

# OPINION STUDY IN SERVICE OF FINANCE AND PROCUREMENT FACULTY OF SCIENCE AND TECHNOLOGY, SUAN SUNANDHA RAJABHAT UNIVERSITY

Jiranan Pattapong\* & Adisai Thovicha\*\*

\*, \*\* *Faculty of Science and Technology, Suan Sunandha Rajabhat University, Bangkok, Thailand*

*E-Mail: \*Jiranan.pa@ssru.ac.th, \*\*Adisai.th@ssru.ac.th*

## ABSTRACT

This research aims to study about staff's opinion study in service of finance and procurement Faculty of Science and Technology, Suan Sunandha Rajabhat University and compare staff's opinion in overall, personnel aspect, service process aspect and facilities aspect. The sample was 107 official staff in Faculty of Science and technology by simple random sampling. The questionnaires were used to collect data and analyze by mean and standard deviation, independent t-test and ANOVA.

The results showed that the official staff, most were academic staff and were female, with 7-9 years of experiences, in addition, the level of staff's opinion both overall and each aspects (facilities aspect, personnel aspect and service process aspect.) were in the highest level. The comparison of staff's opinion in overall, personnel aspect, service process aspect and facilities aspect. Were no significant differences at .05 levels.

**Keywords:** Opinion, Service Process, Finance and Procurement

## 1. INTRODUCTION

The office of the Faculty of Science and Technology, Suan Sunandha Rajabhat University. The finance and procurement department the most important unit in the faculty. The Ministry of Finance is the agency responsible for setting rules, regulations, rules, regulations, procedures for disbursement of government agencies. The Ministry of Finance has a system for monitoring and controlling the disbursement of government agencies Use financial data for analysis Suggestions for senior executives of ministers and other policy-setting agencies. [1] Disbursement process must adhere to the correct procedure according to the regulations. [2] Financial related staff should be encouraged to study and thoroughly understand the rules and regulations as well as procedures for the disbursement in order to provide the more efficient service disbursement system must be clear and swift which also conforms to the regulations of the government. This will satisfy those who receive services. [3], [4] Stated that the opinion study in service of finance and procurement Faculty of Science and Technology, Suan Sunandha Rajabhat University in overall.

The Faculty of Science and Technology has been allocated the budget for learning and teaching and providing various academic services. The faculty's disbursement process consists of finance and supplies unit responsible for the entire faculty's disbursement. Therefore, the researchers were interested in studying the opinion study in service of finance and procurement Faculty of Science and Technology, Suan Sunandha Rajabhat University in order to be aware of the real needs and points of improvement for the service.

## 2. OBJECTIVES

The purposes of this research are

- 1) To study the staff's opinion study in service of finance and procurement Faculty of Science and Technology, Suan Sunandha Rajabhat University.
- 2) To compare staff's opinion in overall, personnel aspect, service process aspect and facilities aspect.

## 3. METHODOLOGY

**Population:** 146 faculty members and staff of the Faculty of Science and Technology, Suan Sunandha Rajabhat University.

**Sample:** randomly 107 faculty members and staff of the Faculty of Science and Technology by using calculating sample size method of **Taro Yamane**. [5]

**Tool:** Questionnaire on the staff's opinion study in service of finance and procurement Faculty of Science and Technology, Suan Sunandha Rajabhat University.

#### 4. DATA ANALYSIS

The questionnaires were analyzed statistically using computer statistical software packages to calculate the statistics. Descriptive statistics were used to explain personal factors of the staff's opinion study in service of finance and procurement Faculty of Science and Technology, Suan Sunandha Rajabhat University using mean and standard deviation to explain the opinion level study in service of finance and procurement Faculty of Science and Technology, Suan Sunandha Rajabhat University and using Inferential Statistics in addition, independent t-test and analysis of variance (ANOVA) were used for comparing the staff's opinion in overall, personnel aspect, service process aspect and facilities aspect.

#### 5. RESULTS

The results of the staff's opinion study in service of finance and procurement Faculty of Science and Technology, Suan Sunandha Rajabhat University are as follow:

**TABLE I** MEAN AND STANDARD DEVIATION OF THE STAFF'S OPINION LEVEL STUDY IN SERVICE OF FINANCE AND PROCUREMENT FACULTY OF SCIENCE AND TECHNOLOGY, SUAN SUNANDHA UNIVERSITY IN PERSONNEL ASPECT.

