Conference Proceedings
INTERNATIONAL BUSINESS ECONOMIC TOURISM SCIENCES TECHNOLOGY HUMANITIES SOCIAL SCIENCES AND EDUCATION RESEARCH CONFERENCE

Berlin, Germany
23–25 October, 2017

THE 2017 ICBTS

Conference Three Themes
The International Business Tourism and Applied Sciences Research Conference
The International Education Social Sciences and Humanities Research Conference

Conference Proceedings

INTERNATIONAL BUSINESS ECONOMIC TOURISM SCIENCES TECHNOLOGY HUMANITIES SOCIAL SCIENCES AND EDUCATION RESEARCH CONFERENCE

Berlin, Germany
23–25 October, 2017

THE 2017 ICBTS

Organised by
ICBTS Institute Conference Center & IJBTS International Journal of Business Tourism and Applied Sciences
In Academic Scholars Cooperation with
Wismar University Lincoln University Hamdan Bin Smart Universityy Suan Sunandha Rajabhat University

Sponsored by

Edited by Chayanan Kerdpitak, CK Research, Thailand
Kai Heuer, Wismar University, Germany
Ebrahim Soltani, Hamdan Bin Smart University, UAE
Gilbert Nartea, Lincoln University, New Zealand
Vipin Nadda, Universsisty of Sunderland, United kingdom

Published by Chayanan Kerdpitak (ICBTS Institute Conference Center & CK research)
Phaholyothin Road, Klongmuang, Klongluang
Pathumtani 12120, Thailand. Tel 087 0287 287, Fax +662 994 5021
Abstracting and nonprofit use of the material is permitted with credit to the source. Instructors are permitted to photocopy isolated articles for noncommercial use without fee. The authors have the right to republish, in whole or in part, in any publication of which they are an author or editor, and to make other personal use of the work. Any republication or personal use of the work must explicitly identify prior publication in Proceedings of Abstracts and Papers (on CD-ROM or flash drive) of the International Business and Economics Research Conference, International Social Sciences Humanities and Education Research Conference, International Tourism Transport and Technology Research Conference (C. Kerdpitak, K. Heuer, E. Soltani, G. Narita Editors) including the page numbers.

Proceedings of Abstracts and Papers (on CD-ROM or flash drive) of The International Business Economics Tourism Transport Technology Social Sciences Humanities and Education Research Conference

Copyright©2017

By Dr. Chayanan Kerdpitak & Professor Dr. Kai Heue & Professor Dr. Ebrahim Soltani, ICBTS Institute Conference Center & IJBTS International Journal of Business Tourism and Applied Sciences

All rights reserved.

All papers in the proceedings have been peer reviewed by experts in the respective fields. Responsibility for the contents of these papers rests upon the authors.


Published by Chayanan Kerdpitak (ICBTS Institute & CK Research)

Pramsiri Boutique Park, 18/83 Building A, Prasertmanukid Rd. Bangkok, 10900, Thailand

Plum Condo Park Rangsit, 91/194 moo4, Phaholyothin Road, Klongnun Klongluang Pathumtani 12120, Thailand
INTRODUCTION

We would like to welcome our colleagues to the International Business Tourism Transport Technology Social Sciences Humanities Education Research Conference. It is the seven series in 2016 of Conference on Business Tourism and Apply Sciences was held in Amsterdam. As always many members of the ICBTS 2016 community look forward to meeting, sharing and exchanging their research ideas and results in both a formal and informal setting which the conference provides. Likewise, the concept of alternating the international conference every one month on April to November between Europe and the rest of the world is now well established. This year’s event in London (UK) Paris (France) Munich (Germany) Amsterdam (Netherlands) Boston (USA) Toronto (Canada) London (United Kingdom) Zurich (Switzerland) Berlin (Germany) Tokyo (Japan) and another continues with the cultural following the very successful and productive event held in London-Zurich in August 2016 in the field of various types for international academic research conference on Business Economics Social Sciences Humanities Education and Apply Sciences. As usual The ICBTS 2016 brings together leading academics, researchers and practitioners to exchange ideas, views and the latest research in the field of Business Tourism and Apply Sciences.

The theme of this event The 2016 ICBTS International Business Tourism Social Sciences Humanities and Education Research Conference is “Opportunities and Development of Global Business Economics Social Sciences Humanities and Education” It is also represents an emerging and highly challenging area of research and practice for both academics and practitioners alike. The current industrial context is characterized by increasing global competition, decreasing product life cycles, Global Business, Tourism Development, Social Sciences Humanities Education Apply Sciences and Technology collaborative networked organizations, higher levels of uncertainties and, above all, and customers. In our view holding this event in Tokyo represents a timely opportunity for academics and researchers to explore pertinent issues surrounding Business Economics Tourism Social Sciences Humanities Education Sciences and Technology.

