# THE STUDY ON FACTORS INFLUENCING THE DEVELOPMENT FOLLOW-UP PROCESS ON PERFORMANCE REPORT: A CASE STUDY OF OFFICE OF THE DEAN, FACULTY OF SCIENCE AND TECHNOLOGY, SUAN SUNANDHA RAJABHAT UNIVERSITY

## Sumittra Phromkhuntong* & Chinnawat Satsananan**

*,**Office of the Dean, Faculty of Science and Technology, Suan Sunandha Rajabhat University, Bangkok, Thailand
Email: sumittra.ph@ssru.ac.th*, chinnawat.sa@ssru.ac.th**

## ABSTRACT

The objectives of this study are study the processing follow up the annual performance reports and influence factors of develop the follow-up process on performance report of the Faculty of Science and Technology, Suan Sunandha Rajabhat University. The study divided into 4 parts namely, follow-up process, document format form, tracking time and the channels of delivery performance reports. In this study the researcher collected data by studying the literature review and using the questionnaires. The population used in the study is the academic support staff of the Faculty of Science and Technology, Suan Sunandha Rajabhat University, totally 35 persons. The demographic characteristics of the respondents were analyzed by means of descriptive statistics for describe the demographic characteristics of the respondents, using frequency and percentage for analysis of factors affecting the development of follow-up process on performance report. The researchers analyze percentage, mean and standard deviation by one-way ANOVA, analyze problems, obstacles and additional suggestions using content analysis. From the study on factors influencing the development of follow-up process on performance report: a case study of Office of the Dean Faculty of Science and Technology, Suan Sunandha Rajabhat University, it was found that the level of comments on each side was the highest in all aspects sort by rating highest descending: document format form, tracking time, follow-up process and the channels of delivery performance reports. In addition, the hypothesis test results were also found the different ages have different levels of tracking time sending the performance reports. In this case, the level of opinion of the personnel who are under the age of 30 years is significantly different from the personal who over age 41 years, at the statistical significance 0.05.

**Keywords**: Follow-up process on Performance Report, Performance Report, The development of follow-up process on Performance Report

## INTRODUCTION

As we know in government service in the bureaucracy of Thailand, The one important thing that must be considered an obligation to do "The performance report" which will have a variety of forms and methods depend on the context of the organization, As mentioned in the Royal Decree on Rules and Procedures for Good Governance in 2003, chapter 3 Public Administration for Achievement of the State Mission, section 9 of the Public Administration for the achievement of the mission of the government practices should following

(1) Before proceeding, the plan must be prepared in advance.

(2) Determination of government action plans (1) must have details of the steps, time, and budget that be used on the implement achievement in of each criteria of process, mission, and indicators.

(3) The government must provide for monitoring and evaluating the implementation of the Action Plan in accordance with the rules and procedures, which comply with the standards set by the Office of the Public Sector Development Commission: OPDC.

(4) In the event of a mission or compliance had affecting with people, this is duty of government have to correct or mitigate that effect or change the appropriate action plan. [1]

In this regard, the performance report also noted in the context of the agency in various areas - weaknesses - strengths, improvement, maintained and what should be developed in further.

The Faculty of Science and Technology is an educational unit under the Suan Sunandha Rajabhat University Which is a higher education council under the supervision of the Office of the Higher Education Commission, which have four main tasks adhered to: (1) producing graduates (2) research (3) providing academic services to society (4) preserving arts and culture Which the implementation mission is high important for develop country both short and long term. [2]

At present, the Faculty of Science and Technology, there are many official reports of performance, both in terms of supervision by internal departments of Faculty, University and Third party organizations such as The performance report according to the Office of the Public sector Development Commission: OPDC., Reporting of educational quality assurance, Budget expenditure , Risk and Internal control, Knowledge Management , Quality assurance criteria, etc.

Therefore, the researcher considers to study on factors influencing the development of follow-up process on annual performance report. This is the one important factors, it will help the various operation of the organization to get the higher benefits including development of The Faculty of Science and Technology, Suan Sunandha Rajabhat University, and will continue affect in term of the country development both in the short and long term.  So, it makes the researcher become interested to study on factors influencing the development of follow-up process on annual performance report, Case study of Faculty of Science and Technology Suan Sunandha Rajabhat University.

