

**THE STUDY ON SERVICE SATISFACTION OF THE ACCOUNTING AND
PROCUREMENT DEPARTMENT, FACULTY OF SCIENCE AND TECHNOLOGY,
FOR THE FISCAL YEAR 2024, SUAN SUNANDHA RAJABHAT UNIVERSITY**

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Abstract

The study on “Satisfaction with the Services of the Finance and Supplies Division, Faculty of Science and Technology, Fiscal Year 2024, Suan Sunandha Rajabhat University” aimed to examine the level of satisfaction regarding the services provided by the Finance and Supplies Division, Faculty of Science and Technology, Suan Sunandha Rajabhat University, for the fiscal year 2024. The sample group in this study consisted of 96 lecturers and staff members from the Faculty of Science and Technology. The researcher selected the sample using a simple random sampling method and employed a questionnaire as the research instrument for data collection. Data analysis was conducted using frequency, percentage, mean, and standard deviation.

Keywords: Satisfaction, Financial and Supplies Division Services, Service Quality

Introduction

The Office of the Dean, Faculty of Science and Technology, includes the Finance and Supplies Division, which plays a crucial role and is directly connected to all other departments. The operations of the finance and supplies sectors in the government system are governed by the Ministry of Finance, which has established specific procedures for disbursement to ensure that all financial and procurement processes are conducted systematically, procedurally, and continuously. The services provided by the Finance and Supplies Division must follow the proper disbursement procedures, comply with relevant regulations, and facilitate convenience for service users to ensure efficiency in operations. The division should also encourage staff members to study and understand financial regulations and disbursement procedures thoroughly to enhance service effectiveness. Furthermore, the disbursement system must be streamlined, prompt, transparent, up-to-date, and in full compliance with government regulations.

The Faculty of Science and Technology has been allocated a budget to support teaching, learning, and academic service activities, which involve a wide range of operations. Consequently, service users within the faculty must request disbursements according to the designated budget plans. Therefore, the faculty recognizes the importance of the financial and procurement disbursement process, as the related documents often include numerous details and require careful preparation and accuracy. Moreover, the verification process carried out by the Finance and Supplies Division staff is often time-consuming, and frequent errors are found during the review, resulting in delays in disbursement. The researcher, therefore, became interested in studying this issue to identify the problems that cause delays in the disbursement process and to provide guidelines for improvement and development of the approval and

disbursement procedures. Hence, this study focuses on examining satisfaction with the services of the Finance and Supplies Division, Faculty of Science and Technology, for the fiscal year 2024, Suan Sunandha Rajabhat University.

Research Objectives

1. To study the level of satisfaction regarding the services provided by the Finance and Supplies Division, Faculty of Science and Technology, Suan Sunandha Rajabhat University, for the fiscal year 2024.

Scope of the Research

Population Scope

The population in this study consisted of 126 personnel, including academic staff and supporting staff of the Faculty of Science and Technology.

The sample group used in this research comprised 96 academic and supporting staff members, determined using the sample size calculation formula of Taro Yamane (1970, as cited in Kanlaya Vanichbancha, 1999). The researcher selected the sample through a simple random sampling method. The research instrument used in this study was a questionnaire designed to assess satisfaction with the services of the Finance and Supplies Division, Faculty of Science and Technology, Suan Sunandha Rajabhat University, for the fiscal year 2024.

Variable Scope

- Independent Variables: General information, including gender, type of personnel, work experience, and frequency of service usage.
- Dependent Variable: The satisfaction level of the respondents, divided into three aspects:
 - 1) Personnel aspect
 - 2) Service facilities aspect
 - 3) Procurement aspect (including purchasing, hiring, and disbursement processes)

Time Scope

This research was conducted during the period from February 1 to August 31, 2025.

Research Methodology

This research is a study on the satisfaction with the services of the Finance and Supplies Division, Faculty of Science and Technology, Suan Sunandha Rajabhat University, for the fiscal year 2024. The study was conducted according to the following procedures:

1. Population and Sample Used in the Study
2. Research Instruments
3. Data Collection
4. Data Analysis and Statistical Methods Used

Research Results

1. Personnel Aspect

The item "The staff create a positive impression and good understanding among service users, encouraging them to return for future services" received the highest mean score ($\bar{X} = 4.625$), followed by "The staff provide clear advice, answers, and guidance to inquiries" ($\bar{X} = 4.615$). Next were "The staff are responsible and dedicated to their duties" ($\bar{X} = 4.594$),

“The staff dress appropriately” ($\bar{X} = 4.573$), and “The staff communicate politely, courteously, and in a friendly manner” ($\bar{X} = 4.573$). Additionally, “The staff demonstrate initiative and creativity in their work” had a mean score of ($\bar{X} = 4.552$), “The staff possess knowledge and expertise in the rules, regulations, and laws of the university and the Ministry of Finance” had ($\bar{X} = 4.344$), and “The staff are able to appropriately solve immediate problems and obstacles that arise” had the lowest mean score of ($\bar{X} = 4.229$). The staff are willing and ready to provide services with a cheerful attitude and pleasant demeanor ($\bar{X} = 4.146$), respectively.

2. Service Facilities Aspect

The item “The communication process is convenient” received the highest mean score ($\bar{X} = 4.625$), followed by “The document delivery and receipt process is convenient” ($\bar{X} = 4.615$), “Traveling for coordination is convenient” ($\bar{X} = 4.594$), and “Each unit within the Supplies Division coordinates effectively with one another” ($\bar{X} = 4.500$), respectively.

3. Procurement Aspect

The item “Knowledge and understanding of rules and regulations and receiving problem solutions that meet needs” obtained the highest mean score ($\bar{X} = 4.688$), followed by “Coordination, follow-up, and the ability to substitute for one another in work” ($\bar{X} = 4.687$). Next were “Willingness and readiness to provide services with a cheerful attitude and pleasant demeanor” ($\bar{X} = 4.510$), “The timeliness and appropriateness of service duration in relation to activities or projects” ($\bar{X} = 4.260$), “Clearly defined procedures, processes, and operating methods” ($\bar{X} = 4.229$), and “Availability of supporting materials such as documents, forms, and document templates” ($\bar{X} = 4.229$), respectively.

Discussion

The level of satisfaction with the services provided by the Finance and Supplies Division, Faculty of Science and Technology, Suan Sunandha Rajabhat University, for the fiscal year 2024, can be discussed as follows:

1. Personnel Aspect

It was found that, overall, the level of satisfaction was at the highest level. This is because the staff created a positive impression and good understanding among service users, encouraging them to return for future services. The staff also provided clear advice, answered questions, and offered guidance effectively. They were responsible and dedicated to their duties, dressed appropriately, and communicated politely, courteously, and in a friendly manner. Moreover, the staff demonstrated initiative and creativity in their work, possessed knowledge and expertise in the rules, regulations, and laws of both the university and the Ministry of Finance, and were able to solve immediate problems appropriately. Additionally, they showed willingness and readiness to provide services with a cheerful attitude and pleasant demeanor.

2. Service Facilities Aspect

It was found that, overall, the satisfaction level was at the highest level. This is because the staff provided convenient communication channels, the document delivery and receipt process was efficient, traveling for coordination was convenient, and each unit within the Supplies Division coordinated effectively with one another.

3. Procurement Aspect

Regarding procurement, purchasing, hiring, and disbursement, the overall satisfaction level was also at the highest level. This is attributed to the staff’s comprehensive knowledge and understanding of rules and regulations, as well as their ability to solve problems effectively in accordance with users’ needs. In addition, there was effective coordination, task

follow-up, and substitution among staff members when necessary. The staff also showed willingness and readiness to provide services with a cheerful and pleasant attitude, and the service duration was prompt and appropriate for each activity or project. Furthermore, procedures, processes, and operational methods were clearly defined, and supporting materials such as documents, forms, and templates were adequately provided.

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