

# Procurement Document Verification System

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## Abstract

The study of the Procurement Document Verification System, Faculty of Humanities and Social Sciences, Suan Sunandha Rajabhat University, aims to improve the procurement document tracking process to be more efficient. It is a qualitative research. Data was collected from the procurement/procurement document operation using the procurement/procurement document submission logbook. Data was analyzed by measuring the number of lost procurement/procurement documents compared to the total number of procurement/documents in the fiscal year. Frequency and percentage values were used to explain the data. The research results found that from improving the work procedures and data collection, the procurement unit followed the work procedures from October 2022 to September 2023. A total of 650 documents were sent to the procurement unit. There were 0 lost reports, accounting for 0.00 percent, making the work procedures more efficient. And all documents can be tracked correctly.

**Keywords:** Development, inspection system, procurement document

## 1. Introduction

The announcement of the enforcement of the Public Procurement and Supplies Management Act B.E. 2017 aims to ensure that the procurement and management of public supplies are conducted according to a standardized operational framework. It establishes a set of common standards for all government agencies to promote transparency, maximize public access to information, and create opportunities for fair competition. Therefore, procurement emphasizes the use of resources with clear objectives to ensure value for money, along with careful planning and evaluation of operations, which will lead to effective and efficient procurement processes.

Additionally, this Act emphasizes the principles of good governance and encourages public participation in monitoring government procurement to prevent corruption and misconduct. Additional measures, such as electronic procurement systems, further enhance transparency and public confidence, leading to widespread acceptance of public procurement.

In today's context, procurement processes in public institutions are of utmost importance as they involve the acquisition of goods and services to support various organizational operations. The inspection of procurement documents is a critical step that requires the highest level of accuracy and efficiency to ensure the smooth execution of procurement activities. Any delays or mistakes in this process could potentially impact the overall workflow.

At the Faculty of Humanities and Social Sciences, Suan Sunandha Rajabhat University, it has been observed that the inspection of procurement documents occasionally encounters delays. Although only approximately 0.01% of the documents could not be processed within the specified timeframe, these delays have nevertheless affected the efficiency of the procurement process as a whole. This observation highlights the need to develop a more efficient document inspection system.

This research focuses on developing a procurement document inspection system for the Faculty of Humanities and Social Sciences to enhance work efficiency, reduce the risk of document loss, and ensure that all procurement activities are completed 100%. By developing a modern and accurate system for document verification, this study aims to improve the quality of document management and strengthen the procurement process within the faculty.

In terms of supplies management within the Faculty of Humanities and Social Sciences at Suan Sunandha Rajabhat University, the Finance and Supplies Department has assigned responsible staff to undergo training to enhance their knowledge and expertise regarding the procurement and supplies management regulations of B.E. 2017. This is a significant step towards ensuring compliance with regulations effectively and efficiently. Furthermore, the development of an internal procurement document verification system within the faculty is considered a solution to the complex operational issues often arising from unclear data recording and lost documents. The development of this system will help streamline operations, facilitate quick document tracking, and enhance the ability to achieve the goals of the Faculty of Humanities and Social Sciences.

## 2. Objective of the research

This research aims to improve the efficiency of the procurement document tracking process.

## 3. Literature and Theory

Government agency procurement principles by Kittima Sreesing (2018, p. 18) It is explained that since 2017, the procurement and asset management activities of government agencies have been required to comply with the "Public Procurement and Asset Management Act B.E. 2560." Government agencies include central administrations (ministries, departments), regional administrations (provinces, districts), local administrations (municipalities, provincial administrative organizations (PAO), subdistrict administrative organizations (SAO), Bangkok, Pattaya City), state enterprises, public organizations, independent agencies, constitutional bodies, court administrative units, autonomous universities, parliamentary units, constitutional agencies, and other agencies designated by ministerial regulations. These entities must carry out procurement and asset management in a manner that maximizes benefits for the government agency.

