

DEVELOPMENT OF FOLLOW UP TECHNIQUE ON WORK PROGRESS IN OFFICE ADMINISTRATION BY GOOGLE APPLICATIONS

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ABSTRACT

This paper expresses the development of follow up techniques on work progress in the office administration by Google Applications, SuanSunandha Rajabhat University. The population was based on from 25 members of Chief of Office from 25 government units in SuanSunandha Rajabhat University. Conduct research according to the knowledge management process 6 episodes. Two main purposes of this paper are to develop of follow up technique on work progress in the office administration with Google Applications and to study its efficiency of development.

1. According to the study techniques of follow up on work progress in office administration, using old technique. Use Microsoft Excel and Microsoft Outlook to follow up work found that using forms from Microsoft Excel is not easy in many ways There are many steps to take. Waste time in sending information Must check the accuracy of the data and must keep the data stored

2. According to the study about following up on the work progress technique by using Google applications, the results showed that reduce the process of operation to 62.5 percent. Redundancy reduction in operation is 100 percent due to the ability to link while processing immediately Do not waste time in the operation because it does not waste time for delivery because the link can be immediately convenient without having to worry about data collection. Time to verify accuracy and is a system that is always updated. Access to information can be done by everyone in the responsible section. Can access data simultaneously. Simultaneously editing for the right person and able to connect with existing information systems such as e-office.

Keywords: development, office administration, follow up techniques, Google Applications.

INTRODUCTION

The use of innovations that have been developed by knowledge and knowledge base, especially educational organizations, can bring knowledge to develop operations or innovation. Depends on the use of innovations developed with the landscape. Wisdom and knowledge are fundamental to education organizations can apply knowledge to develop their activities or innovations in both the public and private sectors, focusing on knowledge management within the organization. "Knowledge Management" (KM) plays an important role in Japanese society. [1] Research and propose important concepts. Reasons that Japanese companies can create their own competitive capabilities like continuous as a result of changing knowledge in personnel of Japanese organizations Knowledge, understanding, communication and sharing of knowledge clearly results in the continuous creation of knowledge.

Knowledge Management is a process that helps to develop or management knowledge within the organization. There components are Knowledge Identification, Knowledge Creation and Acquisition, Knowledge Organization, Knowledge Codification and Refinement) Knowledge Access, Knowledge Sharing & Learning This process can be Knowledge is transformed into an Intellectual Capital, with the exchange of knowledge between people and spreading knowledge widely. A large knowledge base is a source of knowledge for the whole country. If any organization is able to handle the knowledge and wisdom of its personnel in a systematic manner, and to add value to the organization in various dimensions. [2] as well as SuanSunandha Rajabhat University, which has been conducting Knowledge Management for a long time. There is a quality policy that requires promotion. Support Knowledge Management -KM).

The aim of this knowledge management was develop office management with knowledge management according to the university guidelines. Develop work that is in the same direction. Office management group together improve office management efficiency Development of techniques for monitoring the progress of office management by Google Applications, according to knowledge management process 6 episodes

The problem used old techniques by Microsoft Excel and Microsoft Outlook to follow up work found that using forms from Microsoft Excel is not easy in many ways There are many steps to take. Waste time in sending information Must check the accuracy of the data and must keep the data stored. Two main purposes of this knowledge management are to develop of follow up technique on work progress in the office administration with Google Applications and to study its efficiency of development. With the goal of reducing operating procedures by 50 percent. Reducing redundancy in performance percent 50 reduce the time of operation and more convenient to store data Reduce the risk of data loss by 80 percent. Access to information can be done by everyone in the 100 percent responsibility area and does not affect the information system that the agency is using. And is a system that is always updated. Can create innovation in work.

OBJECTIVES

1. To development of follow up technique on work progress in the office administration with Google Applications.
2. To study its efficiency of development.

