
**STEPS TO GET TO A HIGHER POSITION ACADEMIC SUPPORT LINE
DEPARTMENT OF PERSONNEL DIVISION SUAN SUNANDHA RAJABHAT
UNIVERSITY**

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Abstract

Study of Steps for entering a higher position Academic support personnel Suan Sunandha Rajabhat University The objective is to study the steps. Processes of various jobs and studies in order to obtain information about the process of entering a higher position, such as details of operating procedures. Operational characteristics Operation period Including methods for improving various work procedures to be clearer and better, creating benefits for planning various operations so that those entering the position can understand the details. Action-based form and the processing time of the Human Resources Division Helps to understand and results in achieving work goals Effective and efficient results were achieved. The population used for this study is personnel of the agency. Personnel of Suan Sunandha Rajabhat University, totaling 100 people, were used to collect data using questionnaires and statistics used for data analysis such as percentages and standard deviations. From the study of factors affecting the process of entering a higher position. Academic support staff Suan Sunandha Rajabhat University Academic support personnel who expressed their opinions on entering higher positions at Suan Sunandha Rajabhat University, 100 people, were satisfied. University policy overall is Number one, the university has clearly established regulations and guidelines. The next rank is The University set up a development policy for entering a higher position. It was found that 100 academic support personnel who expressed their opinions about entering a higher position at Suan Sunandha Rajabhat University were satisfied. Progress overall is at the highest level. When considering each item, it was found that number one was You are responsible and committed to your work. The next rank is He has knowledge, competence and management competency. It was found that 100 academic support personnel who expressed their opinions about entering a higher position at Suan Sunandha Rajabhat University were satisfied. Rules and regulations overall is at the highest level When considering each item, it was found that number one was Do you have an understanding of the law? and government regulations the next rank is He understood the specific qualifications for the position according to the positioning standards set by the Civil Service Commission. It was found that 100 academic support staff who expressed their opinions about entering a higher position at Suan Sunandha Rajabhat University were satisfied. Entry into the position overall is at the highest level When considering each item, it was found that number one had knowledge of the process and procedures for submitting a position proposal The next rank is Have the necessary knowledge and skills to work in the position

Keywords: Steps, Higher position, Personnel

Introduction

The study on "The Process of Career Advancement for Academic Support Personnel at Suan Sunandha Rajabhat University" aims to examine the steps and procedures involved in career progression. This research seeks to gather information on the process of advancing to higher positions, including details of operational procedures, work characteristics, timelines, and methods for improving workflow efficiency.

By clarifying and enhancing these processes, the study will contribute to better planning and understanding for those seeking career advancement. It will provide clear details on required forms, procedural steps, and the timeframe set by the Personnel Administration Division. This improved understanding will help personnel navigate the promotion process more effectively, ensuring successful career progression with efficiency and effectiveness.

Research Objectives

1. To study the procedures for advancement to higher positions of academic support staff at Suan Sunandha Rajabhat University.
2. To propose recommendations for improving the procedures for advancement within the Personnel Administration Division at Suan Sunandha Rajabhat University.

Literature Review

Sukhothai Thammathirat Open University, Public Sector Human Resource Management (2003, p. 25, as citing Edward M. Harwell, Person, 1975, p. 96)

The main objective of public sector human resource development is to bring about behavioral changes in workers as desired. These changes can be observed in the way individuals perform, their output, or the work environment and methods. For example, workers may become more enthusiastic and diligent, make fewer mistakes, increase their productivity, reduce costs, or eliminate conflicts in work processes. Additionally, they may introduce new techniques and methods that improve results, or enhance the quality and quantity of public services provided. Therefore, behavioral change is the primary goal or ultimate objective of human resource development.

