

**PROBLEMS AND DEVELOPMENT APPROACH ON SUPPLIES ADMINISTRATION IN
COLLEGE OF INNOVATION AND MANAGEMENT, SUAN SUNANDHA RAJABHAT
UNIVERSITY**

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ABSTRACT

The research objective is to study the Problems and Development Approach on Supplies Administration in College of Innovation and Management, Suan Sunandha Rajabhat University. This research's sample group includes academic and administrative staff members from the College of Innovation and Management at Suan Sunandha Rajabhat University, totaling 96 individuals. The research instrument involves using questionnaires, and the statistical analysis includes percentages, averages, and standard deviations.

The research results of Problems and Development Approach on Supplies Administration in College of Innovation and Management, Suan Sunandha Rajabhat University indicate that when considering various aspects found that procurement the overall level is rated as the highest at ($\bar{x}$ = 4.58, S.D. = 0.50) followed by distribution and maintenance of supplies: The overall level is considered high at ($\bar{x}$ = 3.95, S.D. = 0.55) and supplies, the overall level is also deemed high ($\bar{x}$ = 4.28, S.D. = 0.69). These results suggest that procurement processes have the most significant challenges, followed by distribution and maintenance, and sales of supplies, respectively.

Keywords: Problems in supplies administration, Supplies administration

INTRODUCTION

The management of procurement activities is considered a fundamental and crucial aspect for businesses of all types, including marketing, finance, production, sales, and educational institutions, both public and private. Each year, substantial budgets are allocated for various equipment and consumables,

and proper procurement and storage practices are essential to meet the needs of different departments. This support and service provision are particularly vital for academic institutions like the College of Innovation and Management at Suan Sunandha Rajabhat University, which has a proactive role in advancing its organization to keep pace with technological advancements and global educational standards. Consistent with the research of Rodjam, C (2019) *The Knowledge and Competence of Professional Accountants Based on International Standards for Practitioners in Enterprises*, Bang Krui District, Nonthaburi Province, it discusses providing various financial and procurement information to benefit economic decision-making for organizations or companies. This is achieved by having accurate and standardized information systems that are reliable and quickly disseminated. The information can be used for analysis to facilitate decision-making or for business management planning.

Efficient procurement operations contribute to the achievement of educational objectives, while inefficiencies can lead to budget overruns, delays, and reduced effectiveness, adversely affecting teaching and learning activities. Procurement involves acquiring and maintaining resources, and if not conducted efficiently, it can result in inadequate quality and inappropriate pricing of goods. Poor maintenance of equipment, insufficient quantities, and failure to align with preferences and trends are common issues that can hinder the overall efficiency of educational institutions.

As Niyom Suwandej. (2010) Mentioned, effective procurement control involves activities such as accounting, storage, registry control, disbursement, lending, and inspection of goods. A systematic approach to reviewing and redesigning each step in the procurement process, using creative thinking and quality process design tools, can reduce labor, repetition, errors, and material waste. Niyom Suwandej. (2010)

In addressing these challenges, the researcher aims to study the problems and development strategies in procurement management at the College of Innovation and Management, Suan Sunandha Rajabhat University by examining the current processes and considering innovative approaches, the goal is to enhance the efficiency of procurement operations, ensuring that the acquired resources are of high quality, reasonably priced, and aligned with the institution's needs. This research aims to bring about improvements in procurement practices, ultimately contributing to a more effective and streamlined management of resources at the College of Innovation and Management, Suan Sunandha Rajabhat University.

OBJECTIVE

To study the Problems and Development Approach on Supplies Administration in College of Innovation and Management, Suan Sunandha Rajabhat University

LITERATURE REVIEW

Bunsuda Kaewkrajai Studied satisfaction with procurement management affecting efficiency in the procurement operations of civil servants in the provincial administration organization of Nakhon Ratchasima. The majority of personnel assigned to procurement duties, holding civil service positions, had less than 5 years of experience in procurement operations, with an overall experience level considered low. Moreover, the procurement officer positions were mainly supplementary roles.

