# HUMAN RESOURCE DEVELOPMENT PRACTICES MODEL OF ACADEMIC SUPPORT STAFF IN RAJABHAT SUAN SUNANDHA UNIVERSITY

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## ABSTRACT

Monitoring and recording a staff training report was the exchange of cumulative knowledge from the Knowledge Management (KM) by the support staff. The exchange was aimed to improve the work process and extract the knowledge for the improvement technique, KM was aimed to; *1) Person Development* – support staff and executive to have better performance with good skill, and characteristic which the primary and moderate level would receive the most benefit, *2) Work Development* – work efficiency such as reducing mistake, increasing speed and work effectiveness such as reducing cost, increasing product and innovation, and *3) Organization Development* – achieve the target on vision, strategy, increasing proficiency or competitive advantage, sustainable progress and apply the extracted knowledge for improving the work process: to reduce time on monitoring a training report, reduce the work process, for the accurate and update data, reduce the conflict among the staff and relevant person, and for the innovation, for more efficiency and effectiveness.

**Keywords:** Staff Development, Process Reduction

## INTRODUCTION

Performance Efficiency is the measure of organizational success [1] staff development is needed to assess their proficiency for finding their strength to be promoted and their weakness to be improved to support the business world, the organization has to create the prosperity from shared resource which is the significant mission for the executive. The staff royalty or commitment and learning readiness are more significant factors for the organization achievement than its structure, besides recruiting people with good skills to work in the organization, it has to continue developing their proficiency to support the change of environment and the organization growth. There are many types of staff development such as the orientation, training, team building, performance assessment and career path development etc. [2].

Human resource development and the positive influence on the development of the organization [3]. The Priority of Human Resource Development is one The Priority of Human Resource Development is one of the most important thing to the organization which was summerized as follows ; Staff development is needed to; 1) improve the better system, work process and coordination, 2) economize or reduce the wasted material, 3) reduce time of learning, 4) lighten the load of answering or suggestion of executive or head to the subordinate, 5) encourage the staff to work for their better future career path, 6) educate the new knowledge, idea and technology. The human resource needs to continue improving their proficiency to support the change of knowledge, skills and abilities. [4] Quality improvement, the recruitment skill focused on the proficiency of human resource for more proficiency. Human Resource Development (HRD) is the increase of knowledge, proficiency and good attitude towards their work to achieve the goal, it was applied since 1968 focused on the school age, then it was more applied in 1970 as being the significant production factor and needed to continue improving. HRD is needed to provide the activity set by timing; training, education and development. [5] focused on the proficiency of human resource for more proficiency included the structure, skill and knowledge increasing process for both of quality and quantity, profession training and on-the-job training, health rehabilitation, welfare and other training projects are called HRD. [6]

Due to the reasons as mentioned above, the personnel section aimed to the significance of sending a training report after the staff development as the performance evidence for both of the university and division. Then the personnel section created the process of in-time-sending a training report and report to the university without monitoring, to reduce time of operation and being a guideline for all divisions.

**OBJECTIVE**

To study Human Resource Development Practices Model of Academic Support Staff in Rajabhat Suan sunandha University

**METHODOLOGY**

1. Searching for the knowledge of monitoring and recording a staff training report by co-exchange of work experience, issue and technique, and the lesson learned from the members by interview, professor, site visit and other sources (website, data) for the needed knowledge to exchange and learn.

2. Co-exchanging the extracted knowledge to adjust for the improvement technique with members.

**RESULTS**

The members applied the improvement technique, monitoring and recording a staff training report for improving the process of monitoring and recording a staff training report as follows; From Table 1.

**Table 1**
Data gathering and systematic storage

| Existed Process | New Process | Improved Process |
|---|---|---|
| 1. Clarification meeting | 1. Clarification meeting | |
| 2. Clarify the details | 2. Clarify the details | |
| 3. Monthly monitoring | 3. Monthly monitoring | |
| 4. Acknowledge and operate | 4. Acknowledge and operate | |
| 5. Provide the request for treasury payment, and the staff sends all documents to the finance section as follows;<br>1. Approval letter<br>2. Copy of assignment<br>3. Receipt (original copy)<br>4. Copy of certificate (if any)<br>5. Form of training report (a-must) | 5. Check and provide the request for treasury payment, and the staff sends all documents to the finance section as follows;<br>1. Approval letter<br>2. Copy of assignment<br>3. Receipt (original copy)<br>4. Copy of certificate (if any)<br>5. Form of training report (a-must) | It was divided by cases as follows;<br>1. Case of disbursement by division's budget, the staff sends a training report and all documents to the finance section<br>2. Case of hosting by the division, the host would provide a form of training report for filling after the project is completed<br>3. Send a training report and all documents for both of budgeted and non-budgeted training by 5 days after the project is completed as follows;<br>- A disbursement technique for defining the case of budgeted training<br>- Define the conditional time of sending<br> for example, if it's out of date, it has to be redone for sending a training report through the ERP system |
| 6. Record the data | 6. Record the data | Record the daily data of staff training |
| 7. Report to the executive | 7. Report to the executive | |

**Figure 1**

Flowchart comparing of the existed process and the new process

**Existed Process Flowchart (for case of non-budgeted)**
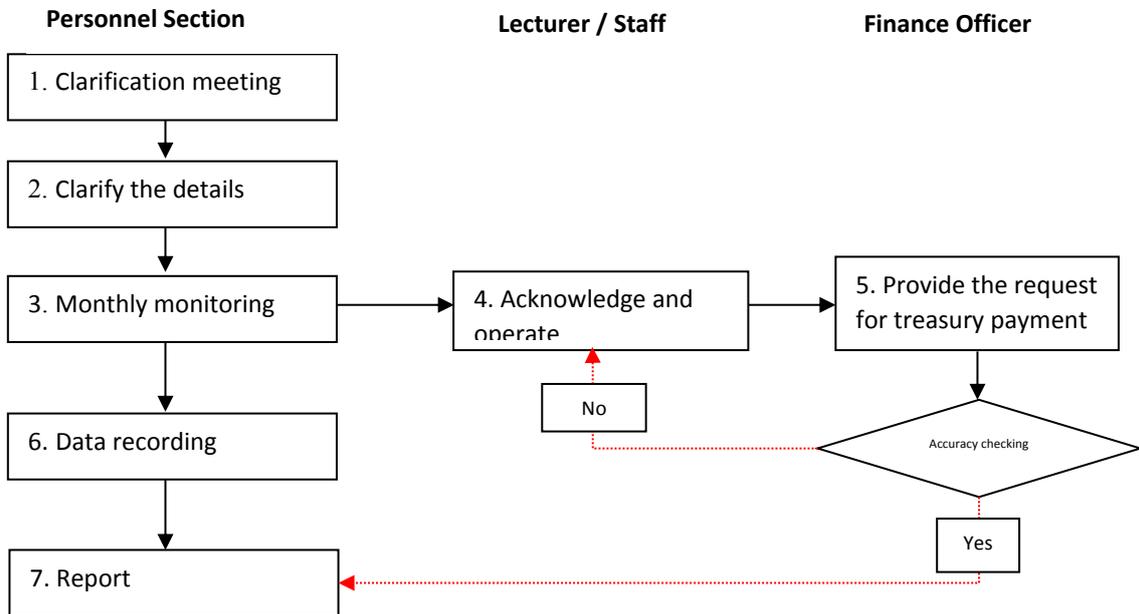


**Figure 2**
**New Process Flowchart (for case of non-budgeted)**
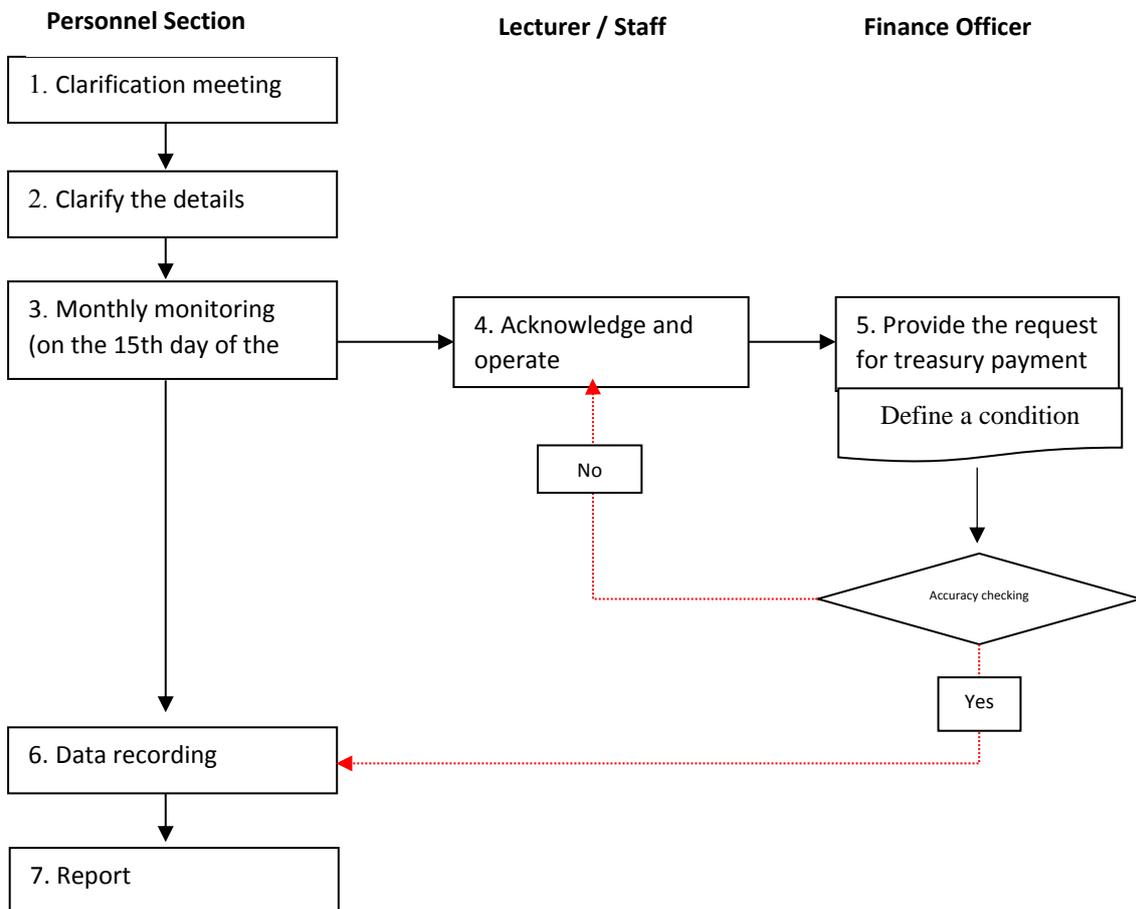
# CONCLUSION AND FUTURE WORK

**Discussion**

The findings of improving the work process revealed that it could; 1) reduce time of monitoring a training report, 2) reduce the work process, 3) reduce the conflict among the staff and relevant person, 4) increase the work efficiency of the members and relevant person which achieved the target including being a guideline for all divisions.

**Suggestions**

1 ) The flowchart should be provided and publicized for all staff to follow and the work manual should be provided if the staff is changed or replaced efficiently.

2) The knowledge of "Monitoring and Recording A Staff Training Report" is the management innovation as the personnel section has improved the flowchart of the existed process to the new process to be a guideline for all divisions efficiently, reduce time of monitoring and  work process.

# ACKNOWLEDGEMENTS

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