Chumphon Nimpanich, Public Sector Management Reform: Principles, Concepts, and Case Studies in Thailand (Sukhothai Thammathirat Open University Press, 2005, pp. 62-65) **Theories on Bureaucracy**

Each individual has a different hierarchy of needs, depending on which level they have reached in fulfilling those needs. This concept points out that physical factors, such as money or other benefits, especially the basic needs (the "four necessities"), are essential for every human being. These factors typically come from employment or work, which includes a salary and other compensations. Public service positions, considered a form of employment, provide a salary and benefits, which are used to meet the essential needs for survival-known as the four basic necessities.

Maslow's Hierarchy of Needs (Maslow, 1943, as cited in Sirivann Serirat & colleagues, 2002, p. 311) views human needs as a hierarchy, starting from the most basic level to the highest level. It concludes that once a need at one level is satisfied, humans will seek to fulfill needs at a higher level.

Research Methodology

Population

Human resources staff of the organization and personnel of Suan Sunandha Rajabhat University.

Sample Group

The sample group consists of human resources staff of the organization and personnel of Suan Sunandha Rajabhat University, totaling 100 people.

Research Tools

1. Characteristics of the Tools Used in the Research

The tool used in this study is a questionnaire developed by the researcher based on relevant theories, documents, and previous research. The questionnaire is divided into 3 sections as follows:

- Section 1: General information of the respondents, including gender, age, education, and personnel category in the organization.

- Section 2: Factors influencing the process of advancing to higher positions for academic support staff at Suan Sunandha Rajabhat University. This includes:

- 1) University policies
- 2) Career advancement
- 3) Rules and regulations
- 4) The process of advancement to higher positions

- Section 3: Suggestions regarding factors that influence the process of advancing to higher positions for academic support staff at Suan Sunandha Rajabhat University.

Statistics Used in the Research

In this study, the researcher analyzed data using relevant statistical methods, which include:

1. Descriptive Statistics

1.1 To describe the demographic characteristics of the respondents, including:

- Gender
- Age
- Education level
- Type of personnel

The data is analyzed using **Frequency Distribution** and **Percentages** to show the number and proportion of respondents in each category.

1.2 To analyze the factors influencing the career advancement process of academic support personnel at Suan Sunandha Rajabhat University in various aspects, including:

- 1) University policies
- 2) Career progression
- 3) Regulations and criteria
- 4) Promotion process

The analysis is conducted using **Mean** to measure central tendency and **Standard Deviation** to indicate the variability of the data distribution in each aspect.

2. Reviewing Literature

The researcher reviews relevant literature, including theories, previous studies, and research methodologies, to establish a framework for designing the questionnaire and formulating appropriate questions.

3. Validation of Research Instruments

3.1 Assessing Validity

- The questionnaire is evaluated by experts to ensure its content validity and completeness.
- The researcher then calculates the **Index of Item Congruency (IOC)** using the formula:

$$IOC = \frac{\sum R}{N}$$

mean:

- **IOC** = Index of Item Congruency
- **R** = Expert ratings (+1 for relevant, 0 for unsure, -1 for irrelevant)
- **N** = Number of experts
- Questions with an IOC value **greater than 0.5** are considered valid.
- Items with an IOC value **below 0.5** are revised according to expert recommendations.
- All questions are approved by three experts to ensure content validity, coverage of research dimensions, and alignment with research objectives.

3.2 Assessing Reliability

- The questionnaire is pilot-tested with **100 participants** who share similar characteristics with the actual sample but are not part of the study.
- The reliability of the questionnaire is assessed using **Cronbach's Alpha coefficient** to measure internal consistency.

Data Collection

The researcher collects data using the following steps:

1. Assigns an identification number to each questionnaire to ensure completeness.
2. Conducts data collection personally to ensure accuracy.
3. Reviews each questionnaire for accuracy and completeness before data processing.

Data Analysis

The research data is analyzed through the following steps:

1. Verified questionnaires are coded according to predefined categories.
2. The coded data is entered into statistical software for processing.
3. Statistical calculations are performed to analyze the data in response to the research questions and objectives.
4. Results are presented in tables with explanations, followed by a discussion, conclusion, and recommendations based on the findings.

