

THE PROCESS OF WRITING A MEETING REPORT

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Abstract

This study on the meeting minutes writing process, compiled by the Personnel Administration Division, aims to develop a standardized system for preparing meeting minutes that adhere to the regulations of the Office of the Prime Minister on official documentation and ensure the correct and appropriate use of language. The population studied consisted of 24 personnel from Suan Sunandha Rajabhat University. Data were collected using questionnaires, and the analysis employed statistical methods, including percentage, mean, and standard deviation. Findings: The study revealed that personnel in the Personnel Administration Division were able to apply the knowledge gained from the meeting minutes writing process accurately and efficiently, in compliance with the regulations of the Office of the Prime Minister on official documentation. Additionally, the appropriate use of language was maintained, leading to increased proficiency among personnel.

Keywords: Process, Writing, Meeting Report

Introduction

Meetings are a crucial process in the administration of Suan Sunandha Rajabhat University, serving as a platform for decision-making, planning, and monitoring the performance of various departments. Meeting minutes are essential documents that record resolutions and guidelines to ensure that relevant parties can refer to them for further implementation.

However, there are currently several issues in the process of writing meeting minutes, such as inaccuracies in information, incomplete content, informal language usage, and delays in report preparation. Therefore, to enhance the efficiency of meeting minutes writing, Suan Sunandha Rajabhat University has organized this training program to equip its personnel with the necessary knowledge and skills to produce high-quality meeting reports.

Research Objectives

1. To develop the skills and abilities of personnel in writing meeting minutes.
2. To reduce delays in report preparation and enhance the efficiency of the university's operations.

Literature Review

Literature related to meeting minutes writing discusses principles and guidelines for effectively recording information from meetings. Mintzberg (1973) and Robbins & Judge

(2019) explain that meetings are a crucial process in organizational management and decision-making. Meanwhile, Blicq & Moretto (2001) and Guffey & Loewy (2018) emphasize techniques for writing reports that are clear, concise, and accurate. Duarte (2012) and Kahneman (2011) present concepts on capturing key points and effective communication.

Additionally, guidelines from the Office of the Public Sector Development Commission (2020) and ISO 30401:2018 provide recommendations on meetings in government agencies and standards for report preparation. Research by Suchitra Phosri (2019) and Somchai Wiriyaikit (2018) examines issues and development strategies for meeting minutes writing in Thai organizations. All of these references can be applied to improve the quality of meeting minutes writing processes.

Research Method

Population:

HR officers of the organization, at Suan Sunandha Rajabhat University

Sample Group:

HR officers of the organization, at Suan Sunandha Rajabhat University, totaling 25 people.

Research Results

1. Study Results

From this study, the knowledge gained from examples and reference documents can be applied accurately and efficiently in accordance with the Office of the Prime Minister's regulations on official documentation. Personnel have developed expertise and no longer face difficulties in writing meeting minutes.

2. Application of Research Findings to Routine Work

2.1 Personnel have gained knowledge and understanding of meeting minutes.

2.2 The research serves as a guideline or manual for accurate work procedures.

2.3 Personnel have developed expertise and no longer face issues with meeting minutes.

3. Impact of Changes in Work Methods

From this study, the knowledge gained from examples and reference documents can be applied accurately and efficiently in compliance with the Office of the Prime Minister's regulations on official documentation. Personnel have developed expertise and no longer face difficulties with meeting minutes. The feasibility of implementing this approach has been analyzed, with results presented in the following table:

Evaluation Criteria	Feasibility Score	Interpretation
Accuracy in analyzing relevant data	5	Highly feasible
Appropriateness of work procedures	5	Highly feasible
Clarity of the work process	5	Highly feasible
Appropriateness of content	5	Highly feasible
Practical feasibility	5	Highly feasible
Overall	5	Highly feasible

As shown in the table, the feasibility assessment of implementing the proposed approach for improving meeting minutes writing indicates that the overall feasibility score is 5, with all evaluation criteria rated at the highest feasibility level.

DISCUSSION

Comparison Before and After Improvement Before Improvement:

The process of writing meeting minutes followed the procedures outlined in the Office of the Prime Minister's regulations on official documentation. It required clarity, accuracy, and appropriate content structuring. Additionally, the use of correct, clear, and suitable language was essential.

After Improvement:

Personnel can now apply research-based practices from the Routine to Research (R2R) study on Meeting Minutes Writing, conducted by the Personnel Administration Division of Suan Sunandha Rajabhat University, as a guideline for their work. They can utilize the knowledge gained from examples and reference documents to ensure accuracy and efficiency in compliance with the Office of the Prime Minister's regulations on official documentation. As a result, personnel have developed expertise in writing official documents without difficulties.

Recommendations

A handbook on the meeting minutes writing process should be developed for the Personnel Administration Division at Suan Sunandha Rajabhat University. This would provide a clear framework for operations, ensuring that new personnel can perform their duties correctly in accordance with the regulations and maintain the appropriate use of language.

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