

DEVELOPMENT OF PERSONNEL SUPPORT PERSONNEL IN THE SUAN SUNANDHA RAJABHAT UNIVERSITY, UDONTANI EDUCATION CENTER

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ABSTRACT

The objectives of this research were 1) Study the potential development of Personnel Support personnel in the Suan Sunandha Rajabhat University, Udonthani Education Center. 2) Comparison of performance development of Personnel Support personnel in the Suan Sunandha Rajabhat University, Udonthani Education Center by gender, age and duration of work and 3) To study the suggestions for improving the Development of Personnel Support personnel in the Suan Sunandha Rajabhat University, Udonthani Education Center. The population and sample used in the research were Support personnel in the Suan Sunandha Rajabhat University, Udonthani Education Center. Statistics used to test the hypothesis are t-test (Independent Sample) and F-test (One-way ANOVA).

The research found that 1. The results of the analysis of performance development of Personnel Support personnel in the Suan Sunandha Rajabhat University, Udonthani Education Center. Very high. It was found that in every aspect Sort by average to descending order such as Moral of work ethics ($\bar{x} = 4.47$; S.D. = .50) The coordination ($\bar{x} = 4.11$; S.D. = .63). Performance skills ($\bar{x} = 4.10$; S.D. = .52). Methodology and activities ($\bar{x} = 4.02$; S.D. = .69) and Motivation for work performance ($\bar{x} = 3.85$; S.D. = .80), respectively.

2. The results of the comparative analysis of the performance development of Personnel Support personnel in the Suan Sunandha Rajabhat University, Udonthani Education Center by gender, age and duration of work were not significantly different at the .05 level.

3. Opinions on the performance development of Personnel Support personnel in the Suan Sunandha Rajabhat University, Udonthani Education Center. The respondents gave their suggestions. Sort by Ascending Descending such as there should be enough welfare benefits such as free housing, medical treatment, loans, etc. (26.09%). Establish a budget for the establishment of database systems, regulations, and practices. And other regulations are standard and are current (23.91%). The Internet should be developed. It is safe, fast and sufficient to use (17.39%). Should be encouraged to attend training (10.87%) Improvements should be made to the public utility system. Internal phone Internet access (8.69%). The promotion criteria should be more standardized (6.53%). Should have training Technological advances in the use of technology to modernize and update (4.35%) and they should promote their duties by taking into account the reputation and interests of the university (2.17%), respectively.

Keywords: Development of Personnel

INTRODUCTION

Personnel development It's a solution. About personnel management Due to the advancement of various sciences as well as working techniques that are always changing. People with knowledge and abilities suitable for their positions in a certain period. They may become incompetent in another era. To ensure that workers always know the appropriate to their positions. Regardless of whether the science and responsibilities have changed, therefore, the work of the support personnel of the Udon Thani Provincial Education Center must adapt to keep up with the trend of new government work system changes and the trend of rapid changes in conditions. Competition without borders. This situation leads to the development of the performance potential of support personnel. that must work efficiently and effectively. The organization must be aware of creating knowledge, skills, experiences, and changing attitudes. of personnel in a better way Have more expertise in working to be able to work efficiently effectively and work with happiness by promoting the ideology and understanding the mission of the organization. By using human resource management tools in operations, such as creating a competency system for every job position. and apply competency in every human resource management process Including workforce planning successors (succession plan) developing employees to have competencies suitable for being Organization officials and creating a career path (career path).[3] Create a competency development plan. with various development models Prepare an individual development plan (Individual Development Plan: IDP) and individual action plan (Individual Action Plan: IAP). Prepare an annual training plan. Create values and a Brotherly work culture of honesty and transparency Review and implement the assessment system Work performance is taken seriously, both by evaluating work performance and evaluating it to renew the employment contract. Encourage personnel to participate in decision-making on various matters Develop programs to build organizational commitment Review the payment system Compensation and various benefits.

To develop the organization's personnel, it is necessary to assess the abilities of the organization's personnel to know what strengths they have that need to be promoted and supported and what weaknesses they need to improve. Important developments are needed to keep up with the future of the business world. Organizations must have the ability to share market resources to create wealth for the organization. This is a huge burden for every executive. A good organization must have an obligation or a mental commitment to make the work of the organization successful. and are ready to learn the ability of an organization to move forward depends on its members, not on its structure. The organizational structure itself has no meaning at all if the people in the organization do not have the ability. Therefore, when recruiting good and talented people to work with the organization, the truth that is acknowledged is that the organization must grow. You cannot stand still, so it is necessary to develop your employees' awareness. changes in the environment and organizational growth [2]

From the aforementioned context the researcher is therefore interested in developing the performance potential of academic support personnel in the Udon Thani Provincial Education Center. Suan Sunandha Rajabhat University To serve as a guideline for developing the work of support personnel in the Udon Thani Provincial Education Center, Suan Sunandha Rajabhat University

METHODOLOGY

Population and Sampling: Personnel Support personnel in the Suan Sunandha Rajabhat University, Udonthani Education Center

Tools used in research and determining the quality of tools

The tool used to collect data was a questionnaire on factors influencing the performance of academic support personnel in the Suan Sunandha Rajabhat University, Udonthani Education Center.

Instruments used to collect data in this research are a questionnaire that the sample will answer by themselves, divided into 4 parts as follows.

Part 1 : General information questionnaire about the respondents consisting of personal factors including gender, age, and length of practice.

Part 2 : Questionnaire regarding the level of development of personnel performance potential. Academic support line Udon Thani Provincial Education Center Suan Sunandha Rajabhat University Consisting of 5 areas as follows: Work skills Motivation aspect of work Contact and coordination Morality and ethics in working and the format, methods, and activities for developing the questionnaire's performance were a rating scale from highest to lowest. There are 5 scores in order as follows.

5 It means that the level of development of performance potential is at the highest level.

4 It means that the level of development of performance potential is at a high level.

3 It means that the level of development of performance potential is at a moderate level.

2 It means that the level of development of work performance potential is at a low level.

1 It means that the level of development of performance potential is at the lowest level.

Part 3 : Questionnaire regarding suggestions for developing the performance potential of academic support personnel. Udon Thani Provincial Education Center Suan Sunandha Rajabhat University It is open-ended (Open-Ended Questions) to allow for the opportunity for respondents to respond freely.

Data collection

In collecting information this time, the researcher has performed the following steps and methods.

1. Request a letter requesting cooperation and requesting permission to collect data to request permission to try out the tool and collect questionnaires.

2. Proceed with distributing questionnaires to sample groups in the designated target areas.

3. Collect data from the questionnaires received and check for completeness. In answering the questionnaire All questionnaires that were returned were complete. Therefore, the questionnaire was used to analyze the data and further interpret the results.

Data analysis

The data collected from the questionnaire will be processed using the program. Finished according to the following steps.

1. Check the completeness and correctness of every questionnaire.

2. Record the data from the questionnaire into the safety level measurement package. Give opinions on developing the performance potential of academic support personnel. Udon Thani Provincial

Education Center Suan Sunandha Rajabhat University, in the second part of the questionnaire, the results of the analysis will be presented in a table and accompanying description. Criteria used for scoring It is a Likert scale.[4] Divide the answer values into 5 levels.

RESULTS

Analysis results Development of Personnel Support personnel in the Suan Sunandha Rajabhat University, Udonthani Education Center. Overall it is at a high level. When classified into each aspect, it was found to be at a high level in every aspect. Arrange the averages from highest to lowest as follows.

1.1 Morality and ethics in working are at the first level. ($\bar{x} = 4.47$; S.D. = .50) Found that Support personnel in the Suan Sunandha Rajabhat University, Udonthani Education Center Have pride in the work that is performed at the highest level Second is performing duties with good conscience towards the work that is responsible. Consider reputation and benefits of the agency Adhere to the principle of correctness in working. and perform their duties with honesty, integrity, and transparency. However, there are also academic support personnel who lack awareness in their work. This is an important duty that general administrative officers should perform.

1.2 Contact and coordination ($\bar{x} = 4.11$; S.D. = .63)) Found that Support personnel Received good cooperation from various agencies involved. Second is receiving information about various movements (announcements, policies, appointment orders, welfare/various benefits) in the organization regularly organized How to work to ensure coordination within the agency and between agencies is efficient There are always small, friendly group meetings to discuss work matters.

1.3 Operational skills ($\bar{x} = 4.10$; S.D. = .52)) Found that Support personnel developing knowledge and understanding about the work that one is responsible for Have knowledge of laws and regulations related to work such as parcel regulations financial regulations but Support personnel some still want to establish a budget for creating a database system for operating regulations. and other regulations to be standardized and always up to date.

1.4 Format, methods, and activities ($\bar{x} = 4.02$; S.D. = .69) Found that most would like to have arrange seminars or workshops for personnel to exchange knowledge and experiences for use. Develop more operational efficiency Support personnel to continue their education to develop oneself and use it to develop the agency. Budget should be allocated to develop general administrative staff.

1.5 Performance motivation ($\bar{x} = 3.85$; S.D. = .80) Found that there is an incentive to Develop work performance by allowing participation in work and various activities. Supervisors do not neglect. To solve the problem and end conflicts that occur in work, with praise, praise, and Rewards to general administrative staff with good performance and always develop yourself.

Results of comparative analysis of the development of performance potential of academic support personnel at Suan Sunandha Rajabhat University. Udon Thani Provincial Education Center, classified by gender, age, and duration of study. Perform work Found that Development of work potential of academic support personnel in Suan Sunandha Rajabhat University Udon Thani Provincial Education Center Overall, there is no statistical significant difference at the .05 level and considering each case. It was found that morality and ethics in work performance were significantly different at the .05 level. In which females have developed the potential to work in morality and ethics in their work at a level Males have the most development potential in morality and ethics in their work. at a high level

CONCLUSION AND FUTURE WORK

From research, developing the performance potential of academic support personnel. Suan Sunandha Rajabhat University Udon Thani Provincial Education Center The results can be discussed as follows.

1. Academic support personnel Suan Sunandha Rajabhat University Udon Thani Provincial Education Center with different genders as a result, the development of operational potential is no different. When considering the overall average, it is at a high level. This may be due to academic support personnel. Vanasunandha Rajabhat University Udon Thani Provincial Education Center Both males and females are equal. which personnel have This may be because academic support personnel have very different job characteristics. This is in line with the research of [1]. He studied guidelines for developing the performance potential of personnel in the vocational education agency in Rayong Province. Case study of Rayong Technical College, Rayong Province. The research results found that compare the development of work potential of personnel of the Rayong Provincial Vocational Education Agency A case study of Rayong Technical College, Rayong Province, found that gender and educational levels were different. As a result, the development of operational potential is no different.

2. Academic support personnel Suan Sunandha Rajabhat University Udon Thani Provincial Education Center with different ages makes the development of work potential not different. When considering the overall average level, it is at a high level. This may be because every age group develops knowledge and abilities. Having accumulated work experience Gain expertise in responsible work and Suan Sunandha Rajabhat University Udon Thani Provincial Education Center encourages academic support personnel. Become enthusiastic about working in order to enter a higher position, which is not consistent with the research of [5] studied "Improving the performance of general administrative staff in Burapha University". The results of the study found that General administration officer at Burapha University Classified according to different ages This causes the development of work potential to be different as well.

3. Academic support personnel in Suan Sunandha Rajabhat University Udon Thani Provincial Education Center with different practice periods Makes the development of work potential no different. From this research, the development of the performance potential of academic support personnel. in Suan Sunandha Rajabhat University Udon Thani Provincial Education Center includes 5 areas: operational skills Performance motivation aspects of coordination, forms, methods, and activities, and morality and ethics in working at a high level This may be because academic support personnel There may be differences in the nature of the work and responsibilities. And entering a higher position may not be directly related to the duration of work. Make academic support personnel in Suan Sunandha Rajabhat University Udon Thani Provincial Education Center focuses on developing one's potential. This is consistent with the research of [6] who studied the development of performance potential of general administration officials in the Pathum Thani Provincial Administrative Organization. It was found that the length of time of work resulted in the development of performance potential not being sufficient. Significantly different .05

Proposals for using research results

From the research results Developing the performance potential of academic support personnel in Suan Sunandha Rajabhat University Udon Thani Provincial Education Center The researcher obtained some information and suggestions that may be useful to Suan Sunandha Rajabhat University. Udon Thani

Provincial Education Center, all 5 areas are summarized in each area according to frequency from highest to lowest as follows.

1. Operational skills Establish a budget to create a database system for operating regulations and other regulations to be standardized and always up to date (frequency = 11).
2. Motivation aspect of work Promotion criteria should be more standardized (frequency = 3). Sufficient welfare should be added, such as housing, free education, medical care, loans, etc. (frequency = 12).
3. Contact and coordination public utility systems should be improved, such as internal telephones. Internet system, etc. (Frequency = 4) The Internet system should be developed to be modern. It is safe, fast and sufficient for use (frequency = 8)
4. Morality and ethics in working Should be encouraged to perform duties with consideration to the reputation and interests of the university (frequency = 1)
5. In terms of formats, methods, and activities, personnel should be encouraged to participate in training. Seminars to develop work according to the position more (frequency = 5) There should be training. Various technological techniques used in regular work operations to be up-to-date and up to date (frequency = 2)

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