Potential authors were invited to submit an abstract to the International Conference Session Chairs. All abstracts were reviewed by two experts from the International review committee and final papers were further reviewed by this volume with 30 contributing authors coming from 18 countries. This book of proceedings has been organized according to following categories:

- Business
- Management
- Marketing
- Accounting
- Financial
- Banking
- Economic
- Education
- Marketing
- Logistics Management
- Social Sciences
- Supply Chain management
- Industrial Management
- Information Technology
- Sciences Technology
- Transport and Traffic
- Tourism Strategic
- Tourism Management
- Tourism Marketing
- Tourism Development Policy and Planning
- Technology Application
- Communication and Sciences
- Humanities
- Health care Management
- Hospitality Management
- Hotel Management
INTERNATION ADVISORY COMMITTEE

Academic Advisory Chairs
Prof. Dr. Ebrahim Soltani
Hamdan Bin Mohammed Smart University
Dubai, United Arab Emirate
Phone. +44(0) 1227 827405

Academic Advisory Chairs
Prof. Dr. Kai Heuer
Wismar University of Business School, Germany
Studiengangsleiter Master Betriebswirtschaft
ABWL-Controlling
Hochschule Wismar
Fakultät für Wirtschaftswissenschaften
Philipp-Müller-Str. 14
23966 Wismar
Haus 19, Raum 113
phone: +49 (3841) 753 - 7578

Conference Coordinator & Program Chair
Dr. Chayanan Kerdpitak
CK Research Consultant
Bangkok, Thailand
Tel. +66 087 0287 287
Email: icbts@ictttconference.com
Email: conferenceteam@icbtsconference.com

Proceeding Editors
Prof. Dr. Gilbert Nartea
Lincoln University, New Zealand
Phone +64 3 4230233

Proceeding Editors & Program Chair
Dr. Vipin Nadda
University of Sunderland, United Kingdom
Phone 02075317333
Email: vipin.nadda@sunderland.ac.uk
INTERNATIONAL COMMITTEE

Wittaya Makkham, Suan Sunantha Rajabhat University, Thailand
Gilbert Nartea, Lincoln University, New Zealand
Lee Li, York University, Canada
Susan L Solis, Asian Institute of Tourism, University of the Philippines
Kamon Budsaba, Thammasart University, Thailand
Aruna Apte, Naval Postgraduate School, USA
Hiromi Ban, Fuku University of Technology, Japan
Vinod Nadda, University of Sunderland, London UK
Bahadır Gulsun, Yıldız Technical University, Turkey
Ali Fuat Guner, Yıldız Technical University, Turkey
Hen Friman, Holon Institute of Technology, Israel
Mohammad Bader Al-Badarneh, Amman University Jordan
Douglas J Marshall, USA, Southern University, New Orleans, USA
Raef Jries Assaf, Devry University, Corona USA
Cormac Doran, Institute of Technology Blanchardstown, Ireland

ACADEMIC REVIEW COMMITTEE

Chayana Kerdpitak, CK Research, Thailand
Kai Heuer, Wismar University of Business School, Germany
Ebrahim Soltani, University of Kent, Canterbury, UK
Tariq Khan, Brunel University, London, UK
Gilbert Nartea, Lincoln University, New Zealand
Marian S. Stachowicz, University of Minnesota, USA
Per Engelseth, Molde University College, Norway
Phaopak Sirisuk, King Mongkut’s Institute of Technology Ladkrabang, Thailand
Susan L Solis, Asian Institute of Tourism, University of the Philippines
Kamon Budsaba, Thammasart University, Thailand
Aruna Apte, Naval Postgraduate School, USA
Vinod Singhhal, Georgia Institute of Technology, USA
Hiromi Ban, Fuku University of Technology, Japan
Vinod Nadda, University of Sunderland, London UK

ORGANIZING BY

ICBTS Conference Center & CK Research Thailand
SPEAKER BACKGROUND

**Professor Dr. Ebrahim Soltani**

Prof. Dr. Ebrahim Soltani is a Professor of Business School at University of Kent Canterbury in England and he is Department Chair - Quality & Operations Management at Hamdan Bin Mohammed Smart University Dubai of United Arab Emirate. He was appointed associate professor in business management, total quality management, and operation management in 1989 at the University of Kent, he continued his research in the field of operation management, business management. He has published over 50 papers and reports in such journals as International Journal of Technology and Production Research. He supervised a considerable number of PhD theses and is a consultant on industrial and production industry in England and United Arab Emirate.

