

# A DEVELOPMENT OF DOCUMENT RETRIEVAL AND MONITORING SYSTEM ON THE E-OFFICE SYSTEM OF SUAN SUNANDHA RAJABHAT UNIVERSITY

Assoc. Prof. Dr. Witthaya Mekhum\* & Acting Sub Lt. Khanisorn Bunrueng\*\*

\*,\*\**Academic Services Division, Suan Sunandha Rajabhat University, Bangkok, Thailand*  
E-Mail: \**Witthaya.me@ssru.ac.th*, \*\**Khenisorn.bu@ssru.ac.th*

## ABSTRACT

The knowledge sharing on a development of document retrieval and monitoring system on the e-office system of the group of administration and documentation job: document retrieval and monitoring on the e-office system of Suan Sunandha Rajabhat University (SSRU) was aimed to 1) develop and improve the work process and method of staff of SSRU, 2) increase the efficiency of document retrieval and monitoring on the e-office system and 3) apply the knowledge from a development of retrieval and monitoring system on the e-office system of SSRU for guiding a routine to research (R2R). The knowledge sharing was started with conducting a group meeting of the document retrieval and monitoring on the e-office system, providing the knowledge management plan to share the knowledge, experience, work method, technique and all issues among the group members from faculties, colleges, offices and education centers consisted of the support staff of 7 sections; 1) Faculty of Education, 2) Faculty of Humanities and Social Science, 3) Faculty of Fine and Applied Arts, 4) Bureau of Assets and Income, 5) Institution of Lifelong Learning Promotion and Creativity (ILPC), 6) Planning and Policy Division and 7) Center Division, in order to pass on the experience and analyze for a development of its efficiency by the further suggestions on a development of document retrieval and monitoring system on the e-office system from the expert.

The findings of this knowledge sharing revealed that the previous process of document retrieval and monitoring on the e-office system was complicated, sometimes it couldn't be found due to an amount of document and duration of storage which was the obstacle to the work method, then a development of document retrieval and monitoring system on the e-office system was conducted by the group meeting to share the work method of document retrieval and monitoring on the e-office system to conclude the method or process of document retrieval and monitoring on the e-office system included issues and resolution to improve for the convenience, rapidity, decreasing time and work process which affected to its efficiency. Conclusively, there were 7 methods of document retrieval and 1 method of document monitoring, the document could be found by faster retrieval and more efficient monitoring which affected to a time decreasing, more efficiency and effectiveness in administration and documentation job.

**Keyword:** System Development, Document Retrieval and Monitoring, E-Office System

## INTRODUCTION

The group of administration and documentation job consisted of 4 subgroups; 1) numbering the official letter, 2) writing the official letter, 3) document retrieval and monitoring on the e-office system and 4) receiving and sending the official letter which gathered from the support staff of 7 sections from faculties, colleges, offices and education centers consisted of; 1) Faculty of Education, 2) Faculty of Humanities and Social Science, 3) Faculty of Fine and Applied Arts, 4) Bureau of Assets and Income, 5) Institution of Lifelong Learning Promotion and Creativity (ILPC), 6) Planning and Policy Division and 7) Center Division. The group members conducted the community of practice due to they were responsible for administration and documentation job, and defined the "Method of Document Retrieval and Monitoring on the E-Office System" to share the knowledge, work method, work process included issues for improving their sections and organization.

For fiscal year 2018, the group members shared the knowledge of administration and documentation job in document retrieval and monitoring which was significant for all sections such as retrieving data, evidences, reference letters or official letters due to a lot of document or official letter were stored each year and categorized by various patterns which took time for retrieval and monitoring, then it would be late or couldn't be found and affected to the performance of their sections and organization. The group members found the knowledge by conducting a meeting to share the knowledge, experience, work method and all issues of document retrieval and monitoring included reviewing on the process, analyzing and gathering data of users to conclude for the convenience, rapidity, decreasing time and work process, then "A Development of Document Retrieval and Monitoring System on the E-Office System" was chosen.

The group of administration and documentation job: document retrieval and monitoring on the e-office system conducted the knowledge management on the university's guideline, providing the knowledge management plan for conducting a meeting to share the knowledge, extract the knowledge and apply the knowledge for guiding the work of executives, staff and relevant persons who responsible for the technology development to improve and adjust an e-office system for more efficiency, responding to the usage, quality user, effectiveness in services and more satisfaction of all users.