LITERATURE & THEORY

Main theories consist of Knowledge Management is essentially about getting the knowledge from person. It implies understanding of where and in what forms knowledge exists, creating planning, organizing, motivating, and controlling of people, processes and systems in the organization to ensure that its knowledge-related assets are improved and effectively employed and supported by organizational members. [3],[12], [4] ,[7] It is a process that the organization leverages knowledge to provide resources. And knowledge management to the maximum benefit to the organization. [5] The goal is to accomplish at least 4 goals: 1) Achieve goals of work 2) Achieve human development goals. 3) Achieve organizational development goals as a learning organization and 4) Achieve a community Group Generosity in the workplace. Knowledge management is focused on learning from practice. Knowledge is the knowledge of the person or called "Tacit Knowledge". Knowledge of the textbook called "Explicit Knowledge"[6], [7], [15] Knowledge management is the process of using knowledge in systematic and appropriate way.

Google Application. It is an application developed by Google to provide management services within the organization. And use the service for free Google Applications [18] can be considered as an administrative innovation. Because it is effective and effectiveness for managing in the digital age as well Create collaborative learning anywhere every time and every form of technology that can connect to the internet system under the collection and recording cloud data with Google Drive communicates via Gmail. Schedules can be scheduled. Working as a team together Activities at the same time on the same working document file with Google Docs. Offering services for educational institutions. Can be used for email, calendar and chat via Google Apps for Education, which is communication and doing solutions Integrated work together Include existing Google services such as Drive, Docs, Gmail or Sheet, etc., come together and can be presented as a one-stop system. To use as a tool can be used to work and collect various works It also helps to send work immediately via online. While the commander can check the assignment Ready to give suggestions. As well as real time Therefore can be used for effective management

RELATED WORKS

[8]To study the success of knowledge management, it was found that there were three important components that were the result of the integration of work between People Process and Technology found Knowledge management will be successful. I need both people and technology. [9] Research into knowledge management as a basis for developing computer programs through intranet. Electricity Generating Authority of Thailand Can be used as an existing knowledge management tool. It is a knowledge store. (Knowledge Repository) Can be stored. Share / Share The user can access the knowledge in a clear, descriptive way (Explicit Knowledge). Be prepared to be able to contact the person who kept the knowledge unclear (Tacit Knowledge) This concept is consistent with [10],[11],[13],[14] which states that institutions must be systematically managed and managed.

[16] There are many ways of Applying Google Apps in the management of educational information such as the data storage via Google Drive, the design and development of website through Google Site, the document

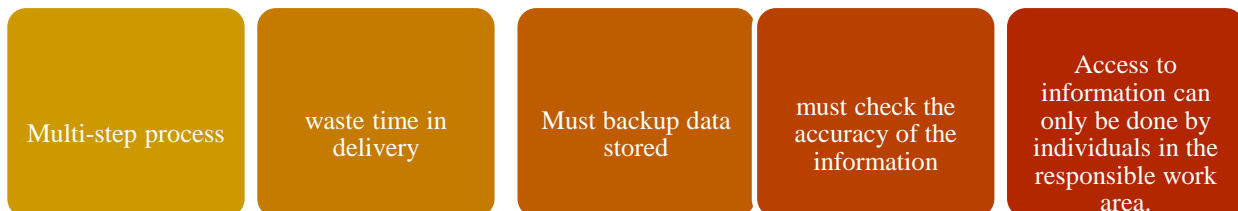
sharing through Google Docs, the preparation of the academic calendar through Google Calendar, the survey by questionnaire through Google Form and the dissemination of information through Google Plus consistent with education [17] to vocational education contains two elements. The first element is Google management. This element has Google Doc, Google Talk, Google Hangout, Google Poll, Google Calendar and Google Drive. The second element is Google education. This element features Google Doc, Google Talk, YouTube, Google Picasa, Google Site, VDO Conference, Google Drive, and Google Poll.

CURRENT SITUATIONS

According to the study techniques of follow up on work progress in office administration, using old technique. Use Microsoft Excel and Microsoft Outlook to follow up work found that can be used to track work, can be stored as individual performance data However, many problems encountered in using these techniques The use of forms from Microsoft Excel is also inconvenient in many ways. There are many steps to be taken. There is a need to waste time in shipping. The data must be verified and must be backed up. From the current situation, such situation can be summarized as follows.

Figure 1

The problem from use of old techniques.



METHODOLOGY

To find out, how to develop the process that suitable for techniques to follow up on work progress in office administration. Establish as a guideline for implementing process development is used for follow up on work progress by Google Applications. In this study we found some condition and solution as follow;

Population The targets of the knowledge management came from 25 members of Chief of Office from 25 government units in SuanSunandha Rajabhat University

Research Procedure

Procedure employed in finding out knowledge concerning “the development of follow up techniques on work progress in the office administration by Google Applications” includes main process to find out tacit knowledge relevant to best way for follow up on work progress in office administration. To keep as explicit knowledge. The details of the procedure are as follows;

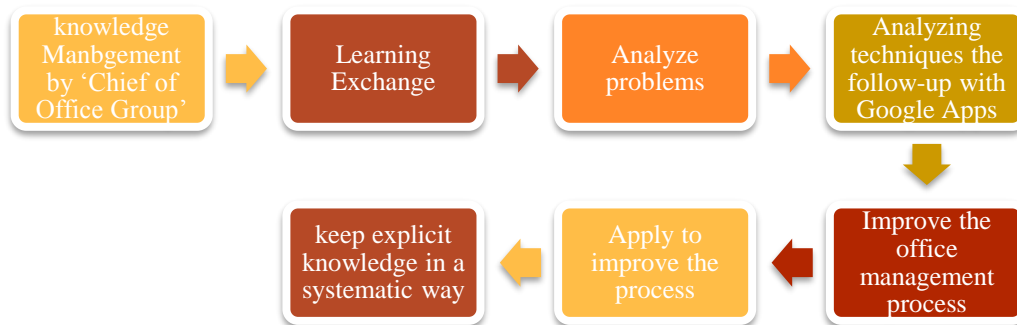
1. Create ‘Chief of Office Group’ including all chiefs of office from all faculties in the University.
2. Conduct knowledge exchange among group members under the topic of Office Administration Techniques by Google Applications.
3. Conduct meeting to exchange knowledge by reviewing and extracting tacit knowledge from each individual member concerning one’s own job responsibilities.
4. Bringing knowledge to be examined and opinions from information technology experts
5. Refine the collected knowledge to gain explicit knowledge concerning ‘The development of follow up techniques on work progress in the office administration by Google Applications’ so that the technique can be employed in office administration.

THE PROCESS OF ACQUIRING KNOLEDGE

The process of acquiring knowledge in finding out knowledge concerning “Development of follow up techniques on work progress in the office administration by Google Applications” to find out tacit knowledge relevant to best way for follow up on work progress in office administration. The details of the procedure are as follows;

Figure 2

The process of acquiring knowledge “Technique of Follow up on Work Progress”



