KNOWLEDGE MANAGEMENT: IMPLEMENTATION OF FAQ FOR THE USAGE OF DATA BASE SYSTEM OF QUALITY ASSURANCE IN EDUCATION IN HIGHER EDUCATION CHE QA ONLINE

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ABSTRACT

The study of preparation of FAQ for the usage of data base system of quality assurance in education in higher education has been analyzed and proceeded following the system and mechanism of internal quality assurance in education. It is found that the procedures which are important to the quality assurance in education assessment are quality revision and quality assessment in the use of data base system of quality assurance in education in higher education CHE QA Online. The record of performance result in CHE QA Online in the last semester (year 2016) showed the problem of curriculum performance (TQF 7) recorded on CHE QA Online such as curriculum instructors' names searching and instructors' academic works recording. The record of performance in each indicator which is brainstormed to make the instruction manual that can be practically used aiming to curriculum instructors, lecturers and quality assurance officers indicates 1. Application and be convenient to use (opinion level 4.39) 2. Binding and publishing (opinion level 4.35) 3. Language use (opinion level 4.35) 4. Agreement and clarity of matter in the manual (opinion 4.35) and 5. Manual agreement with its objectives (opinion level 4.32). Overall opinion level is 4.34.

Keyword: Knowledge Management, quality assurance, education

INTRODUCTION

The National Education Act B.E. 2542 and the second edition B.E. 2545 defined the objectives and principle of education management that focused on quality and standard of education in type 6, standard and quality assurance in education, section 47. This is to determine to have the quality assurance in education systems which are internal and external quality assurance to improve the quality and standard of every education level. Due to many reasons with Office of the Higher Education Commission as the head of nationwide higher education institutes, it is necessary to have this quality assurance system that is improved as determined in quality assurance in education regulation of Ministry of Education B.E. 2561. The higher education institutes have to establish the internal quality assurance system in curriculum, faculty and institute level that have to be suitable for the institute and the system which can affect the efficiency of approach from curriculum to institute level. Suan Sunandha Rajabhat University as a higher education institute has conducted the quality assurance in education. The university's policies and guidelines implemented in accordance with the guidelines for quality assurance within the regulations outlined in the Quality Assurance Act B.E. 2561. There are ways to develop systems and mechanisms of quality assurance in education. Encourage all staff to plan together, define goal and strategies, and act every step. Record the data to be inspected. Find strong and weak points and do the plans aiming to the efficiency of education management following the systems and mechanism of the university. There are steps of planning and controlling quality, monitoring quality, quality evaluation and quality improvement to propel the quality assurance to comply with the rules at the Commission on Higher Education (CHE) was performed. The analysis of the implementation of the systems and mechanisms for quality assurance in the process is critical to the evaluation of internal procedures for quality monitoring and the process of evaluating the applications, database systems in CHE QA Online.[2] The overall record operating results in the CHE QA Online in the past academic year (B.E. 2559) had problems in recording the results of operations of the course (TQF 7) into the system such as curriculum instructors' name searching, filling the academic works of the instructors, recording results of operations for each indicator. Groups of QA PLUS 3.0 is interested in studying the cognitive subject "FAQ for information system database of the higher education quality assurance QA Online CHE" to improve and develop database systems quality assurance higher education CHE QA Online more effectively. Users can fix CHE QA Online for use with a quick action on the increase. The extension of the use of technology Google Application in Google Drive to facilitate the preparation of self-evaluation in the database of quality assurance CHE QA Online by uploading to Google Drive and connect to the data link into a database system of quality assurance in the course of faculty, university and Office of the Higher Education [1] level and link to the database of the AQA of the Office of National Education Standards and Quality Assessment.

OBJECTIVE

1. To get the manual to implement the FAQ for the usage of data base system of quality assurance in education in higher education CHE QA Online.
2. To improve and develop the quality assurance system for higher education.

METHODOLOGY

Km group has sought the required knowledge on the subject "The implementation of the information for use FAQ database system of quality assurance for higher education CHE QA Online" as follows:

1. To determine the knowledge which is necessary or important to tasks or activities of the institute and set a goal of knowledge management.

   1) Educational exchange 19 members of Story Telling [3] group from last semester to join the learn and exchange by telling the story.

From the table summarizing the results of the members that narrated the success experience and troubleshooting the application in CHE QA Online, it can be summarized the ways to success and techniques/strategies that are implemented as follows:

Table 1
Ways to success and techniques / strategies

Ways to Success	Techniques/Strategies
1. CHE QA Online Training	1. Self study
2. Study the manual of CHE QA Online system	2. Consult and ask Policy and Planning division
3. Experience can help self-troubleshooting	3. Consult the members/ other divisions
4. In case of not to be able to troubleshoot the problems, inform Policy and Planning division	4. Document controlling

Table 2
Summary of knowledge

Summary of knowledge from the storytelling of members 3 main topics	
1. Who is involved in the success?	From gathering the data of member's stories, people who contributed to the success in the CHE QA Online system are staff and members of quality assurance, curriculum instructors, curriculum staff, office staff and policy and planning staff.
2. Members' learning	Member's learning in the subject of success and CHE QA Online troubleshooting can be summarized as follows: 1. Bringing the knowledge gained from the study of self-learning and experience including technical advice from quality assurance staff to improve operational performance and can primarily solve problems. Relay the use of CHE QA Online to the staff in division and develop the work next year. 2.Learn techniques and problem-solving of the system
3. Success factors/ conditions	1. The cooperation of all personnel involved in the organization 2. cognition on the basis of internal quality assurance. And using the CHE QA Online 3. Taking memos and being careful to fill in the data.