### **OBJECTIVE**

1. To develop and improve the work process and method of staff of Suan Sunandha Rajabhat University.
2. To increase the efficiency of document retrieval and monitoring on the e-office system.
3. To apply the knowledge from a development of document retrieval and monitoring system on the e-office system of Suan Sunandha Rajabhat University.

### **SCOPE OF RESEARCH**

1. Scope of area: this knowledge sharing focused on a development and improvement of process and method of document retrieval and monitoring on the e-office system at [ww.eoffice.ssru.ac.th](http://ww.eoffice.ssru.ac.th)
2. Scope of content: the overall of knowledge sharing on document retrieval and monitoring on the e-office system was as follows;
  - 2.1 Retrieving documents on the e-office system
  - 2.2 Monitoring documents on the e-office system
  - 2.3 Pattern, method and process of document retrieval and monitoring on the e-office system
  - 2.4 Data for document retrieval and monitoring on the e-office system of the users
3. Scope of time: the knowledge sharing on document retrieval and monitoring on the e-office system of Suan Sunandha Rajabhat University (January – July 2018)

### **CONCEPT OF RESEARCH**

The knowledge sharing on document retrieval and monitoring on the e-office system of Suan Sunandha Rajabhat University, the group members reviewed the relevant literatures, concepts, theories and researches for guiding the research as follows;

#### **Documentation job**

Pol. Lt. Col. Amornthewee Puempittaya (2005), said the documentation job is a document administration; receiving, sending, keeping, borrowing and destroying for not keeping the unnecessary documents.

#### **Significance of documentation job**

1. Arrangement by defining the pattern of various official letters
2. Rapidity of receiving and sending documents and a prevention of the official letter' loss due to the systematic arrangement and strictness of work method.

3. Save the procurement budget for various materials due to the regulation on destroying documents. [1]

Mookda Chuewattana (2005), said the significance of documentation job as follows;

1. Documentation job or official letter is a tool or evidence for administration and communication between section to section, section to person and person to person including a reminder for the future research.

2. Systemize the organization for more flexibility and efficiency.

3. Present the organization progress on documentation.

E-Office System is the receiving and sending news or documents through the electronic method. [2]

Asst. Prof. Dr. Prisana Matchima and et al. (2012), said the e-office is a system of storing copied documents in the digital form and it could be retrieved from the computer network and internet everywhere and every time under the security system to increase the communication efficiency of the organization for more flexibility, convenience and achievement including to decrease time of checking and monitoring a document status through the system. [3]

Rungthip Wuttikampee (2012), said the e-office is the receiving and sending news or documents through the electronic method and the electronic method is the applying the electron, electricity and electromagnetic wave for sending data. [4]

**There are 7 processes of knowledge management as follows;**

1 ) Indicating knowledge: a consideration on vision, mission and goal of organization or section to identify which type of the existed knowledge; explicit knowledge or tacit knowledge, and whose is it.

2 ) Creating and finding knowledge: after considering the 1st process and found that the existed knowledge was insufficient, then it should be found for more completion such as creating new knowledge, finding the external knowledge, keeping the old knowledge and cancelling or adjusting the unnecessary knowledge.

3 ) Systemizing knowledge management: after gathering sufficient knowledge, then it should be categorized and stored in the various patterns such as document, book, tape or CD etc.

4) Processing and extracting knowledge: bringing the stored knowledge to review and extract for the up-to-date version such as adjusting the standard form of document, standard writing and adjusting the content for completion.

5) Retrieving knowledge: providing the accessibility and convenience for all users such as information technology system, web board and public relations board etc.

6) Sharing knowledge: in case of the explicit knowledge, it could be shared by document, database and information technology etc. or in case of tacit knowledge, it could be shared by cross-functional team and sharing stage etc.

7) Learning: all staff in the organization should apply the knowledge or knowledge management process for the efficient performance by defining a policy of executives and defining it as a part of their job such as applying concept, knowledge, expertise, experience, practices, various innovations from training and site visit included the best practices from sharing knowledge and experience from those training and site visit for improving and developing the performance of individual and organization which affected to the learning organization as follows; learning by creating knowledge → applying knowledge → continue learning and finding new experience. [5]

**Efficiency of Documentation Job on the e-office System**

Aekkasit Paowattana and et al. (2015: abstract), A Study of Efficiency of Documentation Job on the E-Office System which was aimed to study and analyze the efficiency, issues, obstacles and suggestions of documentation job on the e-office system of the administration section from the previous performance to improve for being a guideline of the efficient documentation administration on the e-office system for the maximum benefits of the university.

**Findings revealed that;**

1. Convenience of working: due to the e-office system which ran on the web browser, it could be accessed from either workplace or home.

2 . Rapidity of working: a consideration of timing for each method such as receiving documents, numbering documents, assignments, notifications and regulations etc. which could be done in few minutes, then all letters could be administrated each day.

3. Decreasing the method of documentation job: in case of the news, public relations or notifications, it could be circulated on the e-office system without sending to the center section.

4. Monitoring the documents by yourself: all documents on the e-office system would be recorded the details of sending for monitoring its status.

5. Decreasing the resource of documentation job: in case of circulating documents, it would not be copied.

**Suggestions**

1. It should provide a network of the documentation job by defining a meeting to continue sharing the guideline of working in each section to acknowledge on the significance of the e-office system.

2. It should provide a guideline of documentation job and e-office system covered all work processes.

3. It should be learnt, taught or circulated the responsibility of documentation job for being substitution.

4. It should provide the sufficient and efficient materials for documentation job such as scanner etc.

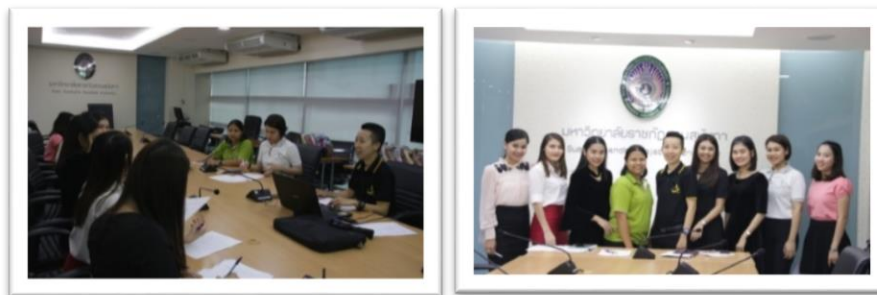
5. It should study a need and issues of using the system of documentation job to develop and improve the e-office system for the maximum benefits.

Pijitra Jomsri (2012: abstract), A Study of Increase the Efficiency of Searching Research for Social Network by Data Mining Technique which was aimed to increase the efficiency of searching research for social network to 1) analyze the relation of all users on the social network system by data mining technique and 2) to increase the efficiency of searching research on the social network system. The data was gathered by using social network, research paper and data mining, the findings revealed that the efficiency of searching research by analyzing the relation of user's behavior for ordering the searching results which affected to increase the efficiency of searching the research on social bookmark system. [7]

## METHODOLOGY

### Data analysis

1. The group members conducted a meeting for sharing the knowledge of the method of document retrieval and monitoring on the e-office system.



The group members applied a tool of knowledge management for finding knowledge, sharing knowledge, sharing experience of document retrieval and monitoring of each member, then concluded the knowledge, experience, work method, work process and all issues as follows;

1. Document retrieval: it should insert a full of its number for more convenience and decreasing time of searching.
2. Document retrieval: it should insert a full of its title or keywords for more convenience and decreasing time of searching.
3. Document retrieval: it should insert a full of its date (day, month and year) for more convenience and decreasing time of searching.
4. Document retrieval: it should insert the organization name of the original letter for more convenience and decreasing time of searching.
5. Document retrieval: it should insert the main signature for more convenience and decreasing time of searching.
6. Document retrieval: the easy way of retrieval or general retrieval when there was a full detail of it for more convenience and decreasing time of searching.
7. Document retrieval: the advanced way of retrieval when it couldn't be found by all methods as mentioned above, it should insert another detail or check it in the system once.

**2. A meeting for extracting the knowledge of the method of document retrieval and monitoring on the e-office system with the expert.**



The group members received the further suggestions for a development of document retrieval and monitoring system on the e-office system from Asst. Prof. Dr. Sunsanee Jasuwana, the expert in order to extract the knowledge as follows;

1. It should adjust a name of the group and knowledge from “Official Letter Responding Group” to “Document Retrieval and Monitoring Group”.
2. It should review the knowledge management plan by adding goals and results to be consistent with a name of the group.
3. It should add a channel for sharing the knowledge among the group members such as a meeting by the group line.
4. It should paraphrase from applying the document retrieval and monitoring.
5. It should create a network of the e-office covered all sections in the university.

### Conclusion of sharing the knowledge

The group members applied the method of document retrieval and monitoring for working as follows;

Type	Data	Work process
<b>Retrieval</b>	<ol style="list-style-type: none"> <li>1. Number of letter</li> <li>2. Title of letter</li> <li>3. Name of section</li> <li>4. Date/month/year</li> <li>5. Main signature</li> <li>6. Receiving number of section</li> <li>7. Receiving number of university</li> </ol>	<ol style="list-style-type: none"> <li>1. Log in the e-office</li> <li>2. Click on “search”</li> <li>3. Choose the advanced retrieval</li> <li>4. Insert the relevant data such as number of letter or date of letter etc.</li> <li>5. Click on “search”</li> </ol>
<b>Monitoring</b>	<ol style="list-style-type: none"> <li>1. Number of letter</li> <li>2. Title of letter</li> <li>3. Name of section</li> <li>4. Date/month/year</li> <li>5. Main signature</li> <li>6. Receiving number of section</li> <li>7. Receiving number of university</li> </ol>	<ol style="list-style-type: none"> <li>1. Log in the e-office</li> <li>2. Choose the letter</li> <li>3. Click on “monitor”</li> <li>4. Check the route of document on the e-office</li> </ol>

### The results of applying the process or method of document retrieval and monitoring for working.

From the table as mentioned above, it revealed that there were 7 significant items for retrieving documents or official letters on the e-office system due to it couldn't be found if there was a mistake or unclearness, and there were various types of retrieval ordered by the maximum to the minimum rapidity as follows;

1. Inserting the number of letter would affect to the maximum rapidity of retrieval.
2. Inserting the date/month/year would affect to the minimum rapidity of retrieval (due to there were a lot of document on the e-office system).

There were 5 processes for the document retrieval on the e-office system as follows;

1. Log in the e-office
2. Click on “search”
3. Choose the advanced retrieval
4. Insert the relevant data such as number of letter or date of letter etc.
5. Click on “search”

(\*\*\*remark: it suitable for retrieving all types of document)

From the table as mentioned above, it revealed that there were 7 significant items for the monitoring documents or official letters on the e-office system due to it couldn't be found if there was a mistake or

unclearness, and there were various types of monitoring ordered by the maximum to the minimum speed as follows;

There were 4 processes for the monitoring documents on the e-office system as follows;

1. Log in the e-office
  2. Choose the letter
  3. Click on “monitor”
  4. Check the route of document on the e-office
- (\*\*\*remark: it suitable for monitoring all types of document)

### ACKNOWLEDGMENTS

The author would like to thank the Research and Development Institute, Suan Sunandha Rajabhat University, Bangkok, Thailand for the financial support.

### REFERENCE

- [1] Pol. Lt. Col. Amornthewee Puempittaya. (2005). *Documentation Job for Police*. 1st Edition. Bangkok.
- [2] Mookda Chuewattana. (2005). *Satisfaction towards Documentation Job of Faculty of Medicine Siriraj Hospital, Mahidol University 2014*. Research report. Office of the President, Faculty of Medicine Siriraj Hospital, Mahidol University. Bangkok.
- [3] Asst. Prof. Dr. Prisana Matchima and et al. (2012). *Behavior and Efficiency of Applying E-Office System of Suan Dusit Rajabhat University*. Research report. Suan Dusit Rajabhat University. Bangkok.
- [4] Rungthip Wuttikampee. (2012). *Efficiency of Applying E-Office System for Documentation Development, Department of Agriculture, Ministry of Agriculture and Cooperatives*. Thesis. Master of Business Administration in Management, Graduate School, Ubon Ratchathani Rajabhat University. Ubon Ratchathani Province.
- [5] Geographic Information Division. (2015). *What is Knowledge Management*. Strategy and Evaluation Department. Retrieved from <http://www.bangkok.go.th/gis/page/sub/5656/KM>.
- [6] Pijitra Jomsri. (2012). *A Study of Increase the Efficiency of Searching Research for Social Network by Data Mining Technique*. Suan Sunandha Rajabhat University.