RESULTS

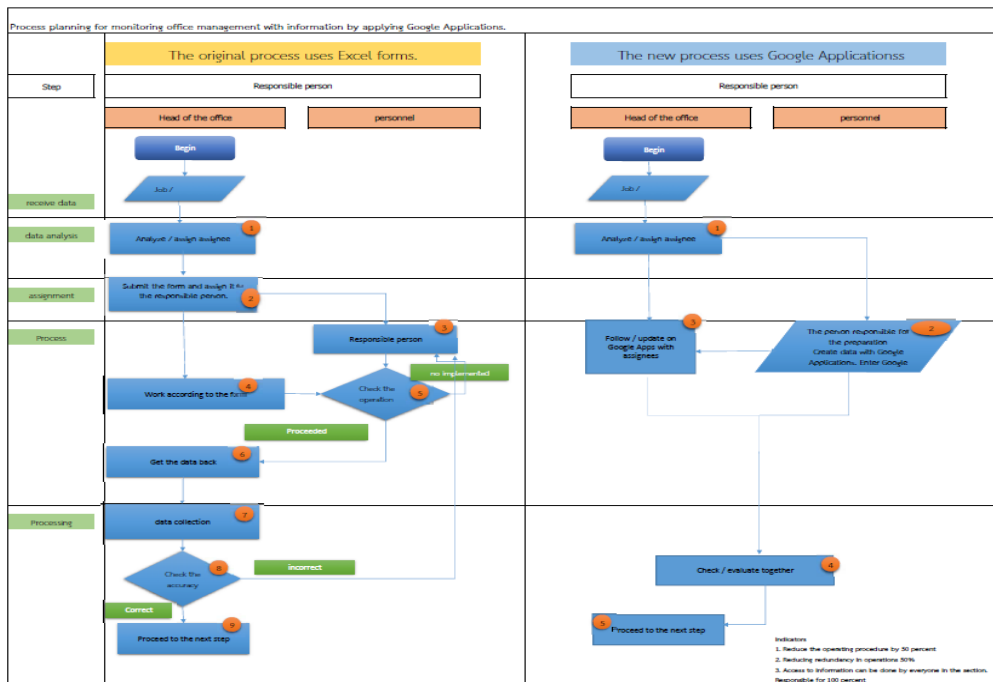
Research Results

Based on the knowledge exchange of Chief of Office Group, the topic of discussion includes “Office Administration Techniques.” to share experiences together Analysis of problems arising from the use of form tracking techniques can help reduce tracking time, reduce errors and do not find any delays in the delivery But the limitations of the system Makes the work of forms from Microsoft Excel programs incompatible and access to the program is possible only for individuals When analyzed Step by step Waste time in delivery Must backup data stored, Must check the accuracy of the information And access to information can be done only for individuals in the responsible work area The group members therefore exchanged knowledge to improve the process of monitoring the office administration. The brainstorming meeting sets the goal of implementing the knowledge with the goal. Reduce the operation process Reducing duplication of work Reduce the time of operation and more convenient to store data. Reduce the risk of data loss. Access to information can be done by everyone in the responsible area. And does not affect the information system that the original agency uses

To solve problems using traditional techniques to track work progress The group has exchanged knowledge between group members to find new techniques for follow up on work progress of the office administration and developed new techniques by using Google Applications. To improve the original process into a new process. To track office administration using Google Applications techniques.

Figure 3

The Process of the follow up technique by applying from Google Applications.



Google Drive is a service from Google Applications that allows us to create files deposited with Google. We can use it at any time, not only able to deposit files. But it can also share files with people you want and can edit together from devices such as mobile devices, almost every device or computer, for areas that Google allows us to use for free. If you want to use Google Drive or other Google Applications services, just have an email account with Gmail, which is an advantage because everyone on campus has an email account with Gmail that is fully functional. Results showed that the results of the use of the follow up technique by Google Applications can be the goals set.

Table 1

The results of the development of office management with Google Applications.

Goals for using Google Applications	The result of using Google Applications
Reduction in operating procedures by 50 percent.	● Reduce work procedures from 8 steps to 5 steps. Decreased 3 steps, representing 62.5 percent
Reduction in redundancy in operations by 50 percent.	● Reducing redundancy in operations by 100 percent due to the ability to link while processing immediately
Reduce the time of operation and more convenient to store data.	● Reduce the time spent in the process, no waste time shipping because the link can be immediately convenient without having to worry about data collection. ,no need to use storage devices
Reduce the risk of data loss by 80 percent.	● Reduce the risk of data loss by 100 percent because files are deposited with Google. Do not waste time checking accuracy and being a system that is always updated
Access to information can be done by everyone in the 100 percent responsible work section.	● Access to information can be done by everyone in the responsible section. by 100 percent
Does not affect the information system that the original agency uses	● Able to connect with existing information systems such as e-office

The implementation of knowledge gained from Knowledge Management

The group members employ follows up on work progress in the development of follow up techniques on work progress in the office administration by Google Applications for 1 month. The results of the study. “The

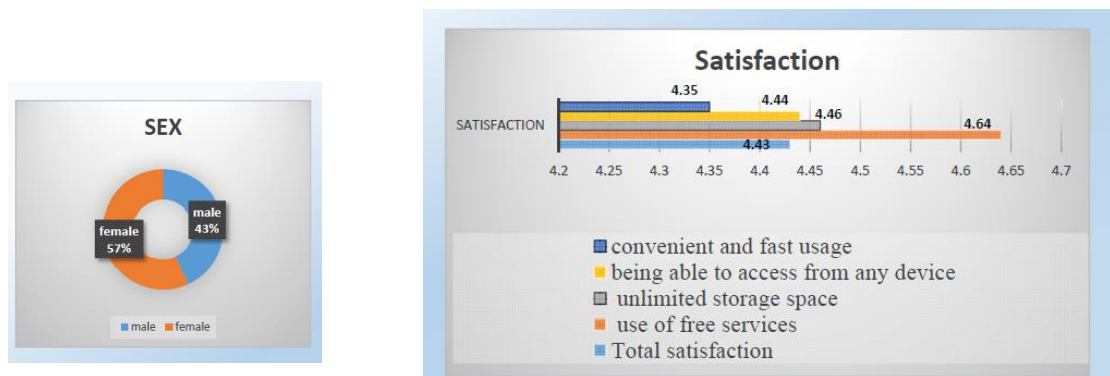
development of follow up techniques on work progress in the office administration by Google Applications.” summary of the findings and recommendations is

1. The development of tracking by applying Google Applications to track the management of the Google sheet in the Google drive, which is consistent with the practice of preparing to innovate. Being a smart office with the goal of reducing resource usage Reduce the process of receiving services. By using technology in operation Resulting in the organization being able to operate more efficiently Service development It also helps to manage, reduce costs, save time, save resources. Reduce paper usage in tracking Report on performance statistics, on average, 48 sheets per month, including fast and convenient communication. Until resulting in a good image for the organization

2. Based on the survey of the satisfaction of the customers towards the use of Google Apps in various areas, using online surveys about the satisfaction and suggestions of client There were 320 respondents in the survey. There were 137 male (43.2%),180 female (56.8%) .The level of customer satisfaction with the use of Google Apps. In the overall picture, it is in the "good" level.use of services that are free of charge 4.64, unlimited storage space 4.46, accessibility from all devices 4.44, convenient and fast usage 4.35.

Figure 4

The survey of the satisfaction of the customers



3. Moreover, Moreover, the development of follow up techniques on work progress in the office administration by Google Applications. Keep of explicit knowledge. This knowledge is collected and recorded systematically by Google Applications in in the social media with handbook detailing the technique of follow up on work progress by Google Applications.

CONCLUSION

Due to the problems of follow up on work progress in office administration by old technique from Microsoft Excel is not easy in many ways There are many steps to take. Waste time in sending information must check the accuracy of the data and must keep the data stored. The Knowledge Management steps include knowledge exchanging, meeting, knowledge extraction and refinement to find new technique of follow up on work progress in office administration. conclusions as follows:

To the study about following up technique by using Google applications, the results showed that reduce the process of operation. Reduction in operation. Due to the ability to link while processing immediately. Do not waste time in the operation because it can be link immediately convenient without having to worry about data collection. Time to verify accuracy and is a system that is always updated. Access to information can be done by everyone in the responsible section. Can access data simultaneously. and editing for the right person and able to connect with existing information systems

Moreover, development of tracking by applying Google Applications to track the management By using technology in operation Resulting in the organization being able to operate more efficiently Service development It also helps to manage, reduce costs, save time, save resources. Reduce paper usage in tracking Report on performance statistics, on average, 48 sheets per month, including fast and convenient communication. Until resulting in a good image for the organization. Based on the survey of the satisfaction of the customers towards

the use of Google App in various areas, using online surveys to reach customers via electronic mail (e-mail) to inquire about the satisfaction and suggestions of client The result is in the "good" level.

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