SPEAKER BACKGROUND

**Professor Dr. Kai Heuer**

Prof. Dr. Kai Heuer is full professor for business administration at the Business Faculty of Wismar University in Germany. Before, he served as a full professor at the Environmental Campus of Trier University of Applied Sciences. He studied business administration in Germany and the U.S.A. and holds an MBA and a doctoral degree. He has management experience from leading positions in different companies and as business consultant. His research areas are management accounting, organizational development, and international management where he has published numerous papers, reports and textbooks. He is the head of Master Program in Business at Wismar University and a member of the Schmalenbach-Society for Business Economics, Cologne; managing director of the Institute of Health-, Senior- and Social Management; and a former member of the board of the Centre for Aviation Law and Management.
Dr. Tariq Khan

Dr Tariq Khan is a Lecturer and Director of Postgraduate Programmes of Business School in Brunel University, Uxbridge, London, United Kingdom. He received his BEng in Aerospace Engineering from Kingston University, his MSc in Manufacturing Technology from University of Warwick, and his PhD in Intelligent Education Systems from University of Salford. He subsequently worked as a research associate in Heriot-Watt University Edinburgh and as a senior lecturer at London Metropolitan University. He has specialist teaching in Business Process Modelling, Web Programming ,Software Engineering, Classical Logic, Human Computer Studies. He has Book and published over 20 papers and reports in such journals as Information Systems Evaluation and Integration (ISEing). He supervised a considerable number of PhD theses and is a consultant on business and supply chain and engineering industry in England and United Kingdom.

Dr. Chayanan Kerdpitak

Dr Chayanan Kerdpitak is a Lecturer and management committee of Doctor of Business Administration Programmes of College Management Innovation in Valaya Alongkorn Rajabhat University in Thailand and a management committee of CK Research Consultant in Bangkok. I was a Lecturer of Principle Marketing, Sales Management, Consumer Behavior, and Marketing Research at The Suan Dusit University in Thailand. She received a Ph.D. in the field of Business Logistics within Industrial at Ramkhamhaeng University, Thailand. She has published over 20 proceeding paper and some reports in such journals as International Journal Business and Economics Research. She has been a consultant on Import Automobile Industry from Germany for International Marketing and Marketing Research. Chayanan graduated a B.B.A and M.B.A in Business Administration from The Ramkhamhaeng University, Bangkok, Thailand (Major in Marketing).
# CONTENT

## INTRODUCTION

### COMMITTEE
Conference Program

### RENEWABLE ENERGY BY PROJECT-BASED LEARNING
Idan Halbi, Ifaa Banner, Bosmat Shalom-tuchin, Yulia Einav, Hen Friman

### INTEGRITY OF COUNSELLING INTERVIEW AND PERCEPTION OF CLIENT’S DIGNITY AMONG
Matthew Ojong Achigbe

### “SPIRITUAL TOURISM” THE NEW TOURIST DESTINATION FOR THAI TOURISM CASE STUDY IN “WAT TATON” CHAING-MAI THAILAND
Supakit Mulpramook

### THE DIFFERENCES OF SOCIAL AND POPULATION FACTORS TOWARDS TOURISTS’ ATTITUDES TO STAYING AT GREEN HOTELS IN BANGKOK
Rumpapak Luekveerawattana

### THE STUDY ON MEDIA EXPOSURE BEHAVIOR IN POLITICAL ISSUES OF UNIVERSITY STUDENTS
Veerapon Vongprasert

### THE STUDY OF APPLICANTS’ SATISFACTION OF UNIVERSITY ADMISSION SYSTEM: UNDERGRADUATE LEVEL, SUAN SUNANDHA RAJABHAT UNIVERSITY
Aphichart Kampoomprasert & Chontiya Ledanan

### THE STUDY OF THE PARTICIPATION OF THE PRESIDENT OF STUDENT COUNCIL ELECTION, UNDERGRADUATE PROGRAM, SUAN SUNANDHA RAJABHAT UNIVERSITY
Sudabhorn Arundee & Barameeboon Sangchan

