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Correlated Factors of Working Efficiency of Supporting Staff at Kasem Bundit University

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Abstract

The objectives of the research paper are to study the satisfaction factors related to the level of working efficiency and to compare the efficient factors among relevant factors: individual, problems, difficulties and suggestions to encourage working efficiency of supporting staff of Kasem Bundit University. Two sample groups of 186 quantitative samples and 32 qualitative samples are the foci of the study. The independent variables of the study are individual factors and the relevant impact factors on work effectiveness. The dependent variable is the efficiency of supporting staff at Kasem Bundit University. The questionnaire and interview formats are applied in the study. Percentage and average means data are analyzed. The Standard Deviation, t- test and One Way ANOVA are applied in defining among variables from the responsive questionnaires using Pearson Correlation.

The findings are as follows: the majority of the respondents are female, with ages ranging from 28 to 32, single, Bachelor's Degree holder, with working experiences of over 10 years, with the supporting staff positions, and having income between 10,000 and 15,000 baht. The effect of the level of satisfaction's factors on the efficiency of working of supporting staff at Kasem Bundit University are divided as follows: on job promotion as an average level, on administrator as a high level, on co-workers as a high level, on income as a low level, on fringe benefit as a low level, job responsibility as an average level, on working environment as an average level, on fairness as an average level, on management and policy as an average level. The working efficiency of supporting staff Kasem Bundit University are as follows: the individual efficiency, the background of working experience, working procedure, and the working achievement as a high level. The finding of the hypothesis is at acceptable level of 0.01 on the following factors: promotion, administrators, co-workers, income and fringe benefit, job responsibilities, working environment, fairness, management and policy related to the working efficiency of supporting staff, Kasem Bundit University. The findings of the hypothesis on the comparison of working efficiency of supporting staff Kasem Bundit University on individual are considerably no difference factors. The study found that the most significant factors on problems and difficulties are inappropriate, insufficient, and out-of-date office equipments. In addition, lack of motivation on uncertainty evaluation of yearly

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income and benefits. The interview result shows that the relevant factors on supporting staff are insufficient personnel, lack of service minded staff, independable staff, and unsystematic working style.

1. Introduction

Learning society has been affected by globalization, which has a significant impact, and the world society has currently changed on information, technology and culture that have also been overflowed from countries to countries (Kriangsak Charoenwong, 2539: 18). Human resource is the most important factor related to the competition across countries in the economy, society, politic, technology, management, culture and variety of development features. Focusing on human resources has been authorized in the National Economic and Social Development Plan 9 and 10.

Kasem Bundit University was initially founded in 1987 as Kasem Bundit College. The College began its operation on a rather small scale with only 97 students in the Faculty of Business Administration and the Faculty of Law. In 1992, it was granted new status as "Kasem Bundit University" by the Ministry of University Affairs. KBU presently offers 35 academic programs all of which have been approved and accredited by the Ministry of Education. KBU is currently administered by 22 executive administrators, 385 lecturers, 346 supporting staff and 41 clerks. (Personnel Office, 2553) Supporting staff is one of the most important factors to enhance university activities and administration under the mission of "Learning with Happiness and Kasem as the Second Home" in order to reach the achievement goals in efficient working environment.

The study of related factors on supporting staff efficiency needs to be analyzed. The data gathered give insights by showing significant results to realize the problems and gain understandings on how to improve supporting staff performances.

2. Objectives of Research

1. To study the related factors on satisfaction level of supporting staff working efficiency at Kasem Bundit University

2. To analyze the working efficiency level of supporting staff of Kasem Bundit Unviersity

3. To find the relationship between related factors and working efficiency of supporting staff of Kasem Bundit University

4. To compare working efficiency of individual performance among supporting staff of Kasem Bundit University

5. To analyze the problems, difficulties, and recommendation to increase the efficient performance of supporting staff of Kasem Bundit University

3. Hypothesis of Research

1. There is a correlation between the job promotion factors and the efficiency of supporting staff of Kasem Bundit University.

2. There is a correlation between the administrators factors and the efficiency of supporting staff of Kasem Bundit University.

3. There is a correlation between co-workers factors and the efficiency of supporting staff of Kasem Bundit University.

4. There is a correlation between income and benefits factors and the efficiency of supporting staff of Kasem Bundit University.

5. There is a correlation between fringe benefits factors and the efficiency of supporting staff of Kasem Bundit University.

6 There is a correlation between job responsibilities factors and the efficiency of supporting staff of Kasem Bundit University.

7. There is a correlation between working environment factors and the efficiency of supporting staff of Kasem Bundit University.

8. There is a correlation between fairness and un-bias factors and the efficiency of supporting staff of Kasem Bundit University.

9. There is a correlation between management and policy factors and the efficiency of supporting staff of Kasem Bundit University.

10. There is a correlation between factors and the efficiency of supporting staff of Kasem Bundit University.

11. There is a no-correlation between individual factors, background factors, working process and working achievement and the efficiency of supporting staff of Kasem Bundit University.

4. Scope of the Research

4.1. Scope of Resources

  1.1 Job Promotion
  1.2 Administrators / Supervisors
  1.3 Co-workers
  1.4 Income and Benefits
  1.5. Fringe Benefits
  1.6 Job Responsibilities
  1.7 Working Environment
  1.8 Fairness and Un-bias in Working Process
  1.9 Management and Policy

In addition, there are 4 types of working efficiency as follows: Individual Proficiency, Background, and Working Process and Working Achievement

4.2. Scope of Sampling Groups

There are two purposive sampling technique and Stratified Random Sampling
 1) There are 32 Supervisors with 5 years working experiences from 42 departments
 2) There are 346 Supporting staff from 10 faculties.

4.3. Duration

The research has been administered from April 2011 to February 2012.

5. Tool or Instrument

The questionnaire and interviewing form have been administered as the following process:
1. Literature review and documents have been analyzed
2. There are 4 related factors correlating to the working efficiency of supporting staff of Kasem Bundit University.
Part I: Multiple choice Closed form Questionnaire on Personal information Background of the responsive questionnaire are as follows: sex, age, status, education, working experience, job responsibilities, and income.
Part II: The 5 Rating Scale of Likert has been administered dividing in 9 sections on the satisfaction level on the working efficiency of supporting staff.
Part III: Likert's Scale has been administered to analyze the 4 parts of the level of working efficiency of supporting staff of Kasem Bundit University.
Part IV: The problems, difficulties and suggestions to increase the working performance of supporting staff of Kasem Bundit University

6. Data Collecting

1. Collecting data has been compiled from variety of resources including text and the findings of relevant research paper.
2. Personal interview or Face to face interview has been administered by the supervisors

7. Data Analyzing

There are 7 sections of the analyzed data:
Section 1   Frequencies Distribution and Percentage have been applied to the data from the responsive questionnaire.
Section 2   Mean and Standard Deviation have been applied to the data of satisfaction factors of supporting staff of Kasem Bundit University as follows: job promotion, administrators and supervisors, co-workers, income and benefits, fringe benefits, job responsibilities, working environment, fairness and un-bias working, management and policy.
Section 3   Mean and Standard Deviation have been applied to the level of working efficiency of supporting staff of Kasem Bundit University on individual performance.
Section 4   Pearson's Correlation Coefficient has been applied to analyze the hypothesis in various factors such as job promotion, administrators, co-workers etc.
Section 5   T-test and One Way ANOVA on pair testing focusing on LSD (Least Significant Difference of individual background such as sex, age, status etc
Section 6   Frequencies Distribution and Percentage have been applied to analyze the data of problems, difficulties and recommendation related to the working efficiency.
Section 7   The findings of interviewing results of supporting staff of Kasem Bundit University.

8. Data Analysis Results

General Data

The general data of the responsive questionnaire is as follows: female, with 28-32 years of age, being single, with Bachelor degree of education, with over 10 years of working experiences, and having income between 10,000 and 15,000 baht.

Satisfaction's Level

The satisfaction's levels effect the working efficiency of supporting staff of Kasem Bundit University are as follows:

1. The average level on job promotion, and in-depth analysis found that the higher level of the satisfaction results on training, other supporting learning experiences and job promotions.

2. The high level of administrators and supervisors factors, and in-depth analysis found that the higher level of the satisfaction results on supervisors who are having leadership, having good decision making, being nice and friendly.

3. The high level of co-workers, and in depth-analysis found that the higher level of the satisfaction results on team work and job responsibilities.

4. The low level of income, and benefits and in-depth analysis found that the higher level of the satisfaction results on work achievement and good performances, fairness of yearly working evaluation.

5. The low level of fringe benefits, and in-depth analysis found that the higher level of the satisfaction results on social benefits, appropriate benefits for each position, sufficient information of social benefits by the university comparing with other university.

6. The average level of job responsibilities, and in-depth analysis found that the higher level of satisfaction on their current responsibilities, job assignment, and work challenging.

7. The average level of working environment, and in-depth analysis found that the higher level of the satisfaction results on administrators, co-workers, location and safety.

8. The average level of fairness and un-bias working, and in-depth analysis found that the higher level of the satisfaction on none of sexual harassment, and the attention of supervisors.

9. The average level of management and policy, and in-depth analysis found that the higher level on the satisfaction on the rules and regulations of the university.

Level of Working Efficiency of Supporting Staff Kasem Bundit University

The findings of the individual performance, background, working process on the working efficiency are as follows:

1. The high level of individual performance, and in-depth analysis found that the higher level on their willingness, intention, accurately working, enthusiasm and be ready in working performances.

2. The high level of working background, and in in-depth analysis found that the higher level on the reasonable usage of office equipment, economized sharing of equipment and the suitable of working appliances.

3. The high level of working process, and in-depth analysis found that the higher level on the accurate and on time working style, and the convenient process.

4. The high level of working achievement, and in-depth analysis found that the higher level on the working performance and the satisfaction of performing tasks.

Hypothesis Analyzing Factors and Working Efficiency of Supporting Staff Kasem Bundit University

The hypothesis analysis of working efficiency of supporting staff of Kasem Bundit University found significant factors of 0.01 correlates with the research hypothesis on the highest level respectively as follows:

administrators and supervisors; the management and ; fairness and un-bias working; and the least level on income and benefits.

Hypothesis Analyzing on Individual Background and Working Efficiency of Supporting Staff Kasem Bundit University

There is no significant variable on individual background and working efficiency

Problems, Difficulties and Recommendation in Working Efficiency of Supporting Staff Kasem Bundit University

The findings of the problems and difficulties are rated respectively as follows: inappropriate working equipments, and insufficient and out of date equipments; lack of motivation on annual working evaluation, and the uncertainty of annual evaluation payment. The results of the interview show that there is an insufficiency of staff with respect to work loads; inappropriate qualifications, lack of responsibilities and lack of working plan.

9. Research Discussion

The findings show that the significant data of 0.01 correlates with the research of Sawek Sripirodh (2004) which shows that the quality of working life reflects to working efficiency. In addition, the research of Ladda Patcharawipath (2007) shows that the motivation of working achievement are from the needs of having the achievement being recognized and the need of feeling having power.

10. Research Recommendation

10.1. Conclusion of Research Objectives

The findings of the research are as follows: on job promotion as an average level, on administrator as a high level, on co-workers as a high level, on income as a low level, on fringe benefit as a low level, job responsibility as an average level, on working environment as an average level, on fairness as an average level, on management and policy as an average level. The working efficiency of supporting staff of Kasem Bundit University are as follows: individual efficiency, background of working experience, working procedure, and working achievement as a high level. The finding of the hypothesis is at acceptable level of 0.01 on the following factors: promotion, administrators, co-workers, income and fringe benefit, job responsibilities, working environment, fairness, management and policy related to the working efficiency of supporting staff, Kasem Bundit University. The findings of the hypothesis on the comparison of working efficiency of supporting staff Kasem Bundit Unviersity on individual are considerably no difference factors. The study found that the most significant factors on problems and difficulties are related to inappropriate, insufficient, and out of date office equipments. In addition, lack of motivation on uncertainty evaluation of yearly income and benefits is also significat. The interviewing shows that the relevant factors on supporting staff are insufficient personnel, lack of service minded staff, in-dependable staff, and unsystematic working style.

10.2. Recommendation from the Research

The recommendation from the research to improve the supporting staff's satisfaction as the following:

1. There should be a survey of salary and benefits comparing with other institutes in order to analyze the appropriate rate of salary and benefits. There should also be a regular evaluation and effective payment system.
2. There should be a motivation on job promotion by evaluating the supporting staff performance.
3. There should be activities that will encourage the relationship among administrators and supporting staff and to improve the working environment.
4. There should be more consideration to improve the equipment checking system and the annual health check-up.
5. There should be a clear personnel planning for supporting staff and on job training for new staff. In addition, the after class feedback is an important tool to evaluate the efficiency performance of the staff and lecturers.
6. There should be a consideration of creative thinking on working performance. The clear announcement of rules and regulation should be administered.
7. There should be an updated equipment checking and maintenance. In addition, IT training and on job training should be considered.

10.3. Recommendation from Administrators

Kasem Bundif University should consider improvising related factors as follows:
　　　1. Checking and Maintenance of equipment and appliances
　　　2. Regular training
　　　3. Clear benefits announcement
　　　4. Increase fringe benefits
　　　5. Increase salary
　　　6. Consider the right man to the right job
　　　7 Support the scholarship and seminar or training

10.4. Recommendation from the Research

The research recommendation for Kasem Bundint University are as follows:
1.Support enough and reliable news and information such as mission, objectives of team work and procedure of achievement tasks.
2. Evaluate technical and systematic checking of office equipment, working process and appropriate technology in order to gain effective and efficient working tasks.
3. Assess staff's need both income and other benefits to encourage efficient working tasks.
4. Survey staff's need on training in order to enhance working skills or set long term strategic plan for learning from experienced individual.
5. Motivate the supporting staff for secure, stable and safe in their working place.
6. Focus on working environment
7. Consider supporting sufficient and suitable technology, equipment and appliances.

Recommendation for Further Study

The recommendations for further study are as follows:

1. There should be more studies to be conducted to find the right path in order to improve working efficiency.

2. There should be more studies on the impact factors of working efficiency.

3. There should be more studies on the activities to encourage the relationship among administrators, supporters and co-workers.

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