

GUIDELINES FOR DEVELOPMENT OF TRAINING TO INCREASE WORK EFFICIENCY OF PERSONNEL SUAN SUNANDHA RAJABHAT UNIVERSITY

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Abstract

This research aims to: (1) Develop training programs that enhance the work efficiency of personnel at Suan Sunandha Rajabhat University. (2) Increase the capacity for training and personnel development to align with the same standards. This study is a quantitative research. The statistical methods used include descriptive statistics, with reported values consisting of frequency, percentage, mean, and standard deviation. Research Findings: 1. The majority of respondents from Suan Sunandha Rajabhat University were female, accounting for 69.08%. Most were aged between 25-34 years (36.18%), held a bachelor's degree (74.34%), and had 5-10 years of work experience (59.87%). 2. The personnel of Suan Sunandha Rajabhat University demonstrated the highest level of training development for improving work efficiency across all three aspects. The highest-ranked aspect was work quality, followed by time management, and work methods. This aligns with the theory of Peterson and Prowman (1953, as cited in Busara Sudpipat, 2010), which states that high-quality work benefits the organization. Furthermore, the time spent on tasks must be appropriate, accurate, and up to date, with continuously developed techniques to enhance speed and efficiency.

Keywords: Work Development, Training, Work Efficiency

Introduction

In today's world, rapid global changes are constantly reshaping various fields of knowledge. The competition among universities and educational institutions has become increasingly intense. One of the most crucial factors that provides a competitive advantage is personnel development, which enables universities to grow effectively. Many large organizations have established training and personnel development departments to guide the planning of various projects, as well as to design training and development programs that align with university policies and needs.

The personnel of Suan Sunandha Rajabhat University play a vital role in driving the university toward success. They are responsible for carrying out duties as mandated by law to fulfill the state's various missions. Therefore, their work is highly significant in the university's development. Effective management is essential to achieving the university's vision and mission.

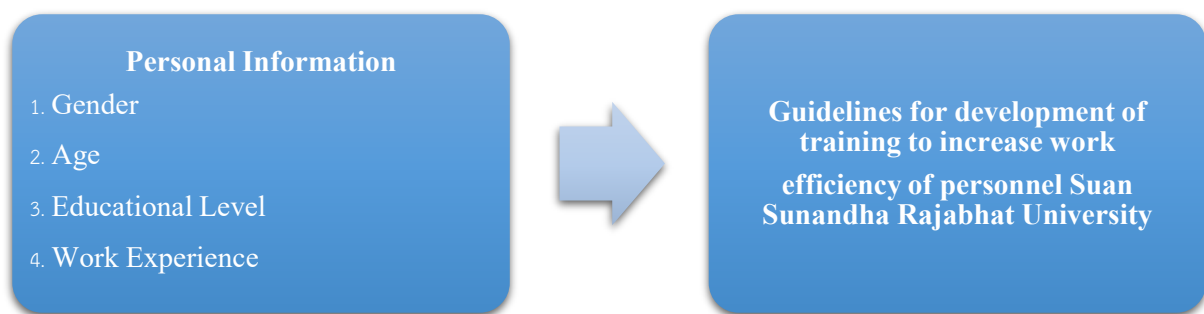
In this regard, the researcher recognizes the importance of training development and is particularly interested in studying Guidelines for Training Development to Enhance Work Efficiency of Personnel at Suan Sunandha Rajabhat University. The objective is to ensure that university personnel possess the necessary competencies, knowledge, skills, abilities, and appropriate attributes to perform their duties as required by the university.

Research Objectives

1. To develop training programs that enhance the work efficiency of personnel at Sunanandha Rajabhat University.
2. To enhance the capacity for training and personnel development to meet uniform standards.

Scope of the Research

1. Population Scope: Support personnel involved in training operations at Sunanandha Rajabhat University.
2. Variable Scope



3. Time Scope: From October 1, 2022, to July 31, 2023.

Literature Review

Jutthamas Saengawut and Pornnipa Jinda (2010, p. 10) define human resource development as the implementation of various activities to enhance the competencies of employees by improving their knowledge, skills, and attitudes, enabling them to perform tasks effectively.