Personnel aspect	Opinion level		
	$\bar{x}$	S.D.	Interpretation
1. Suitability for dressing	4.579	0.496	Highest
2. Communicate with politeness, humility, and friendliness.	4.561	0.517	Highest
3. Willingness and readiness to serve	4.608	0.491	Highest
4. Have the knowledge, expertise. Legislation of University and Ministry of Finance.	4.075	0.640	High
5. Responsible and committed to the operation.	4.019	0.644	High
6. Be creative in the work.	4.065	0.730	High
7. Provide advice, answer questions and provide clear advice.	4.150	0.711	High
8. To solve the problem, the obstacle occurs properly.	4.196	0.693	High
9. Make a good impression and understanding of the service	4.280	0.750	Highest
10. Not enough staff to provide services	4.551	0.570	Highest
<b>Overall</b>	<b>4.533</b>	<b>0.650</b>	<b>Highest</b>

Table I shows the mean and standard deviation of the staff's opinion level study in service of finance and procurement Faculty of Science and Technology, Suan Sunandha Rajabhat University. It was found that the overall staff's opinion level study in the service of Finance and Procurement Department of Faculty of Science and Technology, Suan Sunandha Rajabhat University is highest. ( $\bar{x} = 4.533$ , S.D. = 0.650), When considering each item, it found that the staff's opinion level in Willingness and readiness to serve. ( $\bar{x} = 4.608$ , S.D. = 0.491), Suitability for dressing. ( $\bar{x} = 4.579$ , S.D. = 0.496), and Communicate with politeness, humility, and friendliness. ( $\bar{x} = 4.561$ , S.D. = 0.517) are in the highest level opinion, respectively.

**TABLE II** MEAN AND STANDARD DEVIATION OF THE STAFF’S OPINION LEVEL STUDY IN SERVICE OF FINANCE AND PROCUREMENT FACULTY OF SCIENCE AND TECHNOLOGY SUAN SUNANDHA UNIVERSITY IN SERVICE PROCESS ASPECT.

Service process aspect	Opinion level		
	$\bar{x}$	S.D.	Interpretation
1. The service process is appropriate.	4.383	0.722	Highest
2. There is a clear service process.	4.252	0.660	Highest
3. Professional services.	4.280	0.698	Highest
4. Ready for service.	4.383	0.682	Highest
5. Have modern equipment for service.	4.458	0.663	Highest
6. The service is in order before - after.	4.411	0.726	Highest
<b>Overall</b>	<b>4.439</b>	<b>0.689</b>	<b>Highest</b>

Table II shows the mean and standard deviation of the staff’s opinion level study in service of finance and procurement Faculty of Science and Technology, Suan Sunandha Rajabhat University. It was found that the overall staff’s opinion level study in the service of Finance and Procurement Department of Science and Technology, Suan Sunandha Rajabhat University is highest. ( $\bar{x} = 4.439$ , S.D. = 0.689), When considering each item, it found that the staff’s opinion level in has modern equipment for service. ( $\bar{x} = 4.458$ , S.D. = 0.663), the service is in order before – after. ( $\bar{x} = 4.411$ , S.D. = 0.726) and ready for service. ( $\bar{x} = 4.383$ , S.D. = 0.682) are in the highest level opinion, respectively.

**TABLE III** MEAN AND STANDARD DEVIATION OF THE STAFF’S OPINION LEVEL STUDY IN SERVICE OF FINANCE AND PROCUREMENT FACULTY OF SCIENCE AND TECHNOLOGY SUAN SUNANDHA UNIVERSITY IN FACILITIES ASPECT.

Facilities aspect	Opinion level		
	$\bar{x}$	S.D.	Interpretation
1. The appropriateness of the service area.	4.617	0.577	Highest
2. There are clear signboards and service points.	4.579	0.630	Highest
3. The service area is clean and tidy.	4.551	0.586	Highest
4. Convenience of send and receive documents	4.477	0.678	Highest
5. There is a service point for document preparation.	4.551	0.676	Highest
6. Have enough facilities for service	4.610	0.626	Highest
<b>Overall</b>	<b>4.617</b>	<b>0.624</b>	<b>Highest</b>

Table III shows the mean and standard deviation of the staff’s opinion level study in service of finance and procurement Faculty of Science and Technology, Suan Sunandha Rajabhat University. It was found that the overall staff’s opinion level study in the service of Finance and Procurement Department of Faculty of Science and Technology, Suan Sunandha Rajabhat University is highest. ( $\bar{x} = 4.617$ , S.D. = 0.624). When considering each item, it found that the staff’s opinion level in the appropriateness of the service area. ( $\bar{x} = 4.617$ , S.D. = 0.577), have enough facilities for service ( $\bar{x} = 4.610$ , S.D. = 0.624) and there are clear signboards and service points. ( $\bar{x} = 4.579$ , S.D. = 0.630) are in the highest level opinion, respectively.

**TABLE IV** MEAN AND STANDARD DEVIATION OF THE STAFF’S OPINION LEVEL STUDY IN SERVICE OF FINANCE AND PROCUREMENT FACULTY OF SCIENCE AND TECHNOLOGY SUAN SUNANDHA UNIVERSITY IN OVERALL.