## OBJECTIVES

1. To study the processing follow up the annual performance reports of the Faculty of Science and Technology, Suan Sunandha Rajabhat University.

2.  To study the influence factors of develop the follow-up process on performance report of the Faculty of Science and Technology, Suan Sunandha Rajabhat University.

## METHODS

The population used in the research is academic support line, a total of 35 people, who are responsible the results to the Office of the Public Sector Development Commission: OPDC, Technology Suan Sunandha Rajabhat University, 2018). The researcher studied the general information about characteristics demographic characteristics, including gender, age, education level, status of official performance and the period of official performance that will be influencing factors of the development of follow-up process on Performance Report, case study of Office of the Dean Faculty of Science and Technology, Suan Sunandha Rajabhat University. The study divided into 4 part namely, follow-up process, document format form, tracking time and the channels of delivery performance reports. Then, the data were analyzed and processed using statistical computer program. Statistics used in data analysis include frequency, percentage, mean, standard deviation, independent t-test, and one-way analysis of variance by setting statistical significance at the level of 0.05 to test the difference between the averages of the population group if there are significant statistical differences will test the pair by LSD (Least Significant Difference).

## RESULTS

The results of general data analysis of 35 respondents found that the majority of respondents were female 24 persons accounting for 68.6 percent and 11 male representing 31.4 percent. The age of respondents found that between 31 - 40 years, 14 people, representing 40.0 percent, followed by age 41 years or more, 11 people, representing 31.4 percent and age not more than 30 years, 10 people, representing 28.6 percent. about the education level found that those answer most questionnaires graduated with a bachelor's degree of 21 people, accounting for 60.0 percent, followed by a master's degree of 11 students, representing 31.4 percent and 3 undergraduates, accounting for 8.6 percent, respectively. In terms of status official performance, most of the respondents were 22 regular university employees, accounting for 62.9 percent, followed by temporary university employees 9 persons, representing hundreds. 25.7. Is a civil servant 2 persons, representing 5.7

percent and is a government official of 2 people, representing 5.7 percent, respectively. The period of official performance reveals that most respondents work experience 6 - 10 years 15 people, representing hundreds of 42.9 percent, followed by work experience 0 - 5 years 12 persons, representing 34.3 percent, and 11 years of work experience or more have 8 people, representing 22.9 per cent, respectively.

The comparative of opinions influencing factor on the development of follow-up process on Performance Report by classified by gender, age, education level, status of official performance, the period of official performance, as shown in the table.

The results of the comparative analysis of the opinions influencing factor on the development of follow-up process on Performance Report by Gender.

**Table 1** The results of the comparative analysis of the opinions influencing factor on the development of follow-up process on Performance Report of Office of the Dean Faculty of Science and Technology, Suan Sunandha Rajabhat University by Gender.

| The influencing factor on the development of follow-up process on Performance Report, A case study of Office of the Dean Faculty of Science and Technology, Suan Sunandha Rajabhat University. | Gender | $\bar{x}$ | S.D. | t | df | Sig (2 tailed) |
|---|---|---|---|---|---|---|
| follow-up process | Female | 4.02 | .564 | 1.032 | 33 | .310 |
|  | male | 3.78 | .807 |  |  |  |
| document format form | Female | 4.17 | .464 | .142 | 33 | .888 |
|  | male | 4.14 | .801 |  |  |  |
| tracking time | Female | 4.13 | .562 | .463 | 33 | .646 |
|  | male | 4.04 | .605 |  |  |  |
| the channels of delivery | Female | 3.91 | .604 | .806 | 33 | .426 |
|  | male | 3.71 | .826 |  |  |  |

From Table 1, the results of the comparative analysis of the opinions influencing factor on the development of follow-up process on Performance Report of Office of the Dean Faculty of Science and Technology, Suan Sunandha Rajabhat University by Gender using the t-test. It was found that in the process of follow-up process, document format form, tracking time, the channels of delivery of the official performance report is statistical equal to .310, .888, .646 and .426 respectively, which is greater than .05 and therefore accepts The main base (H0) that mean the respondents with different gender, there aren't difference opinion about The influencing factor affect with the development process of follow-up the performance report case study of Faculty of Science and Technology Suan Sunandha Rajabhat University.

