

# Factors Supporting the Development of Online Meeting Organization with in the College of Allied Health Sciences, Suan Sunandha Rajabhat University

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## Abstract

Advancements in technology have significantly transformed the organization of meetings, facilitating a shift from traditional in-person gatherings to online platforms that enhance operational efficiency across various departments. This study aimed to explore the supporting factors related to online meetings of the College of Allied Health Sciences, Suan Sunandha Rajabhat University, to develop an effective management system. Qualitative data collected from interviews across six units of the college identified important supporting factors, including the predominant use of the E-office system for scheduling and Google Meet for conducting meetings, the availability of necessary online channels and devices, strong managerial support, and ongoing maintenance of equipment. The study also highlighted the advantages of online meetings, such as cost reduction, efficient coordination, multi-location capabilities, and increased attendance, along with challenges like participant limits, environmental distractions, variability in equipment, gaps in technical proficiency, and inconsistent internet quality. This information is crucial for developing an effective meeting organization within the college.

**Keywords:** supporting factors, online meeting organization, university, Thailand

## 1. Introduction

Organizing meetings has evolved significantly due to advancements in technology. While traditionally conducted in person, meetings can now also be held online, which enhances efficiency across various departments (Vuchkovski et al., 2023). The shift towards online meetings gained momentum worldwide during the recent COVID-19 pandemic when health concerns necessitated working from home (Karl et al., 2022; Posai et al., 2021). This transition enabled organizations to conduct meetings via digital platforms or social media, ensuring continued operations despite physical distancing requirements (Karl et al., 2022). The convenience and flexibility of online meetings—such as not requiring participants to be in the same location or allowing those with conflicting schedules to participate and contribute to important discussions—have led to their sustained popularity even after the pandemic (Dean Marshall et al., 2023).

The College of Allied Health Sciences, a part of Suan Sunandha Rajabhat University, is located on the Samut Songkhram Campus in Thailand. This College offers undergraduate

programs in public health and health science. Like other educational institutions in Thailand, the College of Allied Health Sciences adopted online teaching and conference systems during the COVID-19 pandemic. Even though the pandemic has concluded, online conferences continue to play a crucial role. The successful implementation of an organization's online meetings depends on being well-prepared with the necessary equipment, software, and personnel skilled in managing digital platforms (Marsh et al., 2022). Therefore, developing effective online meeting management within the organization involves preparing and enhancing various skills, including the mastery of standard software equipment, to ensure operational success.

To develop an efficient organizational system and serve as a case study for other agencies, this study aimed to explore the supporting factors related to online meetings of the College of Allied Health Sciences, Suan Sunandha Rajabhat University. The results of this research will enhance the college's operations in managing teaching, learning, and various meetings, thereby increasing efficiency.

### 1.1 Research Objectives

This study aimed to study supporting factors related to online meeting organization with in the College of Allied Health Sciences, Suan Sunandha Rajabhat University.

## 2. Methodology

This study investigated the factors supporting the organization of online meetings at the College of Allied Health Sciences, Suan Sunandha Rajabhat University. The College is located on the Samut Songkhram campus, Bangkaew District, Amphoe Mueang, Samut Songkhram Province, 75000, as illustrated in Figure 1.

*Figure 1 Environmental characteristics of the College of Allied Health Sciences, Suan Sunandha Rajabhat University.*



Qualitative data were collected during the 2023 academic year from six units within the College. In total, nine participants were included: three from the General Administration Unit, two from the Warehouse and Supplies Unit, and one each from the Planning and Quality Assurance, Academic, Research and Academic Services, and Student Affairs units. This

selection was to gather insights based on actual work experiences from the previous academic year. Furthermore, all participants voluntarily provided answers, ensuring that they could freely express their opinions without feeling compelled to respond.

Open-ended questions focused on:

1. Equipment Usage
2. Equipment and Readiness
3. Advantages of Online Meetings
4. Challenges and Obstacles Encountered

Responses were synthesized to identify key supporting factors as reported by the participants.

### 3. Results

Interviews with volunteers revealed that the meeting management process at the College of Allied Health Sciences, Suan Sunandha Rajabhat University, begins with the meeting organizers setting the date and time through the E-office system and scheduling the meeting. Subsequently, a virtual meeting room is created in the Google Meet program, where the agenda is uploaded and participants are added. Finally, an invitation link to the meeting is distributed to the participants via email.

From interviews conducted across six units of the College of Allied Health Sciences, Suan Sunandha Rajabhat University, key factors supporting the organization of online meetings have been identified as follows:

**1. Equipment Usage:** Participants predominantly use the E-office system to schedule meetings and the Google Meet program to conduct online meetings.

