THE FOLLOW-UP PROCESS DESIGN OF SUAN SUNANDHA RAJABHAT UNIVERSITY

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Abstract- This study is a survey research aiming to study the follow-up process of SuanSunadhaRajabhat University; to evaluate the appropriateness of follow-up process manual; and to evaluate the satisfaction of service receivers towards services of the Planning and Policy Division .The data, in terms of manual, has been collected from 22 staffs from 5 different sections of the Policy and Planning Division, applying content analysis method with absolute consensus; meanwhile, the data, in terms of satisfaction, has been collected via a questionnaire –assessing the satisfaction level, from 97 administrators and staffs from planning and quality assurance network .Mean, standard deviation and percentage are employed for data analysis.
The research results are as follows:
1 (The follow-up process consists of 4 steps with 13 actions:
Step 1 - planning - consisting of 3 actions –identifying the calendar, designing the manual, and clarifying how to operate as well as the time frame;
Step 2 –operation -consisting of 3 actions :operation under the plan /calendar, collecting and checking the operation result, and summarizing and making report to administrators;
Step 3 –following up and evaluation -consisting of 3 actions :plan conclusion and monthly report, checking output according to calendar identified, and reporting to administrators;
Step 4 –improvement -consisting of 4 actions :surveying satisfactions towards following-up and services of Policy and Planning Division; survey result analysis, reporting to administrators; and employing the results for development.
2 (The operation manual consists of objectives, framework, definition, responsibility, identification and indicators, reference, following-up flow chart, and operation method .The consensus is that the manual is appropriate and can be used effectively .
Upon using the manual, the satisfaction overall is at the high level ($\overline{X}$ =4.19, S.D = .0.596(, which is beyond the expected goal and higher than the 2014 fiscal budget year

Keywords- Process, following up.

II. INTRODUCTION

Service quality is the concept of modern public administration, beingidentified in the 2002 Administrative Law)5th volume(, Act 3/1 " –The administration must be done for the happiness of people; for the achievement of state's mission;to reduce the operation process; to eliminate the unnecessary unit; to decentralize power, responsibility and decision authority to local organizations; to provide convenience and serve the needs of people .The Office of the Public Sector Development Commission has introduced tool for implementing the said act into action in the form of performance agreement in higher education institutions and public organizations, including the follow-up system since 2004 .

SuanSunandhaRajabhat University, as one of the higher education institutions, has applied the IPA or Internal Performance Agreement between the President and the heads of individual bodies continuously since 2010 .The evaluation focuses on 4 dimensions:

1. The effectiveness according to the annual operational plan
2. The quality of services
3. The efficiency of operation
4. The institution development

Owing to the second dimensions, the percentage of satisfaction from the service receivers is the indicator to evaluate the quality of the operational plan .It is vital for the public sectors, including SSRU, to concentrate on the quality of service based on service-receiver-center. In addition, the improvement plan must be carry on when the satisfaction is at the low level.

The Planning and Policy Division is an internal supporting unit of SSRU responsible for planning and identifying strategies to action .The division is divided into 5 sections, namely the Planning and Budgeting, the Following-up and IT, the Quality Assurance and Knowledge Management, the Public Sector Development and System Development, and the General Affairs section .According to the survey study conducted in 2014, it was found that the satisfaction towards the service of the division overall was at a high level) $\overline{X}$ =4.10, S.D. = .438 .(
However, some improvements were suggested in terms of the rapid following-up, the construction of correct knowledge and operation, and the personnel personality .With all concerns mentioned, the follow-up process design is conducted.

II. OBJECTIVES

1. To study the following-up process of SuanSunandhaRajabhat University
2. To evaluate the appropriateness of the operation manual
3. To evaluate the satisfaction of service receivers towards the service of the Planning and Policy Division

III. TERMINOLOGY DEFINITION

1. Following-up refers to the further actions during the period of time of the certain job, activities or projects being identified in the timeframe plan.
2. Following-up process refers to the efficient further actions leading to the authentic actions with 4 steps :planning, operation, following-up and evaluation, and improvement.
3. Quality work procedure refers to the flow chart illustrating the first step to the final step, with clear operational details.
4. Following-up operation manual refers to the documents describing how to efficiently make the operation procedure with the clear details on person in charge, where and when for.

IV. THEORY AND REFERENCE

The research applies the PDCA cycle management method, follow-up concepts and ISO 9001 :2000 standard manual.

V. METHODOLOGY

1. The study is a survey research and the population is 22 staffs from the 5 sections of the Planning and Policy Division -the Planning and Budgeting, the Following-up and IT, the Quality Assurance and Knowledge Management, the Public Sector Development and System Development, and the General Affairs section.
2. The variable employed is the follow-up process of SuanSunadhaRajabhat University.
3. The tools and methods applied for the research consist of:
   3.1 An interview form regarding follow-up process
   3.2 Brainstorming for data analysis and network operation summary
   3.3 Quality work procedure illustrating follow-up steps
   3.4 A questionnaire measuring the satisfaction
   3.5A set of statistical tools –mean, standard deviation and percentage
4. The assessment of the research tool in terms of content validity is done by experts.
5. An interview form is used to collect data concerned from the personnel of individual section of the Planning and Policy Division.
6. The data being collected is used in the brainstorming session in order to analyze and set the Quality Work Procedure, illustrate the steps, and examine the content validity.
7. The operation manual is produced based on the ISO 9001 :2000 standard; meanwhile, the appropriateness is assessed by the consensus.
8. The satisfaction evaluation form is used and the respondents are administrators, staff within the planning quality assurance network, at the total amount of 97 .The data is then analyzed by mean, standard deviation and percentage.

