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# **Development of borrowing-return process of the College of Allied Health Sciences Suan Sunandha Rajabhat University, Thailand**

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## **Abstract**

The topic of study is the Development of the borrow-return process of College of Allied Health Sciences, Suan Sunandha Rajabhat University. The objectives were to develop the process of borrow-return equipment towards the goal achievement of College of Allied Health Sciences and to study the factors that influenced to the effectiveness such as the satisfaction of College of Allied Health Sciences' staffs towards the borrow-return system. A target group in this study was 272 service receivers who were the lecturers, students, and faculty staffs came to request the services at College of Allied Health Sciences, Suan Sunandha Rajabhat University. The data collection used questionnaire.

The results of the study indicated that overall satisfaction is at a high level. Besides, according to factors influenced to the satisfaction, the results revealed that the service receivers firstly prioritized to the borrow-return system. The service receivers were satisfied by systematic procedures, followed by equipment and tools that were available and ready to use. The factor that least emphasized was staff providers who provide the services with a kind personality.

**Keywords:** Development, Borrowing-return, Process, Equipment, Services

## **1. Introduction**

### **Background and importance of the problem**

Equipment system of the College of Allied Health Sciences' supplies department Suan Sunandha Rajabhat University This is the department that receives equipment and trades in order to deliver equipment to various departments of the College of Allied Health Sciences. Suan Sunandha Rajabhat University. Currently, the equipment system of the College of Allied Health Sciences' supplies department Suan Sunandha Rajabhat University There is also the recording of information on the disbursement of various equipment by handwriting on paper. such as bill of lading and return, etc., the old system had a risk of data being lost. and delays in checking to record information There is also a high risk of corruption. When such problems are found in the old work system

The researcher therefore has an idea to develop an equipment storage system to have the ability to store equipment data and be more efficient in collecting data. Therefore, computer technology is brought in to help in the work. To solve various problems That happened and led to work in the supplies department of the College of Allied Health Sciences. Suan Sunandha Rajabhat University more efficient. Therefore, from the history and importance of the supplies

department Therefore, it has caused interest in developing routine work into R2R research on the development of the process of borrowing - returning equipment of the College of Allied Health Sciences. Suan Sunandha Rajabhat University. To benefit the development of work and supplies management processes that are efficient and correct in accordance with the Ministry of Finance regulations on government procurement and supplies management, B.E. 2017, according to the next method.

### **1.1 Objectives**

1. To develop the process of borrowing and returning equipment of the College of Allied Health Sciences.
2. To Study of personnel satisfaction with the equipment borrowing and return system of the College of Allied Health Sciences.

## **2. Methodology**

Research on the development of the process of borrowing - returning equipment of the College of Allied Health Sciences Suan Sunandha Rajabhat University. This time there are two objectives 1.To develop the process of borrowing and returning equipment of the College of Allied Health Sciences. 2.To Study of personnel satisfaction with the equipment borrowing and return system of the College of Allied Health Sciences.

### **2.1 Population and sample**

2.1.1 The population is the number of teachers, staff, and students of the College of Allied Health Sciences. Suan Sunandha Rajabhat University, 851 people

2.1.2 The sample group consisted of teachers, staff, and students of the College of Allied Health Sciences. Suan Sunandha Rajabhat University Using Taro Yamane's formula, 272 people

### **2.2 Research tools**

Tools used in this research It's a questionnaire. which is a tool used to collect data from teachers and students of the College of Allied Health Sciences Suan Sunandha Rajabhat University The questionnaire is divided into 3 parts as follows:

Part 1: General status of the respondents.

Part 2: Characteristics of using the borrowing-returning service for equipment

Part 3 Satisfaction with the quality of borrowing and returning equipment

### **2.3 Location**

Office of the Dean of the College of Allied Health Sciences Suan Sunandha Rajabhat University Samut Songkhram Campus

### **2.4 Study period**

March - October 2019

### **2.5 Data analysis**

The researcher has already collected questionnaires from the sample group. Therefore, it was used to check the accuracy of the questionnaire. This time, 272 questionnaires were returned,

representing 100 percent of the total questionnaires. Then used to analyze the data and analyze the data. Using a ready-made program for statistical calculations with details.