Therefore, it is evident that effective procurement management relies on personnel with skills, understanding, and expertise. These individuals should be directly appointed and appointed by civil servants to procurement officer positions to enhance the efficiency of procurement operations. Bunsuda Kaewkrajai. (2010)

Suthitra Naitip and Somchai Bunsiripesart Conducted a study on procurement management in secondary schools in Phrae province. The objectives were to examine the problems and propose solutions to the procurement management issues in secondary schools under the jurisdiction of the Educational Service Area Office, Region 37. The sample group for the research included school directors, procurement officers, and subject group heads, totaling 113 individuals. The research utilized a questionnaire as the research instrument, and statistical analysis methods such as percentages, averages, and standard deviations were employed. The research findings indicated that overall procurement management in secondary schools in Phrae province was rated as high across all five aspects. The aspects, ranked in descending order of average scores, included procurement planning, distribution of supplies, procurement processes, supply distribution, and control and maintenance of supplies. Identified issues included insufficient surveys of procurement needs for each budget cycle, limited procurement officer personnel resulting in delayed procurement processes not meeting user requirements, delayed supply distribution not aligned with user needs, and inadequate categorization and storage space for stored supplies. The proposed solutions involved emphasizing surveying procurement needs, timely procurement processes, increasing procurement officer personnel, streamlining unnecessary supply distribution processes for efficiency, maintaining an updated inventory of supplies and equipment, and arranging storage space for equipment awaiting distribution to prevent loss and damage. Sutheera Naitip, Somchai Bunsiripharm (2015)

Kanchana Thongtheeb, Patthiya Somduang, and Phichitra Thimkul Studied the issues and management strategies in procurement within the Faculty of Engineering at Srinakharinwirot University of Technology. Drawing from relevant research, the study concluded that effective procurement management by practitioners requires a good understanding of regulations and proper procedures. As procurement management involves interconnected tasks, including procurement, inventory control, maintenance, and distribution, practitioners need to possess comprehensive knowledge and proficiency in performing these tasks efficiently. The research suggested that individuals involved in procurement should have a thorough understanding of regulations and best practices in procurement management. Given the interconnected nature of procurement tasks, including procurement, inventory control, maintenance, and distribution, practitioners must possess a high level of knowledge and competence in these areas. In terms of developmental strategies for procurement management, practitioners were advised to propose improvements in procurement processes, inventory control, maintenance, and distribution. These recommendations aimed to enhance and address the efficiency of their work processes. Kanchana Thongtheeb, et al. (2014)

Kornat Kaewboran and Hakwan Chupen The study conducted aimed to examine the development of procurement management at Ubon Ratchathani University, focusing on the supply chain management of procurement activities. The research covered eight aspects of procurement management, including 1) planning, 2) defining requirements, 3) budget allocation, 4) procurement planning, 5) sourcing and procurement, 6) distribution and control, 7) maintenance, and 8) disposal. The findings revealed that Ubon Ratchathani University places significant emphasis on planning and project definition in its procurement management. This focus allows the organization to efficiently plan and budget for procurement activities, ensuring effectiveness, cost savings, and value for money. In terms of supply

chain management, the university prioritizes planning and opens opportunities for those who define procurement requirements to engage in discussions, fostering transparency, convenience, and speed in procurement processes. Additionally, the university adheres strictly to the regulations outlined by the Office of the Prime Minister on government procurement (B.E. 2535) and its amendments. This ensures compliance with procurement requirements, and the university strives to use budgets appropriately for procurement, ensuring swift distribution of goods to service users. Kornat Kaewboran, Hakwan Chupen. (2015)

METHODOLOGY

1. Scope of Population

The population for this research comprises academic staff totaling 69 individuals and support staff totaling 27 individuals within the College of Innovation and Management, resulting in a total population of 96 individuals.

The sample group consists of both academic and support staff, totaling 96 individuals.

