

Abstract

The Study on “Perception and Expectation of Thammasat University’s Personnel on Staff Council’s Performance” aims to study the perception on the Staff Council’s roles and study the expectation of Thammasat University’s Personnel on the Staff Council’s performance. The data was collected from 338 sets of questionnaires and was analyzed by the SPSS program. The statistics included mean, standard deviation, t-test, F-test and relationship comparison at the statistical significant level of 0.05. The following are the study results.

Most personnel were female, ages between 31-40 years, worked as C-category government officials and had the bachelor’s degree. With regard to the perception on the Staff Council’s performance, it was found that most personnel perceived via the Council’s new letters and the most perceived aspect was advisory roles when discussing with the Rector, followed by roles on supporting fairness and benefit of government officials, employees and society. The least perceived aspect was roles on providing advices and suggestions to the Rector. From a relationship test between independent variables and the perception on the Staff Council’s performance, it was found that there was a relationship between age, service period, personnel type, activity participation, the Council’s regulation study and interest on being the Staff Council’s committees and perception at the statistical significant level. The expectation on the Staff Council’s performance was at the high level. From a relationship test, it was found that personnel of different ages, education levels and personnel types and management titles had different expectations.

The recommendations of this study are that the Staff Council should have a public relations policy to create proactive knowledge on its performance. The Staff Council should build public relations network on the University’s committees in which it participated. New generation should act as the Staff Council’s committees. Knowledge on responsibility, ethics and code of conduct of the committees should be provided. Committee performance should be considered in the annual performance evaluation. Policies on scopes of assistance, support, take care of, right protection, fair treatment,

and conformity with ethics and good morals should be set. Personnel should have opportunity to meet with support-group colleagues to exchange opinions on career progress or work problems. This is to find resolution guidelines to be proposed to the University.

In term of practices, the Staff Council should encourage personnel to use its website in order to gain news and information or movement of its committees in each era. The Staff Council's committees should actively protect personnel's rights according to its roles. The Staff Council should publicize valuable information to the community with several means proper for each group, especially support-group personnel and operational personnel. The Staff Council's services should be monitored and evaluated. For organization development and problem solving, summary reports should be prepared regularly. The comparison study with other universities with similar functions should be conducted to process clear and systematic guideline on management development.