VI. SUMMARY

1. The follow-up process consists of 4 steps with 13 actions:

Step 1 -planning -consisting of 3 actions – identifying the calendar, designing the manual, and clarifying how to operate as well as the time frame;

Step 2 -operation -consisting of 3 actions :operation under the plan /calendar, collecting and checking the operation result, and summarizing and making report to administrators;

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Step 4 -improvement -consisting of 4 actions : surveying satisfactions towards following-up and services of Policy and Planning Division; survey result analysis, reporting to administrators; and using the results for development.

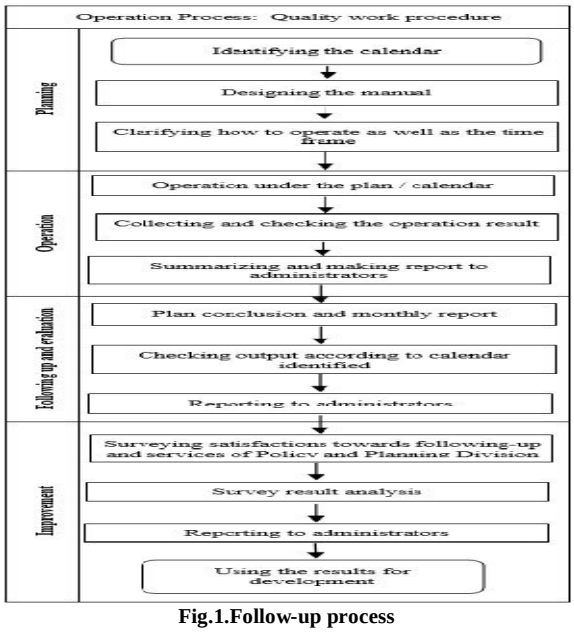


Fig.1.Follow-up process

2. The follow-up process operation manual based on the ISO 9001 :2000 standard consists of:
   2.1 Objectives
   2.2 Framework
   2.3 Definition terms
   2.4 Duty and responsibility
   2.5 Regulations and indicators
   2.6 Reference
   2.7 Follow-up process plan
   2.8 Follow-up operation method

The manual is consensually approved by the division members in terms of appropriateness for using.

3. The satisfaction towards service overall is at the high level) $\bar{X}$ 4 =.19, S.D. = .596 .(When considering the individual variables, personnel /staff is at the highest level) $\bar{X}$ 4 =.27, S.D. = .609(, followed by the service quality) $\bar{X}$ 4 =.20, S.D = . .654(, facilities) $\bar{X}$ 4 =.16, S.D. = .627(, and process / steps) $\bar{X}$ 4 =.13, S.D. = .673(, simultaneously) .figure 1(

Table1: Mean and standard deviation of satisfaction towards services of the Planning and Policy Division classified by individual and overall aspects

Satisfaction towards services	Level		
	$\bar{X}$	SD.	Result
1. Process /service steps	4.13	.673	high
2 .Personnel /Staff	4.27	.609	highest
3 .Facilities	4.16	.627	high
4 .Service quality	4.20	.654	high
Overall	4.19	.596	high

VII. DISCUSSION

1. According to the research results, the follow-up process consists of planning, operation, following-up and evaluation, and improvement . These illustrate that the process requires the cooperation from all parts concerned sharing the same concept and understand the same goals . Consequently, the up-to-date consistent data can be authentically used for decision making by the administrators, and can make the operation run in accordance with the goals being set . WeeraponBordeerat has stated that "the definitely run process will help assist the improvement of quality continuously and genuinely …the continual improvement applying PDCA to drive the organization forward will make an advancement without any interruption." This is in line withThongchaiSantiwong who has commented that "the good characteristics of monitoring and following-up are cost saving, quick report with concentration on output, easy understanding and acceptance." Moreover, NarongdetchRakdamrong has suggested that good data must have :1 .Accuracy, 2 .Timeliness, 3 .Completeness, 4 .Conciseness,5 .relevanceand 6 .Continuity.
2. The operation manual has identified the following items :objective, framework, definition terms, duty and responsibility, regulations and indicators, references, operational plan and follow-up operation plan .PrawesYodying)2002 : 71 –80 (suggested that manual based on ISO 9001: 2000is composed of the name of operation method, objectives, framework, definitions, work steps, action and reference .Jaruwan and Tanawit are the other two researchers who support the idea of items which have to be put in the manual :1 .objectives,2 . scope, 3. definition, 4. responsibilities,5 . procedure, 6 . reference document, and 7. form .Therefore, the manual of the Planning and policy Division is absolutely fit to and in line with all being stated; it is paralleled to the research results of WanassanatPrapala)2010(; and this manual is practical to be used.
3. Upon the application of the manual, it is found that the satisfaction of service receivers are higher than expectation identified and is higher than the previous year 2013.

VIII. RECOMMENDATION

1. Recommendation upon the research results; It is suggested that the level of satisfaction should be maintained at the high level and the service standard should be developed to reach at the highest level.
2. Recommendation for the future study; It is advised to study factors that affect the follow-up process operation in order to develop the process continuously.

ACKNOWLEDGMENTS

The study has been accomplished smoothly with the kind patronage of the SSRU president and the vice president for research and development .The researchers would also like to express our appreciation to administrators of the Institute of Research and Development, the Board committees of the personnel development fund for funding this research .Also, the researchers wish to thank for the support and cooperation of SSRU staff concerned.

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