### EVALUATION OF TWO FACTORS ON BEGINNER LEARNERS’ FLUENCY
Alireza Behfar, Meira Levinson, Nancy Hill

### BOROBUDUR TEMPLE WORLD HERITAGE SITE AUDIT
Anggi Marisa Lubis

### 9/11 THE DOMESTICS CRUSADERS REGISTERS VIOLENCE AGAINST MUSLIMS FOLLOWING 9/11
Rehab Farouk and Mona Anwar

### THE STUDY OF SATISFACTION OF THE DEVELOPMENT OF GRADE VALIDATION SYSTEM BASED ON CURRICULUM STRUCTURE, UNDERGRADUATE STUDENTS, SUAN SUNANDHA RAJABHAT UNIVERSITY
Aphichart Kampoomprasert & Wanwika Sattaworn

### DEVELOPMENT OF A SOLUTION TO THE TRAFFIC ISSUES INSIDE SUAN SUNANDHA RAJABHAT UNIVERSITY
Wicha Khankham & Dr. Komol Paisan

### ROLE OF PROVINCIAL GOVERNOR IN CONTROL OF LOCAL ADMINISTRATION ORGANIZATIONS: CASE STUDY NONGBUALAMPHU PROVINCE
Barameeboon Sangchan & Sudabhorn Arundee

### ACTING AS A TOOL TO EXPRESS POWER OF MEDIUM
Kusuma Teppharak

### EQUIPMENT DESIGN TO CREATE TIE-DYE FABRIC PATTERN
Tanutpong Phriwanrat

### WICKERWORK PROCESS ANALYSIS APPLY FOR HOME DECORATION DESIGN: PRANEE HANDICRAFT SING BURI THAILAND
Akapong Inkuer

### SOUVENIRS DESIGN FROM ARTS AND CULTURAL
Noppadon Sangwalpetch

### GERMAN LEADERSHIP IN EU FOREIGN POLICY AFTER EUROZONE CRISIS?
Merve Yavuz
ESL BASIC LEARNERS: PERSONAL HISTORIES OF WRITING
Ketkanda Jaturongkachoke, Supath Kookiattikoon and Supamit Chanseawrassamee 161

THE INFLUENCE OF AN INTERVENTION PROGRAM IN THE FIELD OF TIME MANAGEMENT,
AMONG STUDENTS WITH LEARNING DISABILITIES AND ADHD-STRATEGIC VIEW
Anat Frishman Shitrit and Ofira Tykochni 169

THAI PERFORMING ARTS IN KING PRAJADHIPOK’S LAWS
Manissa Vasinarom 170

FABRIC PRINTING DESIGN OF SARONG AS A RESULT OF A STUDY OF TEXTILE PATTERNS OF
LAO-SONG (THAI SONG DAM) , SUPHAN BURI PROVINCE
Suwit Sadsunk 176

THE ART OF THE FABRIC PATTERN DESIGN BY STUDYING THE WOODEN CARVING ON
GINGERBREAD IN VIMANMEK MANSION IN THAILAND
Chanoknart Mayusoh 185

MAINTAINING SIGNIFICANCE OF REALIA IN TRANSLATED PLAY
Nataporn Rattanachaia Wong 194

A WESTERN TREATMENT OF NONWESTERN NATIONAL IDENTITY: A CASE STUDY OF THE KING
AND I
Chutima Maneewattana 200

FINANCIAL STABILITY IN SAMUT SONGKRAM
FROM HOUSEHOLD SAVING POTENTIAL
Krisada Sungkhhamanee & Piyaadhida Sungkhhamanee 205

VITAL FACTORS OF RECENTLY GRADUATES FOR APPLYING JOBS IN ASEAN LABOR MARKET
Nataporn Aeknarajindawat 213

TOURISM STRATEGY IN THE SUN TRIANGLE ANALYSIS WITH THE THEORY BASED ON
RESOURCES AND INSTITUTIONAL THEORY
José G. Vargas-Hernández and Lic. Ana Yanetly Arias Orozco 217

CULTURAL AND ART EDUCATION: A MEANS FOR SOCIAL STABILITY IN NORTHERN GHANA
Eric Appau Asante and Mavis Donkor 226

EXAMINING MOTIVATION TO TEACH LEVELS OF PRE-SERVICE TEACHERS IN TERMS OF SOME
VARIABLES
Ipek Som Onal 227

FEASIBILITY STUDY OF IMPLEMENTATION OF COACHING IN TRAINING OF NURSES IN BAHMAN
HOSPITAL IN TEHRA (IRAN)
Mohammad Ghahramani 228