P. Nick Blanchard and James W. Thacker (2007, p. 26) define training as a systematic management process that organizes learning processes using integrated tools that lead to behavioral changes in various forms. This aims to develop knowledge, skills, attitudes, and behaviors that improve the ability to perform tasks appropriately both in the present and in the future.

Wanpen Srikaew (2009, pp. 23-27) discusses the various forms or processes of development in each organization, which are chosen differently, as follows:

Orientation: This is a personnel management activity aimed at introducing new employees to the organization, the duties they need to perform, as well as their supervisors and colleagues.

Task Assignment: This involves defining responsibilities and authority. The supervisor assigns duties to subordinates. The benefits of task assignment include reducing the workload of senior managers, developing subordinates, and boosting the morale of workers.

Training: These are various processes aimed at enhancing knowledge, expertise, and experience, enabling individuals within an organization to perform their duties more effectively.

Seminars as a Training Method: This is a group training method involving individuals with similar expertise, which is beneficial for supporting and solving problems between experts.

Further Education: An essential activity in modern personnel management, this provides employees with opportunities to enhance their knowledge and skills, helping them become more confident and efficient in their work, thus improving their chances of promotion.

Development Through Job Assignments:

Job Rotation: This involves assigning employees to rotate through different positions to provide them with a broader knowledge base.

Job Trials: Employees are assigned to assume managerial positions with full responsibility, offering them rapid learning opportunities.

On-the-Job Training by Subordinates and Colleagues: This method involves providing guidance on how to perform tasks and sharing suggestions.

Management by Committee: This involves meetings with committees, where individuals have the chance to develop presentation skills, justify their plans, and offer opinions or counterarguments to support their views, helping them build managerial expertise.

Jiraporn Chumbangmang (2013) explains that work efficiency or performance efficiency refers to the actions of individuals who possess the ability and readiness to dedicate themselves willingly and wholeheartedly to their tasks. They perform their work competently, in an organized manner, adhering to rules and procedures, completing tasks on time, quickly, accurately, and with high quality and standards, while minimizing costs.

Research Methodology

Population:

The population for this research consists of 245 support personnel involved in training operations at Suan Sunandha Rajabhat University.

Research Sample:

The sample size was determined using Taro Yamane's formula (Taro Yamane, 1973, p. 125, as cited in Rueadej Kerdwichai, 2007, p. 137) as follows:

Formula:

$$n = \frac{N}{1+(N)(e)^2}$$

Where:

- nnn = Sample size
- NNN = Population size
- eee = Sampling error, set at 0.05

Using the formula

$$n = \frac{245}{1+(400)(0.05)^2} = 152$$

The sampling method used is **Cluster Random Sampling**, resulting in a final sample size of 152 individuals

Development of Research Instruments:

The research instrument used in this study is a questionnaire designed for data collection. The development process involved the following steps:

1. Reviewing relevant documents and research studies to guide the questionnaire design.

2. Examining documents, textbooks, and previous research related to training program development to enhance work efficiency at Suan Sunandha Rajabhat University.

3. Creating the questionnaire, which consists of two sections:

Section 1: General Information (4 items)

- Gender (Nominal Scale)
- Age (Ratio Scale)
- Educational Level (Nominal Scale)
- Work Experience (Ratio Scale)

Section 2: Training Development Strategies for Enhancing Work Efficiency

▪ This section consists of three key areas: Work Quality, Time Management, and Training Methods.

▪ Responses are measured using a **5-point Likert's Rating Scale (Interval Scale):**

- 5 = Strongly Agree (Highest Development)
- 4 = Agree (High Development)
- 2 = Neutral (Moderate Development)
- 2 = Disagree (Low Development)
- 1 = Strongly Disagree (Lowest Development)

Data Interpretation Criteria:

The Likert scale values were divided into intervals using the formula:

$$\text{Class Width} = \frac{\text{Maximum Score} - \text{Minimum Score}}{\text{Number of Levels}} = \frac{5 - 1}{5} = 0.80$$

4.21 – 5.00 = Very High Development

3.41 – 4.20 = High Development

2.61 – 3.40 = Moderate Development

1.81 – 2.60 = Low Development

1.00 – 1.80 = Very Low Development

The questionnaire was submitted to experts for validation and feedback to improve its accuracy and effectiveness.

A **pretest** was conducted with 30 respondents from the training department. The results were used to refine the questionnaire, ensuring its reliability. Reliability analysis was conducted using **Cronbach's Alpha (α -Coefficient)**.

4. Data Collection

Data for this research were collected from two sources:

1) **Secondary Data** – Collected from government and private sector sources, including newspapers, journals, academic books, articles, theses, research reports, and online sources.

2) **Primary Data** – Collected using the questionnaire distributed to the selected sample group.

5. Data Analysis and Presentation

The completed questionnaires were verified for accuracy before statistical analysis. The data were processed using **SPSS (Statistical Package for the Social Sciences)** software and analyzed through **Descriptive Statistics** to summarize and interpret the findings.

Research Results

Results of Personal Data Analysis of Personnel at Suan Sunandha Rajabhat University
The analysis of personal data from 152 personnel at Suan Sunandha Rajabhat University revealed the following findings:

- Gender:

The majority of personnel were female (105 individuals, 69.08%), while male personnel accounted for 47 individuals, 30.92%.

- Age:

- o The largest age group was 25 – 34 years old (55 individuals, 36.18%).
- o Followed by 35 – 44 years old (47 individuals, 30.92%).
- o 45 – 54 years old (24 individuals, 15.79%).
- o 55 years and above (19 individuals, 12.50%).
- o Under 25 years old (7 individuals, 4.61%).

- Education Level:

- o The majority of personnel held a bachelor's degree (113 individuals, 74.34%).
- o Followed by those with a master's degree (37 individuals, 24.34%).
- o A small number held a doctoral degree (2 individuals, 1.32%).

- Work Experience:

- o The largest group had 2 – 5 years of experience (91 individuals, 59.87%).
- o Followed by those with 11 – 15 years of experience (29 individuals, 19.08%).
- o Personnel with less than 5 years of experience (18 individuals, 11.84%).
- o Those with more than 15 years of experience (14 individuals, 9.21%).

The level of development of training programs to enhance the work efficiency of personnel at Suan Sunandha Rajabhat University in general. The personnel of Suan Sunandha Rajabhat University have achieved the highest level of development in training programs to enhance work efficiency, with an overall average score of 3.72. When considered by specific aspects, the highest average score is in **work quality (3.77)**, followed by **time management (3.71)**. The aspect with the lowest average score is **methods (3.69)**.

Discussion

The majority of Suan Sunandha Rajabhat University personnel who responded to the survey were female, accounting for 69.08%. Most respondents were aged 25-34 years (36.18%), held a bachelor's degree (74.34%), and had 5-10 years of work experience (59.87%). These findings align with the research of Rattanaporn Boonnuk (2012), which studied the impact of development and training on employee efficiency: A case study of the Provincial Electricity Authority, Region 1 (Central), Phra Nakhon Si Ayutthaya Province.

The personnel of Suan Sunandha Rajabhat University achieved the highest level of development in training programs to enhance work efficiency across all three aspects. The highest-rated aspect was work quality, followed by time management, and finally methods. These findings correspond with the theory of Peterson and Prowman (1953, as cited in Bussara Sudpipat, 2010), which states that high-quality work benefits organizations. Furthermore, the

time spent on tasks should be accurate, appropriate, and up to date, with the continuous development of work techniques to improve speed and convenience.

Recommendations

1. Personnel should be encouraged to participate in training and development programs related to technology.
2. Technology should be increasingly integrated into training programs, such as utilizing Google Forms for registration.
3. Training programs should be evaluated after implementation to use the feedback for improvements in future training sessions.

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