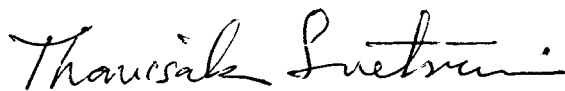




THESIS TITLE : DEVELOPMENT OF FILING SYSTEMS AND SERVICES
IN A DISPATCH UNIT

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ABSTRACT

The objectives of this research were : 1) to investigate the service problems of the dispatch unit in the Faculty of Humanities and Social Sciences, Khon Kaen University; 2) to find solutions for the problems so as to improve and develop the dispatch unit; and 3) to validate the solutions, particularly on acceptors' satisfaction.

Samples for this study consisted of: 1) 54 randomly selected service providers from the dispatch units of all faculties and centers in the university; 2) 298 service acceptors, randomly selected from all university employees.

The instrument for data collection were 2 sets of questionnaires. The first set was designed to solicit general background information and problem encountered, whereas the second set was for general background information and information on problems and causes, service patterns, service time and satisfaction of services before and after the intervention. The intervention consisted of supervision, training, distributing work manual

and documents indicated service procedures involved for both service providers and acceptors.

The data analysis was performed by using SPSS/PC⁺. Percentage, Chi-square and t-test values were calculated. It was found that, after completion of the intervention, some services such as typing and formatting of governmental papers, filing system, service on paper copy and duplication and etc., required shorter service time. This implied that more service satisfaction was obtained due to more rapid services. Moreover, all these improvements were statistically significant at 0.05 level.

However, some services, such as governmental paper circulation within the faculty, formal papers drafting, searching and follow up on documentation, as well as paper destruction were not improved after the completion of intervention. The explanation could be that these services required more individual skill from long work experiences.