EXPLORE THE EFFECT OF TECHNOLOGY SUPPORTED COLLABORATIVE LEARNING ON
CREATIVE THINKING SKILLS OF PRE-SERVICE TEACHERS
Erhan ÜNAL, Fatih ÖZDİNÇ 229

ASTIN THEORY AND SOCIAL NETWORKS
Elham Akbari and Hamid Abdollahian 230

FACTORS DEVELOPMENT OF PHYSICAL ABILITY OF STRIKER FOOTBALL PLAYER:
A CASE STUDY OF THAILAND
AVM. Adinan Jarayapan & Bhasana Sorapethphisai 245

HOTEL BUSINESS DEVELOPMENT WAY TO REACH SERVICE STANDARD FOR SUPPORTING
SENIOR TOURISTS IN THE AREA OF AMPHAWA DISTRICT, SAMUTSONGKRAM
Benjaporn Yaemjamuang, Monrat Jaiuea & Tassanee Naksanee 249

KNOWLEDGE MANAGEMENT FOR WRITING RESEARCH PROPOSAL
Wanvisa Saisanan Na Ayudhaya 253

DEVELOPMENT FOR 21st CENTURY SKILLS BY USING PROCESSES OF RESEARCH BASED
LEARNING
Poonyapon Chanfoy 258

ACTIVE LEARNING BY USING PROCESSES OF PROBLEM BASED LEARNING
Suphanwadee Waiyaroop & Bhanit Yenkhae 263

KNOWLEDGE MANAGEMENT: GUIDE TO WRITE A RESEARCH PROPOSAL
Yanika Chuentako, Tassanee Siriwan, Taksina Bunbut, Nalin Simasathaiansophon, Supaksiri Prakarncharoen 270
UNIVERSAL DESIGN FOR WARD PATIENTS GOVERNMENT HOSPITAL
Jitravadee Roongin Kunkar & Niafifah Tohsareh 274

ORGANIZED ACTIVE LEARNING BY INSTRUCTIONAL MODEL WITH PROJECT BASED LEARNING
Srimanees Banjong, Kanikar Bhiromrat and Teerarat Tipjaradrathathath 281

AMERICA FIRST, WHO IS SECOND? MEDIATION OF A DESTINATION IMAGE THROUGH HUMOR AND POLITICAL SATIRE
Maja Turnsek Hancic and Petr Janecek 287

DESIGNING A SUITABLE E-LEARNING SYSTEM BASED ON A SURVEY OF THE USE OF SYSTEMS AT TOP UNIVERSITIES FROM THE ARWU RANKING
Viktoria Fabusova, Juraj Fabus, Maria Matuskova 296

INNOVATIVE ACADEMY PROFECT-DISINFECTION OF EFUENT WITH RENEWABLE
Hen Friman, Faina Nakonechny 307

HOW PARTICIPATION IN CAMPUS RECREATION PROGRAMMING IMPROVES STUDENT RENTETION
James G. Archibald 312

SPANISH FRANCHISING: EXPLAINING OWNERSHIP
Rosa M, Mariz Perez 313

ORGANIZED ACTIVE LEARNING BY CREATIVE BASED LEARNING
Chompunuj Limlertmonkol & Weerapoj Ruttanawarn 322

PARTICIPATORY LEARNING: FROM THEORY TO PRACTICE IN PSYCHOLOGY FOR TEACHER COURSE
Panuwat Sivaskunraj 327

THE DEVELOPMENT OF ONLINE ADMISSION FOR GRADUATE STUDENTS, SUAUN SUNANDHA RAJABHAT UNIVERSITY
Somdech Rungsrisawat & Khatcharin Thapthimthet 331

KNOWLEDGE MANAGEMENT FOR THE GUIDELINES OF INFORMATION RESOURCE ACQUISITION: A CASE OF ACADEMIC RESOURCE CENTER, SUAN SUNANDHA RAJABHAT UNIVERSITY
Nitima Kaewmanee, Ganratchakan Ninlawan & Prapat Pawinun 337

DEVELOPMENT OF THE “I” SYSTEM FOR THE CORRECTION OF INTERNET LEARNING VIA THE INTERNET SUAN SUNANDHA RAJABHAT UNIVERSITY
Somdech Rungsrisawat & Pinyaphat Kongsorn 343

TECHNIQUE OF FOLLOW UP ON WORK PROGRESS IN OFFICE ADMINISTRATION
Nipawan Tharasak & Sittichai Thammansane 348

KNOWLEDGE ON FOLLOWING-UP AND RECORDING ACCORDING TO PERSONNEL
Khwanchai Sukkon & Supassawee Morakul 354