**2. Equipment and Readiness:**

**Online Channels:** Availability of Wi-Fi/internet networks, system browsers, and Google Meet applications.

**Devices:** Adequate provision of computers, smartphones, tablets/iPads, microphones/speakers, with users knowledgeable about their operation.

**Support from Executives:** Strong backing from management, recognizing the convenience of online systems which reduce travel issues and accommodate different schedules, enabling simultaneous meetings from multiple locations.

**Maintenance and Upgrades:** Ongoing maintenance of equipment and strategic planning for future purchases to ensure the adequacy and appropriateness of resources, supporting the university's transition to a digital environment.

**3. Advantages of Online Meetings:**

**Cost Reduction:** Reduces costs associated with organizing and traveling to meetings.

**Efficient Coordination:** Allows for scheduling and managing meetings through software applications.

**Multi-location Capability:** Enables the conducting of meetings simultaneously from multiple locations.

**Increased Attendance:** Enhances participation from diverse locations.

#### **4. Challenges and Obstacles Encountered:**

**Participant Limit:** Google Meet limits the number of participants to 100.

**Environmental Distractions:** Participants may encounter uncontrollable distractions, such as noise, when joining from home.

**Equipment Disparity:** There is variability in the readiness and quality of participants' equipment.

**Technical Proficiency:** Some participants lack the necessary knowledge and understanding of online meeting platforms.

**Internet Quality:** The quality of the internet signal may be inconsistent, leading to interruptions during meetings.

#### **4. Discussion**

This study identified critical supporting factors related to online meeting of the College of Allied Health Sciences, Suan Sunandha Rajabhat University, providing valuable insights for enhancing the efficiency of such operations within the organization. Moreover, the findings can serve as a guideline for various agencies looking to improve their own online meeting systems. Two pivotal tools, the E-office system and Google Meet, play essential roles in the online operations of the College. The E-office system facilitates the distribution of news, information, and announcements, and allows for the online signing of documents, thereby streamlining operations including online meetings. Additionally, Google Meet is a real-time online meeting platform that is easily accessible to all users. However, it has a notable limitation: it only supports up to 100 participants. To conduct larger meetings more effectively, it is recommended that an expanded license be purchased to accommodate more participants.

In terms of equipment and readiness, the College of Allied Health Sciences is well-equipped with both Wi-Fi internet networks and necessary online devices such as computers and smartphones, as demonstrated by the study results. Additionally, the personnel possess a good understanding of online system usage, which facilitates easy practical application. Executive and lecturer support in organizing meetings also enhances convenience by reducing the need for travel and accommodating participants' varying schedules. Furthermore, there is a strategic plan in place to appropriately supplement existing equipment to support the transition to a digital university, a goal that Suan Sunandha Rajabhat University is committed to achieving in the future.

From the interview, participants noted several advantages of organizing online meetings, particularly in terms of cost reduction (Rivkin et al., 2024). Normally, in-person meetings require provisions such as snacks for participants; however, online meetings eliminate these costs. Additionally, they reduce travel expenses. Online meetings can be conducted from multiple locations simultaneously, allowing work to proceed without interruption. Furthermore, participants can join these meetings at the same time, even from distant locations, which is a significant strength of the online meeting system at the College of Allied Health Sciences.

However, in discussing the primary challenges associated with organizing online meetings at the College of Allied Health Sciences, participants highlighted several issues. One major problem is the limitation of the Google Meet, which restricts meetings to only 100 users. Additionally, online meetings from home can be challenging as participants may struggle to concentrate due to uncontrollable environmental noises (Park et al., 2023). The readiness of participants' equipment also plays a crucial role; some may not have the necessary technology at home, leading to interruptions. Furthermore, older personnel often lack the knowledge needed to use various online meeting programs effectively, and the inconsistent quality of internet signals can further complicate these meetings (Pihlainen et al., 2023). To address these issues, it may be necessary to develop collective solutions, such as offering training on how to use different online meeting platforms to ensure that the operations of the Allied Health College's online meetings are as efficient as possible.

## 5. Conclusion

The findings from this study present a dual narrative of opportunity and challenge in the context of online meetings. The College of Allied Health Sciences has successfully harnessed technology to enhance both administrative and academic operations. However, the ongoing challenges posed by technological advances require that all individuals keep pace, and the College may be positioned to provide the necessary knowledge to its personnel. These efforts will not only address the immediate issues but also strengthen the long-term sustainability of online meeting practices.

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