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# STUDY OF PROBLEMS IN VARIOUS TYPES OF DOCUMENT PREPARATION VIA E-OFFICE SYSTEM FACULTY OF FINE AND APPLIED ARTS, SUAN SUNANDHA RAJABHAT UNIVERSITY

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## INTRODUCTION

Since information technology currently plays the roles in operations of government or private organizations highly, information technology has been used in data storage with convenient data discovery system, standard storage, and rapid operations for more efficient operations. Suan Sunandha Rajabhat University has developed e-office system since 2016 up till now. The university's personnel have used e-office to send and receive various kinds of official letters for communicating with one another via this system. The strengths of the use of e-office system in operations are that computer network can be utilized through the use of E-office system in the university, rapidity and time saving will be better, document management will be better, accessibility can be performed rapidly, it can be applied to other information or data, information can be read at any time (Thanakorn Ouipanitch and Sathien Chanpla, 2010:18), classification and document retrieval is easier, document discovery system enables users to access documents with more details, paper is reduced, and organizational expenses are reduced for convenient, rapid, and time-saving management

**Keywords:** development, problems of the preparation of various types of documents, E-Office System

## OBJECTIVES

1. To survey on problems of the preparation of various types of documents via E-Office system, for example, sending, denying, and pulling incorrect documents, at Faculty of Fine and Applied Arts, Suan Sunandha Rajabhat University.
2. To develop and prepare document delivery route in e-office system to be correct and convenient for personnel in Faculty of Fine and Applied Arts.

## METHODOLOGY

The survey on problems of the preparation of various types of documents via E-Office system, for example, sending, denying, and pulling incorrect documents, was conducted at Faculty of Fine and Applied Arts, Suan Sunandha Rajabhat University through an in-depth interview with 19 interviewees who were non-academic personnel of Faculty of Fine and Applied Arts, Suan Sunandha Rajabhat University.

## **DATA COLLECTION**

Research tool of this research was interview form created by the researcher to survey on problems of the preparation of various types of documents via E-Office system of Faculty of Fine and Applied Arts, Suan Sunandha Rajabhat University. Interview topics were divided into 4 topics as follows: 1.) document delivery methods; 2.) problems and obstacles of document delivery; 3.) factors related to operations; 4.) guidelines for developing document delivery. After collecting data obtained from the interview, they were analyzed by using descriptive statistics and inferential statistics and content of interview form was ordered to cover demanded information.

## **DATA ANALYSIS**

Data obtained from the interview were analyzed by using content analysis before writing in descriptive writing.

## **RESULTS**

The results revealed that there were 3 problems of the preparation of various types of documents via E-Office system including document delivery (with the lack of understanding on selection of right of signature of persons related to document delivery), rejection of document (incorrect selection of signature), and incorrect document retrieval (incorrect selection of document delivery path to receivers or incorrect order of receivers).

## **RECOMMENDATIONS**

For the guidelines on development of standard delivery path in E-office system of personnel of Faculty of Fine and Applied Arts, Suan Sunandha Rajabhat University, most personnel required the university to provide trainings for transferring knowledge on document delivery to persons related to correct signature as well as preparing standard delivery path for convenience and reduction of mistakes in document delivery.

In further researches, the researcher would apply problems obtained from this study to develop e-office system for e-storage or document discovery in the system for convenience and documents tracking. Experts on documents should be invited to provide knowledge to personnel and create document storage system for more efficient operations and simple usage.

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