DEVELOPMENT TRAINNING

PROBLEM-BASED LEARNING WITH MATHEMATICS TEACHING: PRINCIPLES AND GUIDELINES
Teerawit Tinprapa 359

MERITS AND DEMERITS OF DECENTRALISATION IN HIGHER EDUCATION: A CASE STUDY OF ONE HIGHER EDUCATION INSTITUTION IN SOUTH AFRICA
Cishe, Elphinah Nomabandla 364

CHANGES OF NATIONALISM AND WORLD ORDER IN LANGUAGE POLICY: MANDATORY SWEDISH LANGUAGE STUDY IN FINLAND
Janne Väistö, PhD-student 365

THE EFFECT OF JOINT AUDIT ON AUDIT QUALITY: EMPIRICAL EVIDENCE FROM COMPANIES LISTED ON THE EGYPTIAN STOCK EXCHANGE
Mahmoud Ghanem Mahmoud, Abd El Wahab Nasr Ali and Hebatallah Abd El Salam Badawy 366

PARENTAL EDUCATION BACKGROUND AND STUDY MATERIALS AS CORRELATES OF ACADEMIC PERFORMANCE OF SECONDARY STUDENTS IN ABIA STATE
Beatrice Okore Ogbonnaya 367

THE EFFICACY OF EXPLICIT INSTRUCTION ON IMPLICIT AND EXPLICIT KNOWLEDGE OF ENGLISH ARTICLES
Faten A. Alarjani 368

RBL: THE DEVELOPMENT OF LEARNERS' LEARNING SKILLS
Teeraporn Plailek 378
THE NATURE AND USE OF RESEARCH-BASED LEARNING FOR ENHANCING PRE-SERVICE TEACHERS’ RESEARCH SKILLS
  Sasiporn Phongphloenpis

KNOWLEDGE MANAGEMENT FOR PROCESS DEVELOPMENT: INFORMATION RESOURCES CLASSIFICATION AND CATALOGING IN THE LIBRARY OF SUAN SUNANDHA RAJABHAT UNIVERSITY
  Supaporn Wongsa, Supaporn Jaisook, Ganratchakan Ninlawan and Sirilak Ketchaya

THE STUDY OF TECHNOLOGY ASSISTED OFFICE ADMINISTRATION OF SUAN SUNANDHA RAJABHAT UNIVERSITY
  Suntaree Patcharaprateep, Pornkiat Phakdeewongthep & Wannee Sutthachaidee

THE EXPOSURE AND SATISFACTION OF THE GRADUATE STUDENTS FOR THE CHANNEL OF THE INFORMATION AT SUAN SUNANDHA RAJABHAT UNIVERSITY
  Phakit Treesakult & Netdao Yooyong

FLIP IT AROUND: THE POSITIVE IMPACT THAT THE REFINED FLIPPED CLASSROOM MAY HAVE ON REDUCING THE BLACK ASIAN MINORITY ETHNIC (BAME) ATTAINMENT GAP
  Charles Wild
# 2017 ICBTS CONFERENCE BERLIN PROGRAM

