

**DEVELOPMENTAL GUIDELINES FOR ADMINISTRATIVE SERVICES AND
DOCUMENTS OF THE FACULTY OF EDUCATION,
SUAN SUNANDHA RAJABHAT UNIVERSITY**

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ABSTRACT

A Study on the Developmental Guidelines for Administrative Services and Documents of the Faculty of Education Suan Sunandha Rajabhat University. The purpose of this study was to study the guidelines for the development of administration services and archives of the Faculty of Education. Suan Sunandha Rajabhat University The population used in this study were 1st – 3rd year students at the Faculty of Education, Suan Sunandha Rajabhat University. A sample of 326 people was selected. The questionnaire was used as a tool for data collection. Statistics used for data analysis were percentage, mean and standard deviation.

The results of the study found that Most of the respondents were female and were studying in the first year of general science subjects. Overall, it was at the highest level. This may be because the students of the Faculty of Education were satisfied with the service of the administration work and the archives of the Faculty of Education that were constantly improving and developing the service. When students come to request services, they are convenient, fast, and receive assistance in every step regularly when considering each aspect.

The satisfaction of service users was at the highest level in the administrative process. Administrative work problems the need for the development of administrative operations administrative services and the conditions of administrative operations at a high level This may be because a person's satisfaction with the development of service provision can change over time according to the circumstances and circumstances that arise. Because satisfaction is a preference that varies according to the expectations and perceptions of individuals in each situation. At one point a person may be dissatisfied with one thing because their perception is lower than the expected expectation, but at another moment if the expected response is received, the person may change their initial feelings towards the thing. immediately in a positive way Statistically significant at the .05 level.

Keywords: Developmental Guidelines, Administrative Services and Documents, Faculty of Education

INTRODUCTION

Administrative work and correspondence are important mechanisms for coordinating document work within and outside the organization. Starting with administrative work, the mission of the organization will be completed quickly and accurately. It is based on the Regulations of the Prime Minister's Office on Secretarial Work, B.E. 2526, as a guideline for implementing a system that is convenient, fast, accurate, timely, and efficient. Wasan Rakpan. (2007). Furthermore, administrative work includes control, inspection, and coordination facilitation. So that each department's work can progress toward the best possible outcomes. Gronroos. C. (1990). That said, administrative work is one of the jobs in an organization that will help the activities of that organization move forward with speed and accuracy for the benefit of that organization. Administrative work is a service that benefits personnel or visitors. Get service quickly and easily. It is important to the organization and aids in the smooth operation of the work. Administrative work must thus be developed to provide convenient services to personnel, students, and the public in a thorough and timely manner.

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 swimming. As a result, there must be systematic management so that other work can proceed smoothly. This will necessitate administrative 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

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

METHODOLOGY

Research design

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.

Level 5 indicates the highest level of opinion.

Level 4 indicates that there is a lot of disagreement.

Level 3 indicates that the level of opinion is moderate.

Level 2 indicates a lack of consensus.

Level 1 indicates the lowest level of agreement.

calculating the average of opinion levels Using the following evaluation criteria:

Data were analyzed by employing content analysis, mean, and standard deviation. In this regard, the interpretation of the mean criteria finding the range and stratum, then using the difference obtained to determine the criteria for measuring the opinion level [3] as follows:

4.21 – 5.00 indicates an extremely high level

3.41 – 4.20 indicates a high level

2.61 – 3.40 indicates a moderate level

1.81 – 2.60 indicates a low level

1.00 – 1.80 indicates an extremely low level

Data collection resulting from this research study. The researcher has the following data collection methods.

- The researcher gathered data from the Faculty of Education at Suan Sunandha Rajabhat University, which served as a sample group.

- Responding to sample group questionnaires via Google Form

- The researcher collects data and verifies its completeness for further analysis.

- Examining and researching previously stored information, such as textbooks, documents, journals, websites, theses, and related research reports.

3. Place: Faculty of Education at Suan Sunandha Rajabhat University

4. Data analysis: Data analysis statistics include percentage, mean, and standard deviation.

RESULTS

Result of this study

1. Presentation of research data analysis results, as well as research into guidelines for developing administrative and correspondence services at Suan Sunandha Rajabhat University's Faculty of Education. Students from the Faculty of Education at Suan Sunandha Rajabhat University were used as samples in this study. The questionnaire was used in this study, and the researcher presented the results of the data analysis in the following order.

Analysis of the demographic characteristics of 326 respondents from the Faculty of Education, Suan Sunandha Rajabhat University, classified by general information such as gender, field of study, and year, using descriptive statistics to break down the frequency of each item. Then compute the percentage (%) of all respondents shown in Table 1 as follows:

Table 1 shows the frequency and percentages of general information from respondents classified by overall sample characteristics.