Part 1: General data analysis is performed by finding percentages and averages.

Part 2: Characteristics of the service of borrowing - returning equipment, carried out by finding percentages and averages.

Part 3: Satisfaction with the quality of equipment borrowing and returning services. Calculate the percentage, mean, and standard deviation.

### 3. Results

Borrowing - returning equipment is work related to the regulations of the Ministry of Finance regarding procurement and management of government supplies, 2017. Steps for developing the process for borrowing - returning equipment at the College of Allied Health Sciences. To benefit the development of work and parcel management processes that are efficient and in accordance with regulations. The researcher therefore came up with a sequence of steps to develop the process of borrowing - returning equipment of the College of Allied Health Sciences.

In interpreting the mean score of the data the principles for this research will be to use absolute criteria (Absolutes Criteria) as follows:

An average score of 4.50 - 5.00 means giving the highest level of importance.

An average score of 3.50 - 4.49 means giving a high level of importance.

An average score of 2.50 - 3.49 means giving moderate importance.

An average score of 1.50 - 2.49 means giving low importance.

An average score of 1.00 - 1.49 means giving the least level of importance.

list	Average score	standard deviation	Satisfaction level
<b>1. Equipment borrowing and return system</b>			
1.1 There is a systematic service process.	4.34	0.747	Very satisfied
1.2 Service provision is convenient and fast.	3.96	0.847	Very satisfied
1.3 There is a borrowing-return period appropriate to the service.	4.01	0.844	Very satisfied
1.4 All necessary equipment and tools are ready for use.	4.20	0.776	Very satisfied
<b>2. Personnel providing services</b>			
2.1 Personnel provide services with good hospitality.	3.88	0.860	Very satisfied
2.2 Personnel provide advice and assistance in providing services.	4.24	0.687	Very satisfied
2.3 Personnel provide services with politeness and good manners.	4.01	0.844	Very satisfied

list	Average score	standard deviation	Satisfaction level
2.4 Personnel provide service with care and enthusiasm.	3.98	0.826	Very satisfied
2.5 Personnel provide services equally without discrimination.	3.95	0.845	Very satisfied
2.6 Personnel understand the needs of service users.	4.06	0.857	Very satisfied
2.7 Personnel dress politely and have an appropriate personality.	4.07	0.848	Very satisfied
<b>Average</b>	<b>4.06</b>	<b>0.816</b>	Very satisfied

#### 4. Conclusion And Future Work

We have seen problems from the past where service applicants borrowed and returned equipment, submitted documents late, and stored information on paper. It is also easy to lose and difficult to preserve and search for information. Therefore, a system for borrowing and returning equipment was created. For convenience to service recipients and operators. and help agencies reduce the use of paper resources In the agency, everyone already uses a computer. Therefore it is not difficult to use. and allows researchers to develop operational processes to be more quality and efficient. and shared personal time Regular work in research Therefore, it resulted in research on this matter as well. which improved documents management cause of quick and convenient, increase efficient, reduced communication issues, kept documents, lost documents, query documents, and conservation of natural resources. And in the part of cognition has a match The development of the system for borrowing and returning equipment in the College of Allied Health Sciences Suan Sunandha Rajabhat University consists of 1) In terms of the system of borrowing and returning equipment 2) In terms of personnel providing services, it can be concluded that there is a systematic service process. At a very satisfied level The mean score was 4.34, standard deviation was 0.747, very satisfied level.

#### 5. Acknowledgement

This research was completed with courtesy from Suan Sunandha Rajabhat University and all university administrators, who had supported this research and would like to thank all informants for sacrificing their valuable time in answering questionnaires and researcher interviews. In addition, thank you to Associate Prof. Dr.Somdech Rungsisawat, the dean of the College of Allied Health Sciences Suan Sunandha Rajabhat University for the benefit and valuable experience to the researcher.

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