## The 2017 ICBTS International Multidiscipline Research Conference

| 23 October 17 (M) | Registration & Welcome  
Welcome meeting at The Park Inn by Radisson Berlin City West, Germany |
|------------------|---------------------------------------------------------------|
| 23 October 17(M) | Academic Advisory & Session Chair  
Professor Dr. Kai Heuer, Germany  
Dr. Hen Friman, Israel |
| 23 October 17(M) | Session A  
**Paper 1 (23)** DEVELOPMENT FOR 21ST CENTURY SKILLS BY USING PROCESSES OF RESEARCH BASED LEARNING  
Asst. Prof. Poonyapon Chanfoy  
**Paper 2 (24)** ACTIVE LEARNING BY USING PROCESSES OF PROBLEM BASED LEARNING  
Asst. Prof. Suphanwadee Waiyaroop  
**Paper 3 (27)** ORGANIZED ACTIVE LEARNING BY INSTRUCTIONAL MODEL WITH PROJECT BASED LEARNING  
Asst. Prof. Sirimancee Banjong  
**Paper 4 (29)** PARTICIPATORY LEARNING: FROM THEORY TO PRACTICE IN PSYCHOLOGY FOR TEACHER COURSE  
Mr. Panuwat Sivaskunraj  
**Paper 5 (35)** PROBLEM-BASED LEARNING WITH MATHEMATICS TEACHING PRINCIPLES AND GUIDELINES  
Mr. Teerawit Tinprapa  
**Paper 6 (32)** LANGUAGE TEACHING AND LEARNING OPINIONS ON CULTURAL DIVERSITY  
Awwal Ibrahim Dansadau |
| 10.31 – 10.45 | Morning Break |
| 10.46 – 12.00 | Session A 2  
**Paper 1 (36)** RB : THE DEVELOPMENT OF LEARNERS’ LEARNING SKILLS  
Mrs. Teeraporn Plailek  
**Paper 2 (37)** THE NATURE AND USE OF RESEARCH-BASED LEARNING FOR ENHANCING PRE-SERVICE TEACHERS’ RESEARCH SKILLS  
Dr. Sasiporn Phongploenpis  
**Paper 3 (33)** TECHNIQUE OF FOLLOW UP ON WORK PROGRESS IN OFFICE ADMINISTRATION  
Miss Nipawan Tharasak  
**Paper 4 (39)** THE STUDY OF TECHNOLOGY ASSISTED OFFICE ADMINISTRATION OF SUANSUNANDHARAJABHAT UNIVERSITY  
Miss Suntaree Patcharapratheep |
<table>
<thead>
<tr>
<th>Session A 3</th>
<th>Lunch Break</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Paper 1(9)</strong>: ACTING AS A TOOL TO EXPRESS POWER OF MEDIUM</td>
<td></td>
</tr>
<tr>
<td>Dr. Kusuma Teppharak</td>
<td></td>
</tr>
<tr>
<td><strong>Paper 2(10)</strong>: EQUIPMENT DESIGN TO CREATE TIE-DYE FABRIC PATTERN</td>
<td></td>
</tr>
<tr>
<td>Mr. Tanutpong Phriwanrat</td>
<td></td>
</tr>
<tr>
<td><strong>Paper 3 (11)</strong>: WICKERWORK PROCESS ANALYSIS APPLY FOR HOME DECORATION DESIGN: PRANEE HANDICRAFT SING BURI THAILAND</td>
<td></td>
</tr>
<tr>
<td>Mr. Akapong Inkuer</td>
<td></td>
</tr>
<tr>
<td><strong>Paper 4(12)</strong>: SOUVENIRS DESIGN FROM ARTS AND CULTURAL</td>
<td></td>
</tr>
<tr>
<td>Mr. Noppadon Sangwalpetch</td>
<td></td>
</tr>
<tr>
<td><strong>Paper 5(13)</strong>: THAI PERFORMING ARTS IN KING PRAJADHIPOK’S LAWS</td>
<td></td>
</tr>
<tr>
<td>Asst. Prof. Manissa Vasinarom</td>
<td></td>
</tr>
<tr>
<td><strong>Paper 6(116)</strong>: ESL Basic Learners Personal Histories of Writing</td>
<td></td>
</tr>
<tr>
<td>Ketkanda Jaturongkachoke and Supat Kookiattokoon and Supamit Chanseawrassamee</td>
<td></td>
</tr>
<tr>
<td><strong>Paper 7(150)</strong>: Feasibility Study of Implementation of Coaching in Training of Nurses in Bahman hospital in Tehran (IRAN)</td>
<td></td>
</tr>
<tr>
<td>Associate Prof. Dr. Mohammad Ghahramani and Fatemeh Hydari</td>
<td></td>
</tr>
<tr>
<td><strong>Paper 8(127)</strong>: Renewable Energy by Project-based learning</td>
<td></td>
</tr>
<tr>
<td>Hen Friman and Idan Halbi and Ifaa Banner and Bosmat Shalom-tuchin and Yulia Einav</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Session A 4</th>
<th>Afternoon Break</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Paper 1(14)</strong>: FABRIC PRINTING DESIGN OF SARONG AS A RESULT OF A STUDY OF TEXTILE PATTERNS OF LAO-SONG (THAI SONG DAM), SUPHAN BURI PROVINCE</td>
<td></td>
</tr>
<tr>
<td>Mr. Suwit Sadsunk</td>
<td></td>
</tr>
<tr>
<td><strong>Paper 2(15)</strong>: THE ART OF THE FABRIC PATTERN DESIGN BY STUDYING THE WOODEN CARVING ON GINGERBREAD IN VIMANMEK MANSION IN THAILAND</td>
<td></td>
</tr>
<tr>
<td>Mrs. Chanoknart Mayusoh</td>
<td></td>
</tr>
<tr>
<td><strong>Paper 3 (17)</strong>: A WESTERN TREATMENT OF NONWESTERN NATIONAL IDENTIT</td>
<td></td>
</tr>
<tr>
<td>Asst. Prof. Dr. Chutima Maneewattana</td>
<td></td>
</tr>
<tr>
<td><strong>Paper 4(16)</strong>: MAINTAINING SIGNIFICANCE OF REALIA IN TRANSLATED PLAY</td>
<td></td>
</tr>
<tr>
<td>Dr. Nataporn Rattanachaiwong</td>
<td></td>
</tr>
<tr>
<td><strong>Paper 5(40)</strong>: THE EXPOSURE AND SATISFACTION OF THE GRADUATE STUDENTS FOR THE CHANNAL OF THE INFORMATION AT SUANSUNANDHA RAJABHAT UNIVERSITY</td>
<td></td>
</tr>
<tr>
<td>Miss Netdao Yooyong</td>
<td></td>
</tr>
<tr>
<td><strong>Paper 6(128)</strong>: AN EVOLUTION PERSPECTIVE ON THE ROLE OF UNIVERSITIES IN REGIONAL INNOVATION</td>
<td></td>
</tr>
<tr>
<td>Paper 7 (124)</td>
<td>PLANNING SCHOOL FEEDING POLICY TOWARDS ECONOMIC DIVERSIFICATION IN AFRICA</td>
</tr>
<tr>
<td>Shuaibu Saminu</td>
<td></td>
</tr>
</tbody>
</table>