Demographic characteristics	N	$\bar{X}$
Sex		
Male	114	34.97
Female	212	65.03
Total	326	100
Subject		
Thai language	32	9.81
English language	65	19.94
early childhood education	43	13.19
Mathematics	70	21.48
General science	84	25.77
Social Studies	23	7.06
Digital Technology for Education	9	2.75
Total	326	100
Year		
Year 1	123	37.73
Year 2	119	36.50
Year 3	84	25.77
Total	326	100

According to Table 1, the majority of respondents were female, with 212 people accounting for 65.03 percent, followed by males, with 114 people accounting for 34.97 percent.

In terms of field of study, it was found that the majority of respondents were students in general science, 84 people, accounting for 25.77 percent, followed by students in mathematics, 70 people, accounting for 21.48 percent, students in English language, 65 people, accounting for 19.94 percent, 43 students in early childhood education, accounting for 13.19 percent, 32 students in Thai language, accounting for 9.81 percent, 23 students in social studies, accounting for 7.06 percent, and students in the field of digital technology for education. This is the field of study that has the least number of students, 9 people, or 2.75 percent.

As for the year level, it was found that the majority of respondents were first-year students, 123 people, accounting for 37.73 percent, followed by 2nd year students, 119 people, accounting for 36.50 percent, and 3rd year students 84 people, accounting for 25.77 percent.

Administrative and secretarial services development

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.

Administrative work process	$\bar{X}$	(S.D.)
Before - after service is provided.	4.45	.658
The service procedure is adaptable and simple.	4.45	.658

Administrative work process	$\bar{X}$	(S.D.)
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
Total	4.41	.652

According to Table 2, the Before - after service is provided, and the service procedure is adaptable and simple, with the highest number of respondents at the same highest level ($\bar{X} = 4.45$, S.D. = .658), followed by providing advice, the service provides advice, problem-solving, and information clarity is at the highest level ($\bar{X} = 4.38$, S.D. = .649), and There is a service period that is appropriate for the job is at highest ($\bar{X} = 4.35$, S.D. = .641)

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

In terms of providing administrative services	$\bar{X}$	(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
Total	3.91	.609

According to Table 3, there is appropriate attire, have a pleasant personality and demeanor ($\bar{X} = 4.05$, S.D. = .656), followed by Provide courteous and friendly service, at an extremely high level ($\bar{X} = 3.88$, S.D. = .490). Show polite, gentle manners and a bright smile at a high level ($\bar{X} = 3.86$, S.D. = .653) and Enthusiasm and commitment to providing service at a low level ($\bar{X} = 3.84$, S.D. = .638).

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

Conditions of administrative work	$\bar{X}$	(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
Total	4.12	.651

According to Table 4, the highest number of respondents at a high level were Be honest and transparent in performing your duties ($\bar{X} = 4.18$, S.D. = .738), followed by Receive fast, complete and accurate service is high ($\bar{X} = 4.17$, S.D. = .573) and Receive services that meet your needs at the highest level ($\bar{X} = 4.01$, S.D. = .642)

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

Administrative work problems	$\bar{X}$	(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
Total	4.26	.607

According to Table 5, reveals that Technology and various modern equipment are used to reduce expenses or service costs had the most responses at the highest level ($\bar{X} = 4.38$, S.D. =.649) Second, there is Have the necessary knowledge, skills, and expertise for the job at hand at the highest level ($\bar{X} = 4.26$, S.D. =.614). There is a booth where you can leave your comments/complaints/complaints with the fewest responses. At a high level ($\bar{X} = 4.15$, S.D. =.559)

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

Regarding the requirement to develop administrative work	$\bar{X}$	(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
Total	4.22	.597

According to Table 6, Work operations have been enhanced to improve quality is at the highest level ($\bar{X} = 4.30$, S.D. =.628) The second can Capable of completing tasks completely and within the time frame specified. is at the highest level ($\bar{X} = 4.21$, S.D. =.593) and Time management ensures that tasks are completed on time and in accordance with events with the fewest responses. They are at the same high level ($\bar{X} = 4.19$, S.D. =.583).

2. Using research findings in routine work

2.1 The findings of the research can be used to develop guidelines for improving the efficiency of administrative and archival services in the Faculty of Education.

2.2 Capable of determining service delivery formats based on research findings.

3. The effect of changing working methods

Learned about the development of administrative and correspondence services in the Faculty of Education to be more efficient based on feedback from students who use the services. and administrative personnel Using the systematic variables listed below: Aspect of the procedure Aspect of

service administrative working conditions administrative issues and the need to develop administrative operations.

4. Knowledge gained

Learned about the development of administrative and correspondence services in the Faculty of Education to be more efficient based on feedback from students who use the services. and administrative personnel Using the systematic variables listed below: Aspect of the procedure Aspect of service administrative working conditions administrative issues and the need to develop administrative operations.

CONCLUSION AND FUTURE WORK

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. Lewis, R.C. and Booms, B.H. (1983).

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.

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

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. Janmuangthai, W., et al. (2021), which states that human resources are the main factor in organizational development.

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 Parasuraman, A., Zeithaml, V.A., and Berry, L.

L. (1990)., which studied and compared student satisfaction with educational services. Ramkhamhaeng University Chaloom 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 Chaloom Phrakiat Academic Resources Branch, Trang Province, is unique in every way.

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