The procurement and asset management process must adhere to four key principles:

**3.1 Value for Money:** The procured goods and services must meet the required quality or specifications that align with the agency's objectives, at a reasonable price, with a clear and

appropriate management plan.

**3.2 Transparency:** The procurement process must be conducted openly, allowing for fair competition and ensuring equal treatment of all suppliers. The process must be supported by clear evidence, with timely and sufficient opportunities for submitting proposals, and must include public disclosure of information at every stage.

**3.3 Efficiency and Effectiveness:** Procurement and asset management must be planned in advance to ensure continuity and adherence to proper timelines. There must be evaluations and public disclosure of the outcomes of procurement activities.

**3.4 Accountability:** A systematic approach must be in place to maintain records of procurement and asset management, enabling effective audits and inspections.

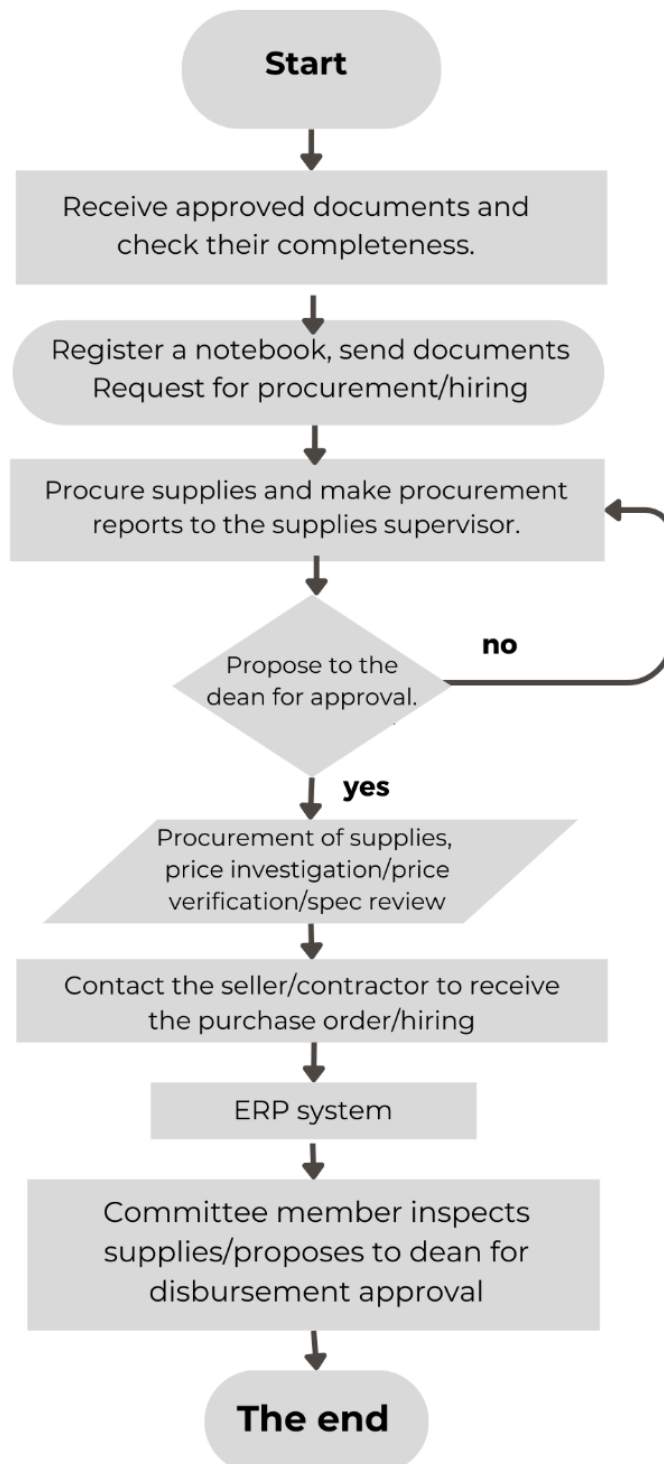
If procurement activities deviate from these principles but do not significantly affect the process or arise from urgent situations or other reasonable necessities, the procurement will still be considered valid.