2. Research Tools

For this research, data was collected using a questionnaire with a reliable measurement. The reliability of the questionnaire was assessed using the Index of Item - Objective Congruence (IOC), and the congruence value of the entire questionnaire was found to be 0.85. The questionnaire was divided into three parts:

Part 1: The questionnaire on the status of the respondents is in checklist format, which is a verification-type questionnaire.

Part 2: The questionnaire about identifying issues and management strategies for procurement in the College of Innovation and Management, Suan Sunandha Rajabhat University. This part of the questionnaire is in a rating scale format with 5 levels, and the scoring criteria are as follows:

- 5: High suitability level
- 4: Moderate suitability level
- 3: Average suitability level
- 2: Low suitability level
- 1: Very Low suitability level

Part 3: The questionnaire about issues and development strategies for procurement management in the College of Innovation and Management, Suan Sunandha Rajabhat University. This part of the questionnaire is in an open-ended format.

3. Data Collection

In this research, data collection was conducted in the following sequential steps:

1. Coordination with relevant teachers and staff to request research data.
2. The researcher collected a total of 96 completed questionnaires.

4. Data Analysis and Interpretation

In analyzing the data, the researcher followed these steps:

1. Verification of accuracy and completeness of questionnaire responses.
2. Data analysis using pre-built software:
 - 2.1. Analysis of respondents' status questionnaire data, expressed as percentages.

2.2. Analysis of issues and development strategies for managing supplies at the College of Innovation and Management, Suan Sunantha Rajabhat University. The questionnaire data, based on the rating scale, involved calculating the mean and standard deviation for each item. The results were then interpreted according to a 5-level rating scale. The interpretation criteria for the mean values were as follows:

4.51 - 5.00: High suitability level

3.51 - 4.50: Moderate suitability level

2.51 - 3.50: Average suitability level

1.51 - 2.50: Low suitability level

1.00 - 1.50: Very Low suitability level

2.3 study the Problems and Development Approach on Supplies Administration in College of Innovation and Management, Suan Sunandha Rajabhat University from the open-ended questionnaire and analyze open-ended questionnaire responses by calculating the frequency involved.

RESULTS

In the research study, the researcher conducted a comprehensive examination and gathered data in various aspects, including procurement, distribution and maintenance, and sales of supplies. The details are as follows:

1) The procurement management

Table 1 The analysis of data related to procurement management

Item	Evaluation Criteria	$\bar{x}$	S. D	The Level of opinion
1	Procurement staff have knowledge and understanding of procurement regulations to ensure correct, quick, and efficient procurement operations.	4.49	0.60	High
2	Procurement staff have the knowledge and ability to perform procurement tasks.	4.25	0.73	High
3	Procurement activities adhere to regulations at every step.	4.46	0.69	High
4	Appropriateness of the time duration for material and equipment procurement.	4.82	0.52	The highest
5	Appropriateness of the steps and processes in procurement activities.	4.74	0.57	The highest
6	The quality of materials and equipment is suitable for the price.	4.31	0.53	High
7	Budget allocation for material and equipment procurement is adequate.	3.85	0.22	High
	Total	4.58	0.50	The highest

The data analysis table shows that Procurement of supplies overall at the highest level at ($\bar{x}$ = 4.58, S.D. = 0.50) when considering each item found that Appropriateness of the time duration for material and equipment procurement in the highest average at ($\bar{x}$ = 4.82, S.D. = 0.57) followed by Appropriateness of the steps and processes in procurement activities the highest average at ($\bar{x}$ = 4.74, S.D. = 0.57) Procurement staff have knowledge and understanding of procurement regulations to ensure correct, quick, and efficient procurement operations in the high average at ($\bar{x}$ = 4.49, S.D. = 0.60) Procurement activities adhere to regulations at every step in the high average level at ($\bar{x}$ = 4.46, S.D. = 0.69) Quality of materials is deemed suitable in relation to the price, with the average rating at a high level at ($\bar{x}$ = 4.31, S.D. = 0.53) Procurement staff have the knowledge and ability to perform procurement tasks in the high average level at ($\bar{x}$ = 4.25, S.D. = 0.73) and Budget allocation for material and equipment procurement is adequate in the high average level at ($\bar{x}$ = 3.85, S.D. = 0.22) reprehensively.