The results of the comparative analysis of the opinions influencing factor on the development of follow-up process on Performance Report by Age.

**Table 2** The results of the comparative analysis of the opinions influencing factor on the development of follow-up process on Performance Report of Office of the Dean Faculty of Science and Technology, Suan Sunandha Rajabhat University by Age.

| The influencing factor on the development of follow-up process on Performance Report, A case study of Office of the Dean Faculty of Science and Technology, Suan Sunandha Rajabhat University. | Age | df | SS | MS | F | Sig (2 tailed) |
|---|---|---|---|---|---|---|
| follow-up process | Between group | 2 | .550 | .275 | .641 | .533 |
| | In group | 32 | 13.718 | .429 | | |
| | Total | 34 | 14.267 | | | |
| document format form | Between group | 2 | .040 | .020 | .056 | .946 |
| | In group | 32 | 11.346 | .355 | | |
| | Total | 34 | 11.386 | | | |
| tracking time | Between group | 2 | 2.275 | 1.137 | 4.176 | .024 |
| | In group | 32 | 8..715 | .272 | | |
| | Total | 34 | 10.990 | | | |
| the channels of delivery | Between group | 2 | .390 | .154 | .324 | .725 |
| | In group | 32 | 15.218 | .476 | | |
| | Total | 34 | 15.527 | | | |

\* Statistical significance at level 0.05

From Table 2, the results of the comparative analysis of the opinions influencing factor on the development of follow-up process on Performance Report of Office of the Dean Faculty of Science and Technology, Suan Sunandha Rajabhat University by age method using one-way ANOVA to test the variance of statistics. It was found that in the process of follow-up the performance report, the form in the official performance report And in terms of delivery channels, official performance reports have significant values equal to .533, .946 and .725, respectively, which is greater than .05, therefore accepting the main hypothesis (H0) means that respondents with different gender, there is a level of opinion, factors that affect the development of the process of monitoring the government performance report case study of Faculty of Science and Technology Suan Sunandha Rajabhat University not different. But in terms of tracking / delivery of official performance reports, the value of Significant is equal to .024, which is less than .05, rejecting the main hypothesis (H0) and accepting the secondary hypothesis (H1). that means that respondents with different ages, there is a different level of opinion about affect factors to the development process of follow-up the performance report at least 1 pair at the statistical significance level of 0.05.

Then after researcher found that the respondents with different age, opinion levels, factors affecting the development of the follow-up process of the government performance report case study of Faculty of Science and Technology Suan Sunandha Rajabhat University in factor of tracking time and the channels of delivery at least 1 pair is different, so the researcher has applied the multiple comparison analysis using the Least Significant Difference (LSD) method to test which pairs are different as shown in Table 3.

**Table 3** The results of the comparative analysis of the opinions influencing factor on the development of follow-up process on Performance Report of Office of the Dean Faculty of Science and Technology, Suan Sunandha Rajabhat University by factor of tracking time and channels of delivery by Age.

| Age | | Age don't over 30year | Age 31-40 year | Over 41year |
|---|---|---|---|---|
| Age don't over 30 year | 3.57 | - | .4943* | .0473 |

| | | | |
|---|---|---|---|
| Age 31-40 year | 3.28 | - | .5416* |
| Over 41year | 3.50 | | - |

* Statistical significance at level 0.05

From Table 3, the results of the comparative analysis of the opinions influencing factor on the development of follow-up process on Performance Reportof Office of the Dean Faculty of Science and Technology, Suan Sunandha Rajabhat University by factor of tracking time and channels of delivery by Age. found that age not over 30 years old and age from 41 years old or above has the value of statistical equal to .0473 which is less than .05 means that respondents aged under 30 years have different opinion levels with respondents aged 41 Year and above with statistical significance at .05 level.

The results of the comparative analysis of the opinions influencing factor on the development of follow-up process on Performance Report by Education level.

**Table 4** The results of the comparative analysis of the opinions influencing factor on the development of follow-up process on Performance Report of Office of the Dean Faculty of Science and Technology, Suan Sunandha Rajabhat University by Education level.

| The influencing factor on the development of follow-up process on Performance Report, A case study of Office of the Dean Faculty of Science and Technology, Suan Sunandha Rajabhat University. | Education level | df | SS | MS | F | Sig (2 tailed) |
|---|---|---|---|---|---|---|
| follow-up process | Between group | 2 | 2.036 | 1.018 | 2.663 | .085 |
| | In group | 32 | 12.231 | .382 | | |
| | Total | 34 | 14.267 | | | |
| document format form | Between group | 2 | .228 | .114 | .327 | .724 |
| | In group | 32 | 11.158 | .349 | | |
| | Total | 34 | 11.386 | | | |
| tracking time | Between group | 2 | .677 | .339 | 1.051 | .361 |
| | In group | 32 | 10.312 | .322 | | |
| | Total | 34 | 10.990 | | | |
| the channels of delivery | Between group | 2 | 1.212 | .606 | 1.355 | .272 |
| | In group | 32 | 14.314 | .447 | | |
| | Total | 34 | 15.527 | | | |

* Statistical significance at level 0.05

From table 4, the results of the comparative analysis of the opinions influencing factor on the development of follow-up process on  Performance Report of Office of the Dean Faculty of Science and Technology,  Suan Sunandha Rajabhat University by classify Education level by using one way ANOVA test to find the variance in the process of follow-up , document format form  , time tracking , and delivery channels of performance reports have a Significant value at .085, .724, .361 and .272 respectively, which is greater than .05. Therefore, accepting the main hypothesis (H0) means that the respondent for a different level. There is a level of opinion, factors that affect the development process follow - up the performance report case study of Faculty of Science and Technology Suan Sunandha Rajabhat University not different.

The results of the comparative analysis of the opinions influencing factor on the development of follow-up process on Performance Report by status of official performance.

**Table 5** The results of the comparative analysis of the opinions influencing factor on the development of follow-up process on Performance Report of Office of the Dean Faculty of Science and Technology, Suan Sunandha Rajabhat University by Status of official performance.

| The influencing factor on the development of follow-up process on Performance Report, A case study of Office of the Dean Faculty of Science and Technology, Suan Sunandha Rajabhat University. | Status of official performance | df | SS | MS | F | Sig (2 tailed) |
|---|---|---|---|---|---|---|
| follow-up process | Between group | 3 | 1.664 | .555 | 1.364 | .272 |
| | In group | 31 | 12.604 | .407 | | |
| | Total | 34 | 14.267 | | | |
| document format form | Between group | 3 | .087 | .029 | .080 | .970 |
| | In group | 31 | 11.298 | .364 | | |
| | Total | 34 | 11.386 | | | |
| tracking time | Between group | 3 | .695 | .232 | .697 | .561 |
| | In group | 31 | 10.295 | .332 | | |
| | Total | 34 | 10.990 | | | |
| the channels of delivery | Between group | 3 | .983 | .328 | .699 | .560 |
| | In group | 31 | 14.543 | .469 | | |
| | Total | 34 | 15.527 | | | |

* Statistical significance at level 0.05

From Table 5, the results of the analysis of the comparison of opinions, factors affecting the development of the follow-up process of the performance report case study of Faculty of Science and Technology Suan Sunandha Rajabhat University. Classified by the status of status of official performance by using one way ANOVA test to find the variance in the process of follow-up, document format form , time tracking, and delivery channels of performance reports have a Significant value at .272, .970, .561 and .560 respectively, which is greater than .05. So, accepting the main hypothesis (H0) means that the respondent the questionnaire with different situations of official performance There is a level of opinion, factors that affect the development process follow-up the performance report case study of Faculty of Science and Technology Suan Sunandha Rajabhat University not different.