### **Procurement Process**

The procurement process according to the Government Procurement and Supplies Management Act B.E. 2560 of the Faculty of Humanities and Social Sciences, Suan Sunandha Rajabhat University, proceeds with the following steps:

1. Receive the approved procurement/purchase record documents. The procurement officer checks the completeness.
2. Register the document submission logbook, request for procurement/purchase.
3. The officer procures the materials and prepares the procurement report for submission to the head of the procurement unit.
4. Submit to the dean for consideration and approval.
5. Procure materials, investigate prices/check prices/consider specifications.
6. Contact the vendor/contractor to receive the purchase order/hiring.
7. Record data in the ERP system.
8. The procurement committee/procurement officer presents the committee's inspection results to the dean for acknowledgement and approval of disbursement.

Figure 1: Procurement Process of the Faculty of Humanities and Social Sciences, Suan Sunandha Rajabhat University



## 4. Methods

### 4.1 Population and Sample

This research is qualitative research by studying documents related to the procurement/contracting work of the Faculty of Humanities and Social Sciences, Suan Sunandha Rajabhat University from October 1, 2022 - September 30, 2023, a total of 650 copies.

### 4.2 Methodology

The research process began with a meeting of procurement officers to analyze problems and causes related to the document delivery system. Then, the procurement/hiring process was improved. There was a meeting to inform officers of the new work procedures by improving the procedures for recording the receipt and delivery of documents every time in order to track documents.

### 4.3 Data Collection Tools

Procurement document submission logbook  
Missing document verification form

### 4.4 Data Collection

Creation of a logbook for procurement document submissions and a logbook for reporting missing documents  
Recording of data for the purpose of data collection

### 4.5 Data Analysis

Data analysis used descriptive statistics using frequency and percentage to describe data obtained from procurement and related operations and to compare the number of lost procurement/procurement documents over the past 3 fiscal years.

## 5. Results

Presentation of the results of data analysis of the research on the Procurement Document Verification System, Faculty of Humanities and Social Sciences, Suan Sunandha Rajabhat University. In presenting the results of data analysis and interpretation of this research, the researcher presented the results of data analysis and interpretation as follows:

*Table 1: Number and percentage of procurement/contracting documents after improving work procedures*

Fiscal year	Procurement/ purchasing documents (copy)	Lost Documents	
		Copy	Percent age
Fiscal Year 2021 (October 2020 – September 2021)	750	15	0.02
Fiscal Year 2022 (October 2021 – September 2022)	700	10	0.014
Fiscal Year 2023 (October 2022 – September 2023)	650	0	0.00

From Table 1, the number and percentage of procurement/recruitment documents after improving the work process, collecting data to improve the work process according to the steps,

which the procurement work has followed the work process for the fiscal year 2023 from October 2022 to September 2023, it was found that there were a total of 650 procurement/recruitment documents sent to the procurement work, 0 lost reports, or 0.00 percent, making the work process according to the said steps more efficient and allowing every document to track the results of the work process correctly.