2) The knowledge group together took the lessons of members in exchange and learning meeting, and it can be summarized as follows:

2.1 Some course has no 14 digits code, so it cannot be filled in the system.

2.2 To create users and assign the case set does not meet the rights. It can't be filled or checked the data and must have created a user and assign to the auditor.

2.3 Indicator, or binding indicator selection is incorrect.

2.4 Data recording and retrieval list of curriculum instructors problems found in several cases, such as:

2.4.1 There is no list of teachers in the system. (the database is not updated).

2.4.2 If any courses record the incorrect name list, it will make the instructor's name filling in the system unavailable.

2.5 Recording Common Data Set does not match or invalid.

2.6 Filling in the indicators, such as:

2.6.1 indicators 1.1 recording of academic works, the weight is incorrect, the calculation of score does not match.

2.6.2 indicators 2.2 recording data is confusing because TQF 7 report does not match the sequence record data in the system.

2.6.3 indicators, if not 2.1 2.2 if do not choose the information bar (orange color) before recording data, the system will not calculate the score.

2.6.4 indicators 5.4 from the confirmation, it was found that the problems was caused by the system itself.

2.7 Other issues

2.7.1 System is unstable.

2.7.2 The link showing the evidence in the system is not showed up.

2.7.3 There is a problem of sending the report of using other criteria.

There is also a problem that is difficult to control the external factors which are course instructors:

- Curriculum instructors' names have been changed.

- There is a change of curriculum instructor after the assessment of the quality of education.

- When evaluating the internal quality of education, it is found that the list of instructors replicates with other institutions which should be checked for clarity.

Factors that leads to the success

1) Supervision of the managers

2) The cooperation of teachers.

Overview

Km group has implemented the techniques and the use of CHE QA Online. It is concluded that there should be the classification of knowledge in the use of the database to contribute the manual of the system.

2.3 Improve and modify some knowledge to the proper operation in the division.

The classification of knowledge to lead to FAQ manual for the use of CHE QA Online by grouping knowledge to analyze and categorize the uses responsible for the development of FAQ guide by dialogue.

2.4 Application of knowledge from knowledge management to serve in the performance[4].

Group members have taken knowledge of the FAQ manual for QA Online CHE to improve work practices/methods. On June 18-26, 2018, policy and planning division held workshop entitled "database system, higher education quality assurance QA System for Online Degree CHE 3 Levels of academic year 2018," which the group members had taken the knowledge of FAQ manual to use in improving the functioning of the system to fill in the Online course-level and faculty level by distributing to 196 participants the manual can improve the operational procedures and be more efficient. It causes the users fill in the data more quickly which reduces the time and that can compare the updated procedures that result in the reduction step and the operating duration [5],[6].

Figure 1
Applying knowledge gained from knowledge management to be used in actual operations

RESULT

The effects of the processes / procedures that improve the performance.

From the workshop "Using the database of quality assurance for higher education CHE QA Online" the participants have used the manual and there are effects as follows:

1. utilization, and ease of navigation to guide (Opinion scores 4.39)
2. The printed book form (Opinion scores 4.35)
3. Language (Opinion scores 4.35)
4. Consistency and clarity of the content in the manual (Opinion scores 4.33)
5. The consistency of the manual. With the aim of preparing the manual (Opinion scores 4.32)

overall with an average of 4.34.

CONCLUSION AND FUTURE WORK

Km group has brainstormed to provide the FAQ manual for CHE QA Online system for the users to use the system for 3 Degree Levels (CHE 3D) more easily that is ready-to-publish through E-BOOK in Facebook and policy and planning website for the involved staff take this for the next practice.

The advantage of knowledge and application for work improvement.

1. Be able to fill in the data in CHE QA Online system more convenient and more easily.
2. Reduce the time to perform filling in the system in the indicators that have some problems.
3. Reduce errors from data entry system.
4. Reduce questions answering on issues of trouble indicators.
5. It can be a material for training.

From the use of FAQ manual CHE QA Online system, it is found that it is more easily comprehensive and able to troubleshoot primary problems in the use of the system.

The Suan Sunandha Rajabhat University an intent to elevate the academic quality to be able to compete in a global level . lt was a role model that accommodated the insitutions to determine and define the scope of the work to reach the excellency and leap of growth.[7]

ACKNOWLEDGEMENTS

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