

Problems and Guidelines for Developing Supplies Work

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Abstract

This research investigates the issues and development guidelines for procurement management. The study aimed to assess the challenges in procurement management and propose strategies for improvement. The sample consisted of 77 personnel, including 55 academic staff and 22 support staff, all involved in various procurement functions such as specification preparation, pricing, inspection, and supply control. Data were collected through questionnaires covering general procurement issues, development guidelines, and open-ended suggestions. The findings revealed significant concerns in procurement management, particularly in the areas of supply control (mean = 3.98), supply maintenance (mean = 3.95), supply distribution (mean = 3.93), and procurement itself (mean = 3.81). Statistical analysis indicated no significant differences based on gender (Sig = 0.545), but significant differences were found based on personnel type (Sig = 0.000), education level (Sig = 0.007), work experience (Sig = 0.002), and committee appointment status (Sig = 0.000). These results identify key areas for improvement to enhance procurement management efficiency.

Keywords: Problems, Guidelines, Developing, Supplies, Work

1. Introduction

Supply management is a critical function of the Faculty of Humanities and Social Sciences, supporting both academic and non-academic staff by meeting their needs for buildings, classrooms, facilities, computers, equipment, the surrounding environment, and maintenance. This is achieved through careful planning of annual procurement, ensuring the appropriate quantity and quality at reasonable costs, with the goal of maximizing benefits for teaching management and faculty activities at both the Faculty of Humanities and Social Sciences and Suan Sunandha Rajabhat University.

Therefore, the researcher aims to study the challenges and development guidelines for the Supply Division of the Faculty of Humanities and Social Sciences. The Supply Division is responsible for planning and managing the procurement process. This study seeks to identify issues and provide guidelines for improving procurement planning, processes, and problem-solving, with the goal of enhancing efficiency, effectiveness, and benefits for all divisions within the Faculty of Humanities and Social Sciences and Suan Sunandha Rajabhat University.

1.1 Research Objective

1. To investigate the issues in the management of the Supply Division at the Faculty of Humanities and Social Sciences, Suan Sunandha Rajabhat University.
2. To identify guidelines for the development of the Supply Division at the Faculty of Humanities and Social Sciences, Suan Sunandha Rajabhat University.

2. Research Methodology

Population and Sample Group

The population for the study on the problems and guidelines for developing the Supply Division at the Faculty of Humanities and Social Sciences, Suan Sunandha Rajabhat University, included both academic and non-academic staff of the Faculty of Humanities and Social Sciences, Suan Sunandha Rajabhat University.

The sample group for the study consisted of 77 academic and non-academic staff members from the Faculty of Humanities and Social Sciences, Suan Sunandha Rajabhat University.

Research Method

The study on the problems and guidelines for developing the Supply Division of the Faculty of Humanities and Social Sciences, Suan Sunandha Rajabhat University, was a quantitative research. Data were collected using a questionnaire divided into three parts:

Part 1 – General Information: gender, position, and affiliation

Part 2 – The problems and guidelines for developing the Supply Division, with a 5-point Likert scale for responses:

- 5: Strongly agree
- 4: Agree
- 3: Neutral
- 2: Disagree
- 1: Strongly disagree

Part 3 – Opinions and suggestions regarding the problems and guidelines for the development of the Supply Division of the Faculty of Humanities and Social Sciences, Suan Sunandha Rajabhat University.

Location

The data for this study were collected at the Faculty of Humanities and Social Sciences, Suan Sunandha Rajabhat University.

Duration

The data collection period was from March to August 2024.

Data Analysis

The data analysis used the following statistical measures: percentage (%), mean (\bar{x}), and standard deviation (S.D.), with the Best Criteria for interpretation as follows:

- 4.50 – 5.00: Highest level
- 3.50 – 4.49: High level
- 2.50 – 3.49: Moderate level
- 1.50 – 2.49: Low level
- 1.00 – 1.49: Lowest level

3. Results

The results of the study on the problems and guidelines for developing the Supply Division of the Faculty of Humanities and Social Sciences, Suan Sunandha Rajabhat University are as follows:

Table 1: The problems and obstacles for developing the Supply Division of the Faculty of Humanities and Social Sciences, Suan Sunandha Rajabhat University

