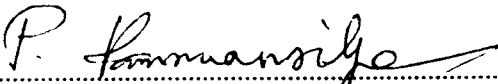


THESIS TITLE: DEVELOPMENT OF FINANCIAL MANAGMENT SYSTEM FOR

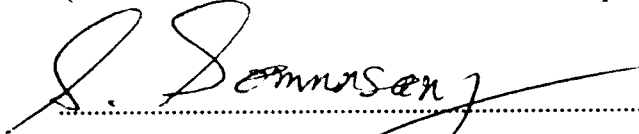
RAJABHAT INSTITUTE LOEI

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THESIS ADVISORY COMMITTEE :

.....CHAIRPERSON

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(Associate Profesor Sere Somnasang)

ABSTRACT

The ultimate goal of this study was to improve the financial services in Rajabhat Institute Loei

A sample of 187 persons who were either services providers or service receivers was selected for this study. The sample was made up of lecturers, officers, and managers or shop owners who had some business transtractions with the institute.

The questionnaire interview forms were used as the instrument for collecting data from both the service providers and service receivers. The contents of the questionnaire were divided into 3 sections namely, general information, problems faced and recommended solutions, attitudes toward and satisfaction of the services among the service receivers before and after the completion of development activities, and duration of time required for receiving the payment after submitting the pertinent vouchers.

Development intervention in this study comprised of supervision, provision of service manuals and necessary documents to service providers, minimization of processing steps before approving the payment of vouchers, explanation of processing steps involved before vouchers could be approved to the service receivers, training sessions for service providers on rules and

regulations related to good quality of services, work condition improvement, and adoption of new office automation in providing services.

The analyses of data were run on SPSS for windows version 7.5 for determining (calculating) frequency and percentage analysis, Chi-square, T-test, and Wilcoxon Signed-ranks Test. It was found that, after the intervention activities, the service providers became more knowledgeable about the rules and regulations entailed in the good service provision. In addition, the actual performances of the service providers were improved considerably. Consequently, the attitudes of the service receivers were more favorable toward and were more satisfied with the services. The differences were statistically significant at 0.05 level. Furthermore, it required shorter duration of time to process all the vouchers than before. All these differences showed the improvement of the services that met the goal of this study.