

Factors Affecting Personnel Satisfaction in Using Parcel Services

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Abstract

This study examined factors influencing personnel satisfaction with procurement services at the Faculty of Humanities and Social Sciences, Suan Sunandha Rajabhat University. The research surveyed 46 participants, including faculty members and staff responsible for procurement, using a questionnaire. Data were analyzed using descriptive statistics.

The research findings are as follows

21.74% of respondents were male, and 78.26% were female. Regarding age, 21.74% were between 31 and 40 years old, 65.22% were between 41 and 50, and 13.04% were between 51 and 60. Employment status showed 10.87% were government officials, 65.22% full-time university staff, and 23.91% temporary staff. Educationally, 15.22% held a bachelor's degree, 69.57% a master's degree, and 15.21% a doctoral degree.

Satisfaction with procurement services was high. The process scored an average of 4.05, staff scored 4.18, services scored 4.30, and facilities scored 3.92.

Recommendations

It is recommended that comprehensive procurement regulations and guidelines be distributed to all relevant personnel. Additionally, targeted training programs should be implemented to enhance the proficiency of individuals involved in the procurement process, ensuring operational efficiency and reducing errors through strict adherence to procedures.

Keywords: Service, Procurement or Supply Management, Satisfaction

1. Introduction

Procurement work is crucial to the operations of every organization. This is because materials and supplies act as essential tools in enhancing the efficiency of administrative tasks. Effective procurement management is essential as it contributes to smoother operations, cost savings, and timeliness in addressing current challenges. Organizations equipped with adequate supplies and equipment are more likely to achieve their goals. Without a solid procurement management system, an organization may face redundancy, waste, and inefficiency. Additionally, procurement plays a supportive role in various projects and plans by ensuring a consistent supply of materials. Other aspects of the organization can only succeed with the support of the procurement department. Therefore, procurement management plays a significant role in the

administrative efficiency of the Faculty of Science and Technology at Rajabhat Mahasarakham University. To ensure that operations meet their objectives and maximize efficiency, Rajabhat Suan Sunandha University emphasizes the importance of staff in providing excellent service to achieve service satisfaction. Developing the efficiency of service delivery is vital for the improvement of university operations. Therefore, support staff, especially those in academic roles, are crucial in solving problems, improving operations, and ensuring adaptability to changing circumstances. The procurement and purchasing process, involving the acquisition of materials and equipment, is essential in supporting the work of academic staff and ensuring that their operations run efficiently.

1.1 Research Objective

1. To explore the satisfaction levels of personnel utilizing the procurement services of the Faculty of Humanities and Social Sciences at Rajabhat Suan Sunandha University.
2. To study the factors affecting personnel satisfaction with the procurement services at the same faculty.
3. To provide recommendations for improving or developing the operations of the procurement services at the Faculty of Humanities and Social Sciences, Rajabhat Suan Sunandha University.

2. Methodology

Population and Sample

This research uses both quantitative research and qualitative research methods to analyze the factors affecting personnel satisfaction in using parcel services at the Faculty of Humanities and Social Sciences, Rajabhat Suan Sunandha University.

The population used in this research consists of 46 faculty members and staff from the Faculty of Humanities and Social Sciences, Rajabhat Suan Sunandha University, who have previously interacted with the Finance and Procurement Department of the faculty.

Research Method

The tool used in this research was a questionnaire focused on personnel satisfaction with procurement services at the Faculty of Humanities and Social Sciences, Rajabhat Suan Sunandha University. The questionnaire consisted of three parts:

Part 1: A multiple-choice questionnaire regarding general personal information, including gender, age, occupation, position, and education level.

Part 2: A questionnaire focused on personnel interaction with procurement services at the Faculty of Humanities and Social Sciences, Rajabhat Suan Sunandha University, including basic procurement information, satisfaction with services, procurement processes, and the work and facilitation of staff.

Part 3: A questionnaire focused on the satisfaction level of personnel using procurement services, rated on a 5-point scale:

- 5 = Very high

- 4 = High
- 3 = Moderate
- 2 = Low
- 1 = Very low

Location

The Faculty of Humanities and Social Sciences, Rajabhat Suan Sunandha University.