The problems and obstacles for developing the Supply Division	Level of problems and obstacles		
	Mean (\bar{x})	Standard Deviation (S.D.)	Result
Document and Regulations of the Procurement System			
1. The Public Procurement and Supplies Administration Act, B.E. 2560 (2017), and the Regulation of the Ministry of Finance on Public Procurement and Supplies Administration B.E. 2560 (2017) have unclear work processes and guidelines.	2.79	0.92	Moderate level
2. There is a lack of continuity in training on the Public Procurement and Supplies Administration Act, B.E. 2560 (2017), and the Regulation of the Ministry of Finance on Public Procurement and Supplies Administration B.E. 2560 (2017).	2.60	0.77	Moderate level
3. The Terms of Reference (TOR) are unclear in specifying the required details.	3.89	0.58	High level
4. The procurement approval request lacks clarity in specifying the required details.	3.90	0.54	High level
5. The relevant documents for reimbursement, such as Terms of Reference (TOR), budget and reference price, expense details, announcement of procurement bid results, and parcel inspection, are unclear in specifying the required details.	4.16	0.47	High level
<i>Total problems from documents and regulations of the procurement system</i>	<i>3.47</i>	<i>0.50</i>	<i>Moderate level</i>

Staff of the Supply Division			
1. The roles and responsibilities are not clearly defined.	3.56	0.69	High level
2. The procurement plan lacks clear specifications.	3.97	0.85	High level
3. There is a lack of knowledge and understanding of the procurement process.	3.63	0.64	High level
4. There is insufficient knowledge and expertise in using the Electronic Government Procurement (e-GP) system.	3.66	0.61	High level
5. There is a lack of supplies registration according to the supplies regulation.	3.30	0.57	Moderate level
6. There is insufficient training within the Supply Division to enhance knowledge and expertise.	3.29	0.49	Moderate level
<i>Total problems from Staff of the Supply Division</i>	<i>3.57</i>	<i>0.50</i>	<i>High level</i>
Total	3.52	0.50	High level

4. Discussion

The overall problems and obstacles for developing the Supply Division of the Faculty of Humanities and Social Sciences, Suan Sunandha Rajabhat University were rated at a high level ($\bar{x} = 3.52$, S.D. = 0.50). When considering each item separately, the problems arising from documents and regulations of the procurement system were at a moderate level ($\bar{x} = 3.47$, S.D. = 0.50), while the problems associated with the staff of the Supply Division were at a high level ($\bar{x} = 3.57$, S.D. = 0.50).

These findings align with the research of Suchat Sakulna (2014), A Study of Problems and Guidelines for Supplies Management in Non-formal and Informal Education in the Northeastern Region, which identified problems such as a lack of knowledge regarding regulations in supplies administration and inadequate staff training in related fields. Additionally, it supports the findings of Chirapuk and Meethongjan (2020), A Model for Developing the Distribution of Supply Inventory Units Using Total Quality Management: Faculty of Science and Technology, which emphasized that well-planned strategies and techniques significantly contribute to effective management in the Supply Division.

5. Conclusion

The findings of the study on the problems and guidelines for developing the Supply Division of the Faculty of Humanities and Social Sciences, Suan Sunandha Rajabhat University revealed two main factors affecting the problems and obstacles in developing the Supply Division:

Documents and Regulations of the Procurement System:

- The relevant evidence for reimbursement, such as Terms of Reference (TOR), budget and reference price, expense details, announcement of procurement bid results, and

parcel inspection, which were specified unclearly, were at a high level ($\bar{x} = 4.16$, S.D. = 0.47).

- The request for procurement approval, which was specified unclearly, was at a high level ($\bar{x} = 3.90$, S.D. = 0.54).
- The Terms of Reference (TOR), which were specified unclearly, were at a high level ($\bar{x} = 3.89$, S.D. = 0.58).

Staff of the Supply Division:

- The procurement plan, which was specified unclearly, was at a high level ($\bar{x} = 3.97$, S.D. = 0.85).
- A lack of knowledge and expertise in entering data through the Electronic Government Procurement (e-GP) was at a high level ($\bar{x} = 3.66$, S.D. = 0.61).
- A lack of knowledge and understanding of the procurement process was at a high level ($\bar{x} = 3.63$, S.D. = 0.64).

The overall problems and obstacles for developing the Supply Division of the Faculty of Humanities and Social Sciences, Suan Sunandha Rajabhat University were at a high level ($\bar{x} = 3.52$, S.D. = 0.50). When considered by individual items, problems from documents and regulations of the procurement system were at a moderate level ($\bar{x} = 3.47$, S.D. = 0.50), while problems related to the staff of the Supply Division were at a high level ($\bar{x} = 3.57$, S.D. = 0.50).

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