Title   The Development of Performance Standards PM5 With work manual Case study : System of General Administrative Officer under the Faculty

Researcher   Dutsadee Cholprecha and Phontip Suphaphon

Organization Rambhai Barni Rajabhat University

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Abstract

The Development of performance standards PM5 with work manual Case study : System of General Administrative Officer under the Facclty. The purpose To study performance standards by PM5 system structure for support efficer and to create a work manual in general management for administrative. The sample Consisted 5 was 11 general administratives under each faculty department of Rambhaibarni Rajabhat University, The instruments used in this research were questionnaires and interviews. The results were found that enterprise best practice conclude were as follows.

1) Receiving internal and external documents (with document system), the Faculty of Computer Science takes the least time to work. which reducing the process of copying documents for distribution.

2) Receiving internal and external documents (with E-doc system), the type of government documents, internal document storage , external document storage. Each faculty has similar operational skills, although spent less time to work.

3) Deliver document with E-doc system, Faculty of Computer Science, takes the least time to work which reduces the process of preparing a copy of the document left.

4) Counseling part, the Faculty of Communication Arts Nursing and Gemology and Applied Arts time spent less on work. They have working sorting skills that are different from other faculties. To coordinate with relevant persons for initial consultation Instead of self-counseling

5) Public relations of information the Faculty of Science and Technology and Faculty of Humanities and Social Sciences spent time on work reducing the process of preparing public relations files.

6) Receive and delivery the Mail, Faculty of Communication Arts, Nursing and Gemology and Applied Arts spent time less on work, They have a very different sorting skill to check envelope addressing first. If found that it was not a personnel letter in the fatulty, it was notified to the involved person , then bring it back to the faculty and send to the person in the addressee.

Keywords : Operation manual, General Management, Support staff, Process Management 5