Duration

Data collection was conducted between October 2023 and August 2024.

Data Analysis

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

- 4.50 – 5.00: Very High
- 3.50 – 4.49: High
- 2.50 – 3.49: Moderate
- 1.50 – 2.49: Low
- – 1.49: Very Low

3. Results

The analysis of factors influencing personnel satisfaction with procurement services at the Faculty of Humanities and Social Sciences, Rajabhat Suan Sunandha University, is presented in two stages as follows:

Stage 1: General Data Analysis

Table 1: General information of the respondents

From the general data, it was found that 21.74% of the personnel were male and 78.26% were female. In terms of age, 21.74% of the respondents were between 31-40 years old, 65.22% were between 41-50 years old, and 13.04% were between 51-60 years old. When categorized by occupation, 10.87% were government officers, 65.22% were full-time university staff, and 23.91% were temporary staff. Regarding education levels, 15.22% held a bachelor's degree, 69.57% held a master's degree, and 15.21% held a doctoral degree.

Table 1 Satisfaction levels with procurement services

Topic	\bar{X}	S.D.	Level
1 : Service Process and Procedures			
1. The service process is not complicated and is clear	3.89	0.98	High
2. Staff provide services willingly, quickly, and attentively	4.24	0.79	High

Topic	\bar{X}	S.D.	Level
3. Staff explain and clarify the steps for using the service	3.93	1.03	High
4. Fairness of service, e.g., first-come, first-served, equality	4.13	0.92	High
2 : Service Staff			
1. Service staff have knowledge and can fully explain queries	4.55	0.63	Very High
2. Staff are polite and willing to provide service	4.24	0.67	High
3. Staff are attentive, do not discriminate, and maintain good relations with clients	4.17	0.79	High
4. Staff demonstrate integrity in performing duties, e.g., no bribery or nepotism	3.80	0.80	High
3: Procurement Services			
1. Staff conduct surveys on the necessary procurement materials	4.20	0.80	High
2. Staff provide accurate information about procurement	4.30	0.83	High
3. The procured materials meet requirements	4.41	0.71	High
4: Facilities			
1. Convenience of service	4.09	0.75	High
2. Cleanliness and orderliness of the location	3.76	0.84	High

4. Discussion

From the results of the general data analysis, it was found that the respondents from the Faculty of Humanities and Social Sciences, Rajabhat Suan Sunandha University, consisted of 21.74% males and 78.26% females. In terms of age, 21.74% were aged between 31–40, 65.22% were aged between 41–50, and 13.04% were aged between 51–60. Regarding occupation, 10.87% were government officers, 65.22% were full-time university staff, and 23.91% were temporary staff. Regarding education levels, 15.22% held a bachelor's degree, 69.57% held a master's degree, and 15.21% held a doctoral degree.

In terms of satisfaction with procurement services, all respondents (100%) correctly understood the fiscal year. A total of 21.74% had experience with procurement transactions not exceeding 10,000 baht, 34.78% with transactions not exceeding 50,000 baht, and 43.48% with transactions not exceeding 100,000 baht.

The analysis of satisfaction with procurement services at the Faculty of Humanities and Social Sciences, Rajabhat Suan Sunandha University, is consistent with the research of Weera, (2024)

on Survey the Behavior and Study the Customer Satisfaction of Qatar Airways revealed that the consumer satisfaction was at the highest level in all dimensions; product, price, price, promotion, people, and process.

5. Conclusion

The research on factors influencing personnel satisfaction with procurement services at the Faculty of Humanities and Social Sciences, Rajabhat Suan Sunandha University, involved surveying a sample of 46 respondents, comprising faculty members and staff. Data were collected using a questionnaire distributed to personnel within the Faculty of Humanities and Social Sciences. The results were analyzed, and the average scores were ranked by their importance based on the feedback from personnel. The analysis can be summarized as follows:

- Part 1: General information of the respondents, including gender, age, occupation, position, and education level.
- Part 2: Factors influencing personnel satisfaction with procurement services at the Faculty of Humanities and Social Sciences, categorized into four key areas:
 1. Service Process and Procedures
 2. Service Staff
 3. Procurement Services
 4. Facilities

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