Opinion study in service of finance and procurement	Opinion level		
	$\bar{x}$	S.D.	Interpretation
1. Personnel aspect	4.533	0.650	Highest
2. Service process aspect	4.439	0.689	Highest
3. Facilities aspect	4.617	0.624	Highest
<b>Overall</b>	<b>4.530</b>	<b>0.542</b>	<b>Highest</b>

Table IV shows the mean and standard deviation of the staff’s opinion level study in service of finance and procurement Faculty of Science and Technology, Suan Sunandha Rajabhat University. It was found that the overall staff’s opinion level study the service of Finance and Procurement Department of Faculty of Science and Technology, Suan Sunandha Rajabhat University is highest. ( $\bar{x} = 4.530$ , S.D. = 0.542), When considering each item, it found that the staff’s opinion level in Facilities aspect. ( $\bar{x} = 4.617$ , S.D. = 0.624), Personnel aspect ( $\bar{x} = 4.610$ , S.D. = 0.624), and Service process aspect ( $\bar{x} = 4.439$ , S.D. = 0.689) are in highest level opinion, respectively.

**TABLE V** COMPARISON OF OPINION LEVELS STUDY IN THE SERVICE OF FINANCE AND PROCUREMENT DEPARTMENT OF FACULTY OF SCIENCE AND TECHNOLOGY SUAN SUNANDHA RAJABHAT UNIVERSITY IN OVERALL BY SERVICE RECIPIENTS.

Opinion study in service of finance and procurement	Service recipients	$\bar{x}$	S.D.	t	P-value
1. Personnel aspect	Academic section	4.500	0.663	.354	.724
	Operation support	4.548	0.646		
2. Service process aspect	Academic section	4.265	0.710	1.807	.074
	Operation support	4.521	0.670		
3. Facilities aspect	Academic section	4.529	0.615	.989	.325
	Operation support	4.658	0.628		
<b>Overall</b>	<b>Academic section</b>	<b>4.431</b>	<b>0.475</b>	<b>1.284</b>	<b>.202</b>
	<b>Operation support</b>	<b>4.575</b>	<b>0.567</b>		

Table V shows the comparison of the staff’s opinion level study in the service of Finance and Procurement Department of Faculty of Science and Technology, Suan Sunandha Rajabhat University in overall by service recipients. The independent t-test was used for analyzing. It was found that the overall and each aspect as personnel aspect, Service process aspect and facilities aspect on significant differences at .05 levels with p-value as .724, .074, .325 and .202, respectively.

**TABLE VI** COMPARISON OF OPINION LEVELS STUDY IN THE SERVICE OF FINANCE AND PROCUREMENT DEPARTMENT OF FACULTY OF SCIENCE AND TECHNOLOGY SUAN SUNANDHA RAJABHAT UNIVERSITY IN OVERALL BY JOB POSITION.

Opinion study in service of finance and procurement	Executives		Lecturers		Head of department		Officers		F	P-value
	$\bar{x}$	S.D.	$\bar{x}$	S.D.	$\bar{x}$	S.D.	$\bar{x}$	S.D.		
1. Personnel aspect	5.000	0.000	4.507	0.673	4.250	0.500	4.267	0.740	1.414	.243
<b>2. Service process aspect</b>	<b>5.000</b>	<b>0.000</b>	<b>4.648</b>	<b>0.635</b>	<b>4.750</b>	<b>0.500</b>	<b>4.500</b>	<b>0.630</b>	<b>0.715</b>	<b>.545</b>
3. Facilities aspect	5.000	0.000	4.535	0.651	4.000	0.817	4.567	0.649	1.282	.285
<b>Overall</b>	<b>4.439</b>	<b>0.689</b>	<b>4.617</b>	<b>0.624</b>	<b>4.533</b>	<b>0.649</b>	<b>4.530</b>	<b>0.542</b>	<b>1.018</b>	<b>.388</b>

Table VI shows the comparison of the staff's opinion level study in the service of Finance and Procurement Department of Faculty of Science and Technology, Suan Sunandha Rajabhat University in overall by job position. The analysis of variance (ANOVA) was used for analyzing. It was found that the overall and each aspect as personnel aspect, Service process aspect and facilities aspect on significant differences at .05 levels with p-value as .243, .545, .285 and .388, respectively.

## 6. CONCLUSION

This research emphasizes the key issue of the results in the opinion study in the service of Finance and Procurement Department of Faculty of Science and Technology, Suan Sunandha Rajabhat University. The staff's opinion in personnel aspects found that the highest level and matching research found that the factors affecting the service are having enthusiasm for management Fast Service Voluntary and willing to serve the gentle manner, polite, smiling and service quality of work personnel [6]. Service process aspect found that the highest level and matching research found that material, equipment, and technology of adequacy. Support the operation of the financial department's in the efficiency of service [7] and facilities aspect found that the highest level and consistent with the Maslow's Hierarchy of need found that Maslow stated that our most basic need is for physical survival once that level is fulfilled the next level up is what motivates us, and so on divides into 5 categories: 1) Physiological needs, 2) Security or safety needs, 3) Social or belongings needs, 4) Esteem or status needs, and 5) Self-actualization or self-realization respectively [8]. The results comparison of staff's opinion in overall by service recipients and job position found that opinion level is no different statistically significant. The results of the study do not match the concept [9]. Defining opinions means the feelings or gestures of the person expressing the facts. And attitudes towards individuals, things or places that can be expressed in a positive or negative way and communication etc.

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