The results of the comparative analysis of the opinions influencing factor on the development of follow-up process on Performance Report by the period of official performance.

**Table 6** The results of the comparative analysis of the opinions influencing factor on the development of follow-up process on Performance Report of Office of the Dean Faculty of Science and Technology, Suan Sunandha Rajabhat University by the period of official performance.

| The influencing factor on the development of follow-up process on Performance Report, A case study of Office of the Dean Faculty of Science and Technology, Suan Sunandha Rajabhat University. | the period of official performance | df | SS | MS | F | Sig (2 tailed) |
|---|---|---|---|---|---|---|
| follow-up process | Between group | 2 | 2.276 | 1.138 | 3.036 | .062 |
| | In group | 32 | 11.992 | .375 | | |
| | Total | 34 | 14.267 | | | |
| document format form | Between group | 2 | .020 | .010 | .208 | .972 |
| | In group | 32 | 11.366 | .355 | | |
| | Total | 34 | 11.386 | | | |
| tracking time | Between group | 2 | 1.239 | .620 | 2.033 | .148 |
| | In group | 32 | 9.751 | .305 | | |
| | Total | 34 | 10.990 | | | |
| the channels of delivery | Between group | 2 | 2.088 | 1.044 | 2.485 | .099 |
| | In group | 32 | 11.439 | .420 | | |
| | Total | 34 | 15.527 | | | |

* Statistical significance at level 0.05

From Table 6, the results of the analysis of the comparison of opinions, factors affecting the development of the follow-up process of the performance report case study of Faculty of Science and Technology Suan Sunandha Rajabhat University. Classified by the the period of official performance by using one way ANOVA test to find the variance in the process of follow-up , document format form , time tracking, and delivery channels of performance reports have a Significant value at .062, .970, .148 and .099 respectively, which is greater than .05. So, accepting the main hypothesis (H0) means that the respondent the questionnaire with different the period of official performance. There is a level of opinion, factors that affect the development process follow-up the performance report case study of Faculty of Science and Technology Suan Sunandha Rajabhat University not different.

## SUMMARY AND DISCUSSION OF RESEARCH RESULTS

From the findings of this research can summarize this study about the processing follow up the annual performance reports and in fluence factors of develop the follow – up process on performance report of university. The scoresort from descending order following the document format form, tracking time, follow – up process, and the channels of delivery showed that the age different in personnel is a one affecting factor on processing follow up a performance reports, in term of tracking time, that is consistent with Mr. Research Somyot Yeamphurn [3], which studied the factors affecting the work efficiency of employees in Asian Marine Services Public Company Limited.  Found that the employees with different ages had different work efficiency with statistical significance at the level of .05, together with previous research of Raksanee Mahanopwongchai [4] have conducted research on the employee's job satisfaction American Standard (Thailand) Public Company Limited found that the age is related to the stability and progress in the performance of employees.And still conform to the concept of Aree Phetphut [5], who said that the personal elements are the characteristics of the person that caused the job satisfaction, such as the age personality is also parts that will make the person

satisfied or not satisfied with the work as well. In addition, the study results of the researcher were consistent with Adisai Thovicha [6] The study of the happiness in the personnel work of Suan Sunandha Rajabhat University said that age is related to happiness in every aspect of work from the above. So, age is considered a translator and important factor affect to work including the influence factors of develop the follow-up process on performance report as well.

## SUGGESTION

From the results of this research, there are suggestions in various areas, which consists considered issues for research related to the affect factors to the performance development of the follow-up process following the performance reports following
    1. The sample group should be expanded in the study to cover both the executive level Personnel. This is even though they are not involved in the reporting of results, but they are also contributing to the implementation of the Faculty of Science and Technology.
    2. The conceptual framework should be adopted in other areas that has influence on the efficiency of the work on the development of the follow-up process for reporting performance, such as work motivation, the personality factors, etc., to further study in order of maximize the benefit of analyzing and bringing the results to improve and monitor the reporting of performance.

## ACKNOWLEDGMENT

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