2) Disbursement and maintenance of supplies

Table 2 Analysis of data related to disbursement and maintenance of supplies

Item	Evaluation Criteria	$\bar{x}$	S. D	The Level of opinion
1	Appropriateness of the time for supply distribution.	4.81	0.51	The highest
2	Convenience and speed in receiving supplies.	4.46	0.69	High
3	Completeness and suitability of the received supplies according to requirements	4.92	0.28	The highest
4	Appropriateness and convenience of the storage location for efficient disbursement.	3.38	0.67	Medium
5	Suitable duration for repairs and maintenance.	4.51	0.62	The highest
6	Maintenance and repair processes to keep equipment operational are suitable.	4.46	0.52	High
7	Well- defined process for handling complex repair requests	4.35	0.75	High
	Total	3.95	0.55	High

Table 2 Analysis of data related to disbursement and maintenance of supplies, overall at the high average level at ($\bar{x}$ = 3.95, S.D. = 0.55) when considering each of the findings, it was found that completeness and suitability of the received supplies according to requirements in the highest average level at ($\bar{x}$ = 4.92, S.D. = 0.28) followed by Appropriateness of the time for supply distribution in the highest average level at ($\bar{x}$ = 4.81, S.D. = 0.51) Suitable duration for repairs and maintenance in the highest average level at ($\bar{x}$ = 4.51, S.D. = 0.62) Convenience and speed in receiving supplies in the high average level at ($\bar{x}$ = 4.46, S.D. = 0.69) Maintenance and repair processes to keep equipment operational are suitable in the high average level at ($\bar{x}$ = 4.46, S.D. = 0.52) Appropriateness and convenience of the storage location for efficient disbursement in the middle average level at ($\bar{x}$ = 3.38, S.D. = 0.67) and Well-defined process for handling complex repair requests in the high average level at ($\bar{x}$ = 3.85, S.D. = 0.22) respectively.

3) Distribution of supplies

Table 3 Data analysis of distribution of supplies

Item	Evaluation Criteria	$\bar{x}$	S. D	The Level of opinion
1	Adherence to the process of disposing of damaged supplies.	4.51	0.62	The highest
2	Adherence to the annual process of requesting supplies.	4.25	0.73	High
3	Accuracy in delivering distributed supplies to the buyer/processor.	4.04	0.75	High
4	Proper documentation and appropriate depreciation calculation.	4.27	0.68	High
5	Fair and suitable management committee for the sale/auction of supplier	4.31	0.69	High
	Total	4.28	0.69	High

Table 3 Data analysis of the distribution of supplies, shows that the distribution of supplies overall in the high-level average when considering each of the findings, it was found that Adherence to the process of disposing of damaged supplies in the highest level at ($\bar{x}$ =4.51, S.D. = 0.62) followed by the fair and suitable management committee for the sale/auction of the supplier in the high level at ($\bar{x}$ = 4.31, S.D. = 0.69) Proper documentation and appropriate depreciation calculation in the high level at ($\bar{x}$ = 4.27, S.D. = 0.68) Accuracy in delivering distributed supplies to the buyer/processor in the high level at ($\bar{x}$ = 4.25, S.D. = 0.73) and Accuracy in delivering distributed supplies to the buyer/processor in the high level at ($\bar{x}$ = 4.04, S.D. = 0.75) respectively.