Research Results

The research found that academic support personnel desire career advancement in their respective fields. However, the process for advancing to higher positions is complicated, and they do not fully understand the criteria, forms, and documents required for the process of submitting and presenting their work. Therefore, it is recommended that training or information be provided regarding the advancement process for personnel, either through the website or by educating staff members, so they can effectively communicate and verify the accuracy of the required documents.

Recommendations

The research found that if staff members are provided with knowledge about the promotion process, all departments will have a better understanding and be able to comply with the criteria correctly.

Acknowledgement

Research Report on the Process of Advancing to Higher Positions for Academic Support Staff at Suan Sunandha Rajabhat University

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Summary of Findings, Discussion, and Recommendations

This research study on the process of career advancement for academic support staff at Suan Sunandha Rajabhat University aims to examine the procedures involved in career progression and propose improvements for staff development. The study population and sample consisted of 100 personnel from the university's human resources department, selected through random sampling. The analysis of data is presented in three sections:

1. General demographic analysis of the respondents
2. Analysis of factors influencing career advancement
3. Recommendations

Summary of Findings

The demographic analysis revealed that among the 100 academic support staff surveyed, 50 were male and 50 were female. The majority were aged 31-40 years (42 respondents), followed by those aged 41-50 years (40 respondents). Regarding education, 59 respondents held a bachelor's degree, while 41 had a master's degree. Most employees were funded by the government budget (62 respondents), while the remaining 38 were funded by university revenue.

Regarding workplace distribution, the majority were from the Faculty of Science and Technology and the Office of Academic Resources and Information Technology (10 respondents each), followed by the College of Politics and Governance (7 respondents), and the Faculty of Education, Faculty of Fine and Applied Arts, and Nakhon Pathom Campus (5 respondents each).

The study also explored factors influencing career advancement among academic support staff. Respondents expressed the highest level of satisfaction with the university's policies ($\bar{X} = 4.75$). The top-rated factors included:

1. Clearly defined regulations and procedures for career advancement ($\bar{X} = 5.00$)
2. Development policies that support career progression ($\bar{X} = 4.78$)

Regarding career growth opportunities, respondents were highly satisfied ($\bar{X} = 4.69$), with top factors being:

1. Personal responsibility and dedication to work ($\bar{X} = 4.96$)
2. Knowledge, skills, and managerial competencies ($\bar{X} = 4.78$)

For rules and regulations, respondents also expressed high satisfaction ($\bar{X} = 4.74$), particularly in:

1. Understanding of legal frameworks and official regulations ($\bar{X} = 4.74$)
2. Understanding of specific position qualifications as per the Office of the Civil Service Commission (OCSC) standards ($\bar{X} = 4.70$)

Lastly, in terms of the career advancement process, respondents showed high satisfaction ($\bar{X} = 4.68$), particularly in:

1. Understanding the procedures and steps required to apply for promotion ($\bar{X} = 4.87$)
2. Possessing the necessary skills and knowledge for the desired position ($\bar{X} = 4.70$)

Discussion

The study's findings confirm that academic support staff at Suan Sunandha Rajabhat University have a strong desire for career growth. However, they often encounter complex procedures, difficulties in understanding the criteria, and challenges with required forms and documentation. This indicates the need for improved support mechanisms.

Recommendations

To enhance the career advancement process for academic support staff, the university should:

1. Provide clear and accessible information on promotion criteria through university websites and direct staff training sessions.
2. Train HR personnel to effectively guide staff through the promotion process, ensuring proper documentation and compliance with regulations.
3. Develop standardized templates and resources to simplify the application and submission of required documents.
4. Encourage continuous professional development by offering skill-building programs that align with career progression requirements.

By implementing these improvements, staff across all departments will have a clearer understanding of career advancement procedures, enabling them to comply with the criteria effectively, while HR personnel can better support the verification and submission of documents.

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