## 6. Conclusion

A research study on the Procurement Document Verification System by the Faculty of Humanities and Social Sciences, Suan Sunandha Rajabhat University, revealed that by adhering to standard operating procedures and meticulously collecting data from October 2025 to September 2026, the procurement department achieved a remarkable outcome. With a total of 650 documents processed and zero reported losses (0%), the efficiency of the system was significantly enhanced. Consequently, all documents could be tracked accurately, eliminating the time-consuming and disruptive issue of lost procurement requests. The absence of a clear understanding of where these documents were lost in the previous system had hindered the procurement process. By implementing a new procedure requiring the recording of all procurement requests submitted to the procurement department, the loss of documents has been significantly reduced or eliminated altogether. Requestors can now track the status of their procurement requests and receive the required supplies in a timely manner, aligning with the findings of Ura Vongprasongchai, Suvaree Wongwattana, and Phongluck Jitgaroon (2013, pp. 139-148), who investigated the problems and development of procurement management practices at Naresuan University. The study revealed that the procurement process, particularly in terms of procurement, control, and disposal, faced moderate challenges. Specifically, the procurement process was hindered by excessive procedures, an overly complex computer system, and subsequent delays. As Chalermchai Utakarn (2020, p. 62) noted, effective procurement management positively impacts overall procurement efficiency. Efficient procurement ensures that the organization acquires suitable supplies in compliance with regulations, thereby optimizing operational performance. To enhance efficiency and expedite the process, the researchers suggested transitioning to electronic record-keeping. Similarly, Ekalak Songtan and colleagues (2021) explored the development of a procurement and budget tracking system using Google Sheets. Their assessment of a biomaterial institute's risks from 2020 to 2022 revealed that project delays due to a lack of laboratory equipment were a common issue, stemming from procurement delays. To mitigate this risk and improve procurement and budget management efficiency, a tracking system was developed using Google Sheets. The system's cloud-based nature, accessibility across platforms, and robust security features made it user-friendly and adaptable. When implemented from October 2022 to September 2023, the system significantly improved disbursement rates, increasing from levels 2 and 3 in 2021-2022 to level 5 (100%) in the subsequent year. This demonstrated the system's effectiveness in streamlining operations, eliminating the need for constant manual monitoring, and optimizing resource allocation. The effective operations of the procurement department are related to documentation, as studied by Maluree Rattanakun, Thanasuwit Thaphiranrak, and Sukon Kruanamkham (2015) in their research on factors affecting the efficiency of procurement management in local government organizations in Nong Khai Province. They found that the level of opinion regarding management process factors impacts the efficiency of procurement management in local government organizations in Nong Khai Province, based on a sample group consisting of local government employees, including 1) the Secretary, 2) the Deputy Secretary, 3) the Director of the Finance Division or Head of the Finance Department, and 4)

the Head of the Finance Section/Head of the Accounting Section/Head of the Revenue Development and Collection Section/Head of the Asset and Procurement Registration Section. Overall, the findings were at a high level. When considering each aspect, the area with the highest average was reported, followed by budgeting. And can increase work efficiency to be better. According to Kittima Sreesing (2018, p. 20), increasing efficiency means working with the least resources, getting the most results, creating the least savings and waste. Efficiency measures are administrative measures that promote, support and increase efficiency in government procurement and material management, which is consistent with the Government Procurement and Material Management Act B.E. 2560, ministerial regulations, rules and related laws to support the policy of corruption prevention and suppression according to the university's policy, which focuses on increasing efficiency in 3 areas. When work is developed and improved for efficiency, it results in satisfaction for service recipients, aligning with the findings of Parmdin, C., & Sithamma, E. (2023) to study the Problems and Development Guidelines on Material Administration for Material Officials in Naresuan University found that the Results of the Satisfaction for Usage of Procurement Service of Udon Thani Education Center, Suan Sunandha Rajabhat University. 1) The location and facilities environment Opinions' level High (Mean = 4.27 and S.D. = 0.63) 2) The process and duration Opinions' level High (Mean = 4.30 and S.D. = 0.60) 3) The Satisfaction with the service of parcel work Opinions' level High (Mean = 4.31 and S.D. = 0.62). The problems and obstacles that most users encounter were as follows: 1) There should be a chair to sit on and wait for during service 2) Samples of proof of disbursement of the procurement department should be provided. Let the personnel know to reduce errors in submitting disbursement documents. The results of this research can be corrected for the recipient of the parcel service More performance improvements.

## 7. Acknowledgments

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