36 educational institutes. The overall satisfaction towards the project management of the Department of International Affairs, Suan Sunandha Rajabhat University was at a high level ( $\bar{x} = 3.94$ , S.D.= 0.5920), and most of their satisfaction towards the completeness of the content, useful for working, the readiness of audio-visual aid and readiness of service were in the high level ( $\bar{x} = 4.21$ , S.D.= 0.4128).

**Keywords:** Guideline, Project Management, International Affairs

## **INTRODUCTION**

The key missions of the Department of International Affairs, Suan Sunandha Rajabhat University were; 1. providing service for the international staff (work permit, social security, and benefits); 2. providing service for the internal academic staff and departments (letter to the Ministry of Foreign Affairs, official letter, letter of certification, translation); and 3. providing service for the external academic staff and departments (welcoming the delegates, meeting arrangement, training arrangement). In a part of the training arrangement, some many details and processes caused the delay or some mistakes.

The performance of the training “process of hiring foreigners to work in Thai educational institutions and benefits” by the Department of International Affairs, Suan Sunandha Rajabhat University, was the first training on this topic in Thailand for the persons

who are responsible for the international affairs of Thai educational institutions, it would have some issues and mistakes. Consequently, the researcher has gathered these issues and mistakes to study and find out a guideline for effective project management to enhance the efficiency of project management of the Department of International Affairs.

### **Objective**

1. To find a guideline for effective project management.
2. To enhance the efficiency of project management of the Department of International Affairs.

## **METHODOLOGY**

### **Population and Sample Group**

The population of a guideline for effective project management of the Department of International Affairs, Suan Sunandha Rajabhat University were the executives and staff of the educational institutes.

The sample group of a guideline for effective project management of the Department of International Affairs, Suan Sunandha Rajabhat University were 84 participants of the training project of the Department of International Affairs.

### **Research Method**

A guideline for effective project management of the Department of International Affairs, Suan Sunandha Rajabhat University was the qualitative research, data were gathered by using a questionnaire including 2 parts; Part 1–General information: gender, status, and institution; Part 2–The satisfaction towards the effective project management of the Department of International Affairs, Suan Sunandha Rajabhat University, with 20 items and 5 rating scales by using the Likert scale as follows;

- 5 represented the highest level of satisfaction
- 4 represented the high level of satisfaction
- 3 represented the moderate level of satisfaction
- 2 represented the low level of satisfaction
- 1 represented the lowest level of satisfaction

### **Location**

The location for data gathering was Suan Sunandha Rajabhat University.

### **Period**

The period for data gathering was during February–June 2021.

### **Data Analysis**

The statistics for data analysis were percentage (%), mean ( $\bar{x}$ ), and standard deviation (S.D.) by using the Best Criteria as follows;

- 4.51 – 5.00 represented the highest level
- 3.51 – 4.50 represented the high level of satisfaction

2.51 – 3.50 represented the moderate level of satisfaction

1.51 – 2.50 represented the low level of satisfaction

1.00 – 1.50 represented the lowest level of satisfaction

## RESULTS

The results of the research of a guideline for effective project management of the Department of International Affairs, Suan Sunandha Rajabhat University were as follows;

**Table 1: number and percentage of personal information - gender**

Gender	Number	Percentage
Male	9	10.71
Female	75	89.29
<b>Total</b>	<b>84</b>	<b>100.00</b>

Table 1: The personal information by gender, revealed that the respondents for improving a guideline for effective project management of the Department of International Affairs, Suan Sunandha Rajabhat University were 9 males (10.71%) and 75 females (89.29%).

**Table 2: number and percentage of the personal information - status**

Status	Number	Percentage
Executive	2	2.38
Non-academic staff	82	97.62
<b>Total</b>	<b>84</b>	<b>100.00</b>

Table 2: The personal information by status, revealed that the respondents for improving a guideline for effective project management of the Department of International Affairs, Suan Sunandha Rajabhat University were 2 executives (2.38 %) and 82 non-academic staff (97.62%).

**Table 3: number and percentage of the personal information - institution**

Institution	Number	Percentage
Chulalongkorn University	8	9.52
Mahidol University	11	13.10
Mahasarakham University	1	1.19
Bangkok University	2	2.38
Silpakorn University, Phetchaburi Campus	2	2.38
Kasetsart University	1	1.19
Krirk University	1	1.19
Naresuan University	1	1.19
Nakhon Sawan Rajabhat University	2	2.38
Surat Thani Rajabhat University	2	2.38
Nakhon Pathom Rajabhat University	1	1.19

<b>Institution</b>	<b>Number</b>	<b>Percentage</b>
Kamphaeng Phet Rajabhat University	2	2.38
Pibulsongkram Rajabhat University	2	2.38
Uttaradit Rajabhat University	2	2.38
Phetchabun Rajabhat University	2	2.38
Sakonnakhon Rajabhat University	1	1.19
Sisaket Rajabhat University	2	2.38
Muban Chombueng Rajabhat University	4	4.76
Ubon Ratchathani Rajabhat University	2	2.38
Chandrasem Rajabhat University	1	1.19
Surindra Rajabhat University	2	2.38
Valaya Alongkorn Rajabhat University under the Royal Patronage	2	2.38
Nakhon Ratchasima Rajabhat University	1	1.19
Phranakhon Rajabhat University	1	1.19
Suan Sunandha Rajabhat University	1	1.19
King Mongkut's University of Technology Thonburi	8	9.52
King Mongkut's University of Technology North Bangkok	2	2.38
Rajamangala University of Technology Tawan-ok	2	2.38
Rajamagala University of Technology Krungthep	3	3.57
Suranaree University of Technology	2	2.38
HRH Princess Chulabhorn College of Medical Science	1	1.19
Dusit Thani College	1	1.19
Southeast Bangkok College	1	1.19
Samutsakorn Community College	2	2.38
Thai-Nichi Institute of Technology	2	2.38
The Demonstration of Ramkhamhaeng University (Secondary School)	3	3.57
<b>Total</b>	<b>84</b>	<b>100.00</b>

Table 3: The personal information by institution, revealed that the respondents for improving a guideline for effective project management of the Department of International Affairs, Suan Sunandha Rajabhat University were from 36 institutions; Chulalongkorn University (8, 9.52%), Mahidol University (11, 13.10%), Mahasarakham University (1, 1.19%), Bangkok University (2, 2.38%), Silpakorn University, Phetchaburi Cam 2, 2.38%), Kasetsart University (1, 1.19%), Krirk University (1, 1.19%), Naresuan University (1, 1.19%), Nakhon Sawan Rajabhat University (2, 2.38%), Surat Thani Rajabhat University (2, 2.38%), Nakhon Pathom Rajabhat University (1, 1.19%), Kamphaeng Phet Rajabhat

University (2, 2.38%), Pibulsongkram Rajabhat University (2, 2.38%), Uttaradit Rajabhat University (2, 2.38%), Phetchabun Rajabhat University (2, 2.38%), Sakonkakhon Rajabhat University (1, 1.19%), Sisaket Rajabhat University (2, 2.38%), Muban Chombueng Rajabhat University (4, 4.76%), Ubon Ratchathani Rajabhat University (2, 2.38%), Chandrakasem Rajabhat University (1, 1.19%), Surindra Rajabhat University (2, 2.38%), Valaya Alongkorn Rajabhat University under the Royal Patronage (2, 2.38%), Nakhon Ratchasima Rajabhat University (1, 1.19%), Phranakhon Rajabhat University (1, 1.19%), Suan Sunandha Rajabhat University (1, 1.19%), King Mongkut's University of Technology Thonburi (8, 9.52%), King Mongkut's University of Technology North Bangkok (2, 2.38%), Rajamangala University of Technology Tawan-ok (2, 2.38%), Rajamagala University of Technology Krungthep (3, 3.57%), Suranaree University of Technology (2, 2.38%), HRH Princess Chulabhorn College of Medical Science (1, 1.19%), Dusit Thani College (1, 1.19%), Southeast Bangkok College (1, 1.19%), Samutsakorn Community College (2, 2.38%), Thai-Nichi Institute of Technology (2, 2.38%), The Demonstration of Ramkhamhaeng University (Secondary School) (3, 3.57%).

**Table 4: The satisfaction towards the effective project management of the Department of International Affairs, Suan Sunandha Rajabhat University**

The topic of satisfaction towards the effective project management	Level of satisfaction towards the effective project management		
	Mean ( $\bar{x}$ )	Standard Deviation (S.D.)	Result
<b>Speaker</b>			
1. Clear educating knowledge	4.00	0.6586	high level
2. Describing contents	4.07	0.5969	high level
3. Content consistency	3.79	0.5612	high level
4. Content completeness	4.21	0.4128	high level
5. Period control	4.14	0.5182	high level
6. Answering the questions	4.14	0.5124	high level
<b>Knowledge and understanding</b>			
1. Knowledge and understanding <i>before</i> the training	3.50	0.6305	high level
2. Knowledge and understanding <i>after</i> the training	3.71	0.8002	high level
3. Overall knowledge and understanding	4.07	0.5969	high level
<b>Applying knowledge</b>			
1. Applying knowledge for the operation	4.21	0.4128	high level
2. Educating knowledge for other persons	4.14	0.5182	high level
3. Overall applying knowledge	3.50	0.6305	high level
<b>Venue / Period / Cuisine</b>			
1. The venue is clean and appropriate	3.71	0.8002	high level
2. The audiovisual readiness	4.21	0.4128	high level

The topic of satisfaction towards the effective project management	Level of satisfaction towards the effective project management		
	Mean ( $\bar{x}$ )	Standard Deviation (S.D.)	Result
3. The period appropriateness	3.64	0.8161	high level
4. The cuisine appropriateness	4.00	0.6586	high level
5. Overall satisfaction	3.79	0.5612	high level
<b>Staff service</b>			
1. Manners and attire	4.14	0.5182	high level
2. Service readiness and availability	4.21	0.4128	high level
3. Giving advice	3.64	0.8161	high level
<b>Total</b>	<b>3.94</b>	<b>0.5920</b>	high level

Table 4: The satisfaction towards the effective project management of the Department of International Affairs, Suan Sunandha Rajabhat University, revealed that the overall was at a high level ( $\bar{x} = 3.94$ , S.D.= 0.5920) as follows;

#### *Speaker*

- The satisfaction towards the clear educating knowledge was at a high level ( $\bar{x} = 4.00$ , S.D.= 0.6586)
- The satisfaction towards describing contents was at a high level ( $\bar{x} = 4.07$ , S.D.= 0.5969)
- The satisfaction towards the content consistency was at a high level ( $\bar{x} = 3.79$ , S.D.= 0.5612)
- The satisfaction towards the content completeness was at a high level ( $\bar{x} = 4.21$ , S.D.= 0.4128)
- The satisfaction towards the period control was at a high level ( $\bar{x} = 4.14$ , S.D.= 0.5182)
- The satisfaction towards answering the questions was at a high level ( $\bar{x} = 4.14$ , S.D.= 0.5124)

#### *Knowledge and understanding*

- The satisfaction towards knowledge and understanding before the training was at a high level ( $\bar{x} = 3.50$ , S.D.= 0.6305)
- The satisfaction towards knowledge and understanding after the training was at a high level ( $\bar{x} = 3.71$ , S.D.= 0.8002)
- The satisfaction towards the overall knowledge and understanding was at a high level ( $\bar{x} = 4.07$ , S.D.= 0.5969)

#### *Applying knowledge*

- The satisfaction towards applying knowledge for the operation was at a high level ( $\bar{x} = 4.21$ , S.D.= 0.4128)

- The satisfaction towards educating knowledge for other persons was at a high level ( $\bar{x} = 4.14$ , S.D.= 0.5182)
- The satisfaction towards the overall applying knowledge was at a high level ( $\bar{x} = 3.50$ , S.D.= 0.6305)

***Venue / Period / Cuisine***

- The satisfaction towards the venue is clean and appropriate was at a high level ( $\bar{x} = 3.71$ , S.D.= 0.8002)
- The satisfaction towards the audiovisual readiness was at a high level ( $\bar{x} = 4.21$ , S.D.= 0.4128)
- The satisfaction towards the period appropriateness was at a high level ( $\bar{x} = 3.64$ , S.D.= 0.8161)
- The satisfaction towards the cuisine appropriateness was at a high level ( $\bar{x} = .400$ , S.D.= 0.6586)
- The satisfaction towards the overall satisfaction was at a high level ( $\bar{x} = 3.79$ , S.D.= 0.5612)

***Staff service***

- The satisfaction towards the manners and attire was at a high level ( $\bar{x} = 4.14$ , S.D.= 0.5182)
- The satisfaction towards the service readiness and availability was at a high level ( $\bar{x} = 4.21$ , S.D.= 0.4128)
- The satisfaction towards giving advice was at a high level ( $\bar{x} = 3.64$ , S.D.= 0.8161)

**Table 5: The suggestion for the effective project management of the Department of International Affairs, Suan Sunandha Rajabhat University**

Suggestion	Number	Percentage
This topic should be reorganized.	77	91.70
This topic should NOT be reorganized.	7	8.30
<b>Total</b>	<b>84</b>	<b>100.00</b>

**DISCUSSION**

The findings revealed that the respondents for improving the guideline for effective project management of the Department of International Affairs, Suan Sunandha Rajabhat University as follows;

The overall satisfaction towards the effective project management of the Department of International Affairs, Suan Sunandha Rajabhat University was at a high level ( $\bar{x} = 3.94$ , S.D.= 0.5920); completeness of the content, applying received knowledge for working, readiness of the audiovisual equipment, and readiness of the service were in the high level ( $\bar{x} = 4.21$ , S.D.= 0.4128) which is consistent with the research of Narissara Boontieng (2018), Training Readiness, Training Process, and Training Satisfaction Affecting Employees, Motivation for Training Development through Training Program in the Commercial Banking on Ratchadaphisek Road, it revealed that; 1) training readiness, training process, training satisfaction, and motivation for training development were in the high level; 2) readiness of

equipment, venue, and content affect the motivation for training development but readiness of staff and period does not affect the motivation for training development; 3) training process on arrangement, monitoring, and assessment affect the motivation for training development but training process on planning does not affect the motivation for training development; and 4) training satisfaction affects the motivation for training development. In addition, it is consistent with the research of Ratchaneeporn Naputtha (2006), *Satisfactions towards Training and Efficiency of Training the Siam Cement Industry Co.,Ltd.: A Case Study of the Siam Cement (Ta Laung) Co.,Ltd.*, it revealed that; 1) staff has satisfied with training process in the high level (brainstorming, practicing, and lecture); 2) staff has satisfied with the speaker in the high level (interpersonal skills, knowledge, educating the content, motivating the audience, answering clearly); 3) staff has satisfied with the training materials in the high level (content completeness, adequateness, appropriateness, and attractiveness); 4) staff has satisfied with the audiovisual in the high level (modernity, appropriateness, quality, and safety); 5) staff has satisfied with the venue in the high level (no distraction, appropriateness, and cleanness); 6) staff has satisfied with the organizer in the moderate level (willing to accept the comments and solve the problems, readiness, facilitation, and motivating the audience); 7) staff has satisfied with the assessment in the high level (training assessment, performance assessment using the observation, questionnaire, and interview); 8) staff has satisfied with the public relation in the moderate level (internal letter, leaflet, social media, and details); 9) staff has satisfied with the period in the moderate level (period control and appropriateness); 10) staff has satisfied with the training objectives in the high level (consistency and clearness of content, principles, and concepts); and 11) staff has satisfied with the training content in the high level (clearness of classification, useful of both theoretical and practical content for the effective operation, and consistency of process).

### **Suggestion**

1. It should have further study on the efficiency of project management of the Department of International Affairs, Suan Sunandha Rajabhat University.
2. It should study on the factors affecting the project management of the Department of International Affairs, Suan Sunandha Rajabhat University.
3. It should improve the project management of the Department of International Affairs, Suan Sunandha Rajabhat University.

### **Acknowledgment**

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