

An Office Management Model for Higher Education Institutions in Thai Service Supply Chains

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Abstract—This research aim to design and evaluate an office management model for higher education institutions in Thai service supply chains Then, developed a survey research, which used the sample group consisted of five in supply chain, five experts in Management. All totalling ten experts. Data analysis was the average mean and standard deviation. The research was found that an office management model for higher education institutions in Thai service supply chains six comprises namely main components, Supplier, Manufacturer, Material handling and packaging, Service provider ,Customers and results from ten experts agreement of an office management model for higher education institutions in Thai service supply that mean an office management model for higher education institutions in Thai service supply chain to may be appropriately applied in actual work settings.

Keywords— *An Office Management Model, Higher Education Institutions, Thai Service Supply Chains*

1. Introduction

At present, Supply chains play a role in the public and private sectors. Particularly in higher education office management that contributes to the improvement of the caliber of the Private sector employees work for education and public sector employees carry out official duties, such as public education, so that office management becomes more thorough and responsive to the local needs. The management of the service supply chain and its systems are crucial. Supply chain is a crucial strategy to achieve a competitive advantage in the commercial and industrial sectors because of this, and as a result, Supply Chain has been classified as a branch of performance Management. [11],[8],[9],[12],[15] Organizations in the sector want employees with knowledge, aptitude, and skills who can work effectively to enhance productivity in order to be highly competitive. Therefore, the firms must have the knowledge and

resources to raise their standards and meet customer demand. The key procedure to support the organization's entire activities system from upstream to downstream is hence service supply chain management. [1] Thus, the researcher had an idea to design and to evaluate an office management model for higher education institutions in Thai service supply chains for increase customer satisfaction.

2. Background

Service supply chain

Every supply chain employee in a service supply chain must be responsible and cooperative with other employees. In actuality, the emphasis on coordination and collaboration between supply chain channel members is what distinguishes modern supply chain management from logistics management. Coordination is therefore crucial to the success of service supply chain management. [14]

According to Armistead and Clark (1993), the integration of services into supply chains may have been the first attempt thanks to the application of the value chain concept in developing service delivery strategies. [1]

According to Young Dahl and Loomba (2000), the service factory concept has given way to a new idea known as service-driven[16]

Sampson (2000) claimed that the service firms' bidirectional supply chain structure.

3. Research Methodology

3.1 Analyze and synthesize relevant information and documents to determine the elements of an office management model for higher education institutions in Thai service supply chains.

3.2 From the analysis of pertinent papers and research, create an office management model for

higher education institutions in Thai service supply chains

3.3. Create the tools for evaluating the suitability of an office management model for higher education institutions in Thai service supply chains.

3.4 Present the developed an office management model for higher education institutions in Thai service supply chains.to the five experts in supply chain, ten experts in management.

3.5 Review the findings of an examination of an office management model for higher education institutions in Thai service supply chains.by mean and standard deviation consisting of 5 criteria for evaluation according to the idea of Likert scale.

3.6 An office management model for higher education institutions in Thai service supply chains has been finalized.

4. Results

4.1 Results of an office management model for higher education institutions in Thai service supply chains are shown in figure 1.

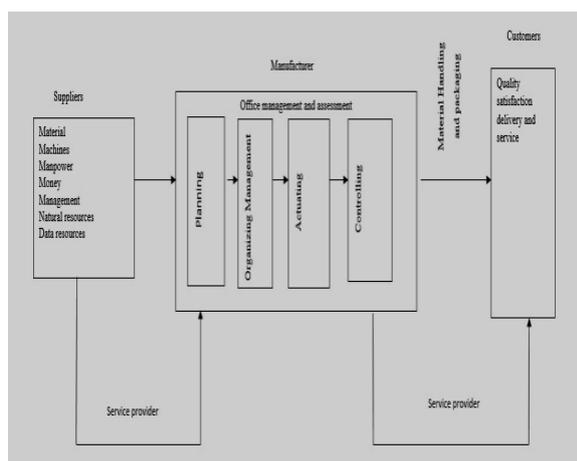


Figure 1: An office management model for higher education institutions in Thai service supply chains.

4.2 Principle of an office management model for higher education institutions in Thai service supply chains.

1 Suppliers

Suppliers is a material, machines, manpower, money, and other resources who supply into the higher education institutions.

2 Manufacturer

The Manufacturer means university. It will perform its duty of office management and assessment. It is based on the consideration that all services supply chain tasks and activities can be assigned to four fundamental processes, as follows:

2.1 Planning mean preparing, preparing for work, and performing tasks in advance namely short plan, long plan, person plan, office form, office system and procedure, office method, office equipment &

machine, office space, data transmission management system, document management system and office environment include Location plan.

2.2 Organizing management is defining activities in the office, such as defining personnel responsibilities and procurement of necessary materials.

2.3 Actuating; It is an operation that mostly involves people.

2.4 Controlling; It is an office control that must comply with the planning of the office management. namely form control, office quantity & Quality, Office- Time uses, expense and budget in an office, an office handbook that the staff must follow.

3 Material handling and packaging

It is the delivery of the goods to the customers.

4 Service provider

Service provider mean support activities that helps the main activities to run smoothly. Support activities consists of organizations infrastructure, human resources management technology office management and procurement.

5 Consumers

Customers mean the end-of-process component of the model which means that the society or organization for increase customer satisfaction. [2],[3],[4],[5],[6], [7] and [14]

Table 1: Results for evaluation of an office management model for higher education institutions in Thai service supply chains

No	Evaluation Lists	\bar{X}	S.D.	Suitability
1	Main components	3.62	0.92	High
2	Suppliers	3.64	0.68	High
3	Manufacturer	3.60	0.69	High
4	Material handling and packaging	3.70	0.48	High
6	Service provider	3.70	0.94	High
6	Customers	3.60	0.69	High
	Summary	3.64	0.65	High

Table 1, it can be concluded that an office management model for higher education institutions in Thai service supply chains is highly appropriate, with the total rating mean of 3.64 and standard deviation of 0.65.

5. Discussion

An office management model for higher education institutions in Thai service supply chains is considered to be high appropriate ($\bar{X} = 3.64$, S.D. = 0.65), and the design was corresponds to the research of Chansamut and Piriyasurawong has studied supply chain and information system about educational [2] In addition, with the study of chansamut suggesting that supply chain and information system. [3],[4],[5],[6] and [7]

6. Conclusion

An office management model for higher education institutions in Thai service supply chains is appropriate at the high level that mean an office management model for higher education institutions in Thai service supply chain to may be appropriately applied in actual work settings.

7. Recommendation

An office management model for higher education institutions in Thai service supply chains is considered to be high appropriate if possible it should be implemented in the university. The feedback data from the implementation could be used to further.

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