CONCLUSION AND FUTURE WORK

From the research findings on Problems and Development Approach on Supplies Administration in College of Innovation and Management, Suan Sunandha Rajabhat University, 3 parts are the procurement management, Disbursement and maintenance of supplies, and distribution of supplies in overall the highest level as follows:

1. Procurement of supplies, the suitability of procurement is rated at the highest level. The significant budget-related problem in material procurement is the inadequacy of funds for equipment. Procurement officers frequently change their roles, leading to a lack of experience and understanding of procurement procedures. Additionally, there is a lack of knowledge and skills in procurement tasks, Problem-Solving Strategies: To address these issues, it is recommended to survey the material and equipment needs of each department. This will enable the planning of budgets for material procurement. Procurement officers should undergo training in procurement regulations and the continuous process of purchasing and contracting. Furthermore, developing a step-by-step guide for the procurement process is crucial.

2. Disbursement and maintenance of supplies and suitability are at a high level. The significant problem lies in the cramped working space for procurement activities and the limited storage area for supplies. The storage conditions are inconvenient and unsafe for the distribution and maintenance of supplies. Moreover, there is a budgetary shortfall for the repair and maintenance of supplies Problem-Solving Strategies are space Management acquiring a spacious room for procurement activities, and ensuring an ample storage area providing a secure and convenient storage system for efficient distribution and maintenance of supplies Budget Allocation Plan and allocate a budget for regular maintenance and

repairs of supplies in the annual budget Ensure that there is a sufficient budget to address the maintenance needs, allowing supplies to be used effectively for an extended period. Record Keeping Maintain an up-to-date record of supply maintenance to track the history of repairs and ensure proper functionality. By implementing these strategies, it is expected that the working environment for procurement activities will be improved, ensuring safety, convenience in storage, and effective budget utilization for maintenance and repairs.

3. Distribution of supplies is at a high-level suitable level. The Problem-Solving approach to address this, create a handbook with document forms and distribution procedures. Distribute it to new procurement officers and stakeholders, including academic departments and relevant units, to enhance their knowledge and understanding of the procurement process.

Based on the study results, it is found that there is alignment with the research of Sutthirat Naitib and Somchai Boonsiri Phesart in the aspect of lacking storage space for items awaiting distribution. The findings are in line with the work of Ura Wongprasongchai and Suwariya Wongwatana regarding the need to enhance knowledge and understanding among procurement officers, as well as the frequent turnover of procurement personnel. Furthermore, the study corresponds with the research of Hathaitai Sutthirattana and Dr. Phontep Roophan in the area of developing procurement manuals to increase knowledge and understanding among personnel. Additionally, it aligns with the research of Wasana Hathakij in the matter of inadequate budgets and the necessity for training in procurement regulations to enhance capabilities. Lastly, the study is consistent with the research of Nikorn Suranathchayanant and Surachet Noirit in the development of operational manuals for procurement, providing guidelines for staff and fostering an understanding of procurement regulations. Ura Wongprasongchai, Suwaree Wongwattana. (2013), Hatthahathai Chutiratana, Phonthep Rueplan (2011), Wasana Hathakij, Wasana Hathakij (2020)

SUGGESTION

From the research findings on Problems and Development Approach on Supplies Administration in College of Innovation and Management, Suan Sunandha Rajabhat University, the following recommendations are proposed for practical implementation:

1. Surveying Supply Needs Conduct a comprehensive survey of the supply needs to allocate budgets for purchasing supplies for faculty and staff in each department.
2. Training for Procurement Staff Provide regular training sessions for procurement staff on procurement regulations and processes to enhance their skills. This training should be conducted annually.
3. Guidelines for Procurement Processes Develop a guidebook outlining the procurement processes to be studied by both faculty and relevant staff. This will help in building knowledge and understanding of the procurement steps, contributing to improved procurement practices.
4. Facilities for Supply Operations Allocate suitable rooms for supply operations and storage spaces that are spacious, secure, and capable of accommodating supplies adequately. This will facilitate efficient storage and retrieval of supplies.
5. Documentation and Guidelines for Distribution Create manuals, forms, and documentation guidelines for the distribution of supplies. These materials should be made accessible to faculty and relevant staff, promoting better understanding of the supply distribution process.

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