| 23 October 17(M) | Session B |
| 09.00-10.30(M) | |
| **Session B1** | |
| **Paper 1 (1)** | SPIRITUAL TOURISM - THE NEW TOURIST DESTINATION FOR THAI TOURISM CASE STUDY IN WAT TATON - CHAING-MAI THAILAND |
| Dr. Supakit Mulpramook |
| **Paper 2 (3)** | THE STUDY ON MEDIA EXPOSURE BEHAVIOR IN POLITICAL ISSUES OF UNIVERSITY STUDENTS |
| Mr. Veerapon Vongprasert |
| **Paper 3 (5)** | THE STUDY OF THE PARTICIPATION OF THE PRESIDENT OF STUDENT COUNCIL ELECTION, UNDERGRADUATE PROGRAM, SUAN SUNANDHA RAJABHAT UNIVERSITY |
| Asst. Prof. Dr. Sudabhorn Arundee |
| **Paper 4 (8)** | ROLE OF PROVINCIAL GOVERNOR IN CONTROL OF LOCAL ADMINISTRATION ORGANIZATIONS: CASE STUDY NONGBUALAMPHU PROVINCE |
| Dr. Barameeboon Sangchan |
| **Paper 5 (18)** | FINANCIAL STABILITY IN SAMUT SONGKRAM FROM HOUSEHOLD SAVING POTENTIAL |
| Dr. Krisada Sungkhamanee |
| **Paper 6 (104)** | THE IMPACT OF PIPELINE DIPLOMACY ON CONFLICT RESOLUTION IN THE CAUCASUS-CASPIAN REGION: THE CASE OF AZERBAIJAN AND AFGHANISTAN |
| Dogan Girgin |

| 10.31 – 10.45 | Morning Break |

<p>| 10.46 – 12.00 | Session B 2 |
| <strong>Paper 1 (21)</strong> | HOTEL BUSINESS DEVELOPMENT WAY TO REACH SERVICE STANDARD FOR SUPPORTING SENIOR TOURISTS IN THE AREA OF AMPHAWA DISTRICT, SAMUTSONGKRAM |
| Miss Benjaporn Yaemjamuang |
| <strong>Paper 2 (22)</strong> | KNOWLEDGEMANAGEMENT FOR WRITING RESEARCH PROPOSAL |
| Miss Wanvisa Saisanan Na Ayudhaya |
| <strong>Paper 3 (26)</strong> | UNIVERSAL DESIGN FOR WARD PATIENTS GOVERNMENT HOSPITAL |
| Mrs. Jitravadee Roongin Kunkar |
| <strong>Paper 4 (2)</strong> | THE DIFFERENCES OF SOCIAL AND POPULATION FACTORS TOWARDS TOURISTS’ ATTITUDES TO STAYING AT GREEN HOTELS IN BANGKOK |
| Dr. Rumpapak Lukeveerawattana |
| <strong>Paper 5 (111)</strong> | MEDIATISATION OF URBAN PLANNING AND THE PUBLIC SPHERE TOWARDS ENABLING AND JUST PLANNