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# Developmental Guidelines for Administrative Services and Documents of the Faculty of Education, Suan Sunandha Rajabhat University

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innovation and  
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# INTRODUCTION

Suan Sunandha Rajabhat University is a governmental organization that requires official documents to communicate with both internal and external parties. The Faculty of Education is a division of Suan Sunandha Rajabhat University. A legal document is required. Administrative work is a service that makes it easier for personnel or visitors to receive services. It is important to the organization and helps the work run smoothly. Administrative work is related to executive order administration because it offers to give orders. As a result, administrative work can assist with other important tasks. It went swimmingly. As a result, there must be systematic management so that other work can proceed smoothly. This will necessitate administration cooperation. Good administrative work can promote and support the success of other tasks. Depending on the person doing the work, who must have knowledge and the ability to lead operations in order to achieve goals Administrative management still necessitates the use of various techniques to aid in the efficient management of work. In the past, the Faculty of Education was unable to provide comprehensive services to teachers, staff, students, and the general public due to the performance of duties and administrative services. As a result, the researcher is interested in researching guidelines for developing the administration and correspondence services of the Faculty of Education Suan Sunandha Rajabhat University, as well as secretarial services, to be as efficient as possible.



# OBJECTIVE

To study on the Developmental Guidelines for Administrative Services and Documents of the Faculty of Education Suan Sunandha Rajabhat University



# METHODOLOGY

1. Population and samples: The population of this study will be 1,760 staff and first- and third-year students at Suan Sunandha Rajabhat University's Faculty of Education. Taro Yamane's formula was used to calculate the sample of 326 people.
2. Data Analysis: The researcher designed a questionnaire on guidelines for the development of administrative and secretarial services as a research instrument for this study. A total rating questionnaire (Rating scale method: Likert scale question) will be used. All of the questions are positive. Because the variables are positively related, an interval scale with 5 levels of opinion scoring criteria is used to measure data.
3. Place: Faculty of Education at Suan Sunandha Rajabhat University
4. Data analysis: Data analysis statistics include percentage, mean, and standard deviation.



# RESULTS AND FINDING

Table 2 - Table 6 show the results of an analysis of guidelines for developing administrative and correspondence services in the Faculty of Education based on data from 326 respondents from the Faculty of Education, Suan Sunandha Rajabhat University, using mean and standard deviation statistics.

Table 2 shows the means and standard deviations of respondents classified according to their views on administrative process aspects.

| <b>Administrative work process</b>                                     | <b><math>\bar{X}</math></b> | <b>(S.D.)</b> |
|--|-----------------------------|---------------|
| Before - after service is provided.                                    | 4.45                        | .658          |
| The service procedure is adaptable and simple.                         | 4.45                        | .658          |
| The service provides advice, problem-solving, and information clarity. | 4.38                        | .649          |
| There is a service period that is appropriate for the job.             | 4.35                        | .641          |
| <b>Total</b>   | <b>4.41</b>                 | <b>.652</b>   |



## RESULTS AND FINDING

Table 3 shows the average values and standard deviations of respondents classified according to their attitudes toward administrative services.

| <b>In terms of providing administrative services</b>                      | $\bar{X}$   | (S.D.)      |
|---|-------------|-------------|
| Put on appropriate clothing. Possess a pleasant personality and demeanor. | 4.05        | .656        |
| Enthusiasm and commitment to providing service                            | 3.84        | .638        |
| Show polite, gentle manners and a bright smile.                           | 3.86        | .653        |
| Provide courteous and friendly service.                                   | 3.88        | .490        |
| <b>Total</b>  | <b>3.91</b> | <b>.609</b> |

Table 4 shows the average values and standard deviations of respondents who were classified based on their attitudes toward administrative work conditions.

| <b>Conditions of administrative work</b>             | $\bar{X}$   | (S.D.)      |
|--|-------------|-------------|
| Receive services that meet your needs.               | 4.01        | .642        |
| Receive fast, complete and accurate service.         | 4.17        | .573        |
| Be honest and transparent in performing your duties. | 4.18        | .738        |
| <b>Total</b>   | <b>4.12</b> | <b>.651</b> |



## RESULTS AND FINDING

Table 5 shows the average values and standard deviations of respondents who were classified based on their views on administrative work problems.

| <b>Administrative work problems</b>   | $\bar{X}$   | (S.D.)      |
|---|-------------|-------------|
| Have the necessary knowledge, skills, and expertise for the job at hand.              | 4.26        | .614        |
| Technology and various modern equipment are used to reduce expenses or service costs. | 4.38        | .649        |
| There is a booth where you can leave your comments/complaints/complaints.             | 4.15        | .559        |
| <b>Total</b>  | <b>4.26</b> | <b>.607</b> |

Table 6 shows the average values and standard deviations of respondents classified according to their views on the need for administrative work development.

| <b>Regarding the requirement to develop administrative work</b>                         | $\bar{X}$   | (S.D.)      |
|---|-------------|-------------|
| Meet work objectives and deadlines.   | 4.19        | .583        |
| Capable of completing tasks completely and within the time frame specified.             | 4.21        | .593        |
| Time management ensures that tasks are completed on time and in accordance with events. | 4.19        | .583        |
| Work operations have been enhanced to improve quality.                                  | 4.30        | .628        |
| <b>Total</b>  | <b>4.22</b> | <b>.597</b> |



# CONCLUSION AND DISCUSSION

Data on personal factors revealed that there were more female respondents than male respondents. This is due to a higher proportion of female students in the Faculty of Education each academic year. As a result, more female students than male students responded to the questionnaire in this study. In terms of major, the vast majority of respondents were general science majors. Then come the math students, and students studying digital technology for education. This is the course of study with the fewest students. In terms of academic year, the majority of respondents were first-year students, followed by second-year and third-year students.

Respondents to the Faculty of Education's overall development of administrative and correspondence services. It is of the highest caliber. This could be because Faculty of Education students are pleased with the administrative and secretarial services provided by the Faculty of Education, which is constantly improving. When students come to request services, they are convenient, quick, and receive help at every step on a regular basis.



# CONCLUSION AND DISCUSSION

When all factors are considered, service user satisfaction is at its peak in the administrative work process. Administrative Work Issues Concerning the need to develop administrative work as for providing high-quality administrative services and administrative work conditions, this could be because a person's satisfaction with the evolution of service provision can change at any time due to environmental factors and situations that arise. Because satisfaction is a preference that varies according to individuals' expectations and perceptions in each situation. A person may be dissatisfied with something because their perception is lower than their expectations, but if the expected response is received, the person's original feelings toward that thing may change. immediately and positively



# CONCLUSION AND DISCUSSION

Kasem Bundit Journal, Year 18, Issue 1, January - June 2017, is a worker in the service industry. This is because service workers are an important mechanism for ensuring that service work is done well and that service recipients are satisfied. Furthermore, service workers must meet specific qualifications such as

1) having an appropriate personality and manners, 2) having eloquence or the art of speaking, 3) having human relations, 4) having knowledge, abilities, and skills in work, and 5) having a good attitude toward service work and a love for service work. To assist in promoting maximum satisfaction among service recipients. This is in line with the concept of Janmuangthai, W., Rodjam, C., Sriviboon, C. and Sitthiwarongchai, C. (2021), which states that human resources are the main factor in organizational development.



# CONCLUSION AND DISCUSSION

Personal factors of different genders have no effect on service satisfaction because the administrative and correspondence services provided by the Faculty of Education are provided equally and without regard to gender. However, service users in various fields of study have an effect on service satisfaction, which is consistent with a study conducted by Ramkhamhaeng University Chaloe Phrakiat Academic Resources Branch, Parasuraman, A., Zeithaml, V.A., and Berry, L. L. (1990) [5], which studied and compared student satisfaction with educational services. Ramkhamhaeng University Chaloe Phrakiat Academic Resources Branch recipients will be completely satisfied. Trang Province, four sectors: academic services, healthcare, and tourism. Library automation, teaching media system, and buildings and facilities It was discovered that master's degree students from various fields of study were satisfied with the provision of educational services when classified by field of study. Ramkhamhaeng University Chaloe Phrakiat Academic Resources Branch, Trang Province, is unique in every way.



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