

Title Correlated Factors of working Efficiency of Supporting Staff,
Kasem Bundit University

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Year 2012

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 are 186 quantitative sample and the 32 qualitative sample .are applied in the study. The independent variables of the study are individual factors and the relevant impact factors on working effectiveness. The dependent variable is the efficiency of supporting staff Kasem Bundit University. The questionnaire and interview format are applied in the study. Percentage and average means are analyzed the data. The Standard Deviation, t- test and One Way ANOVA are applied in defining among variables from the responsive questionnaires by the Pearson Correlation.

The findings are as follows: the majority of the responsive questionnaire are female, with average age between 28- 32, being single, having Bachelor Degree, 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 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 one inappropriate, insufficient, and out of date office equipment. In addition, lack of motivation on uncertainty evaluation of yearly income and benefits. The interviewing show the relevant factors on supporting staff are insufficient personnel, lack of service minded staff, in-dependable staff, and unsystematic working style.

The research recommendation for Kasem Bundit 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 procedure 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 especially on sufficient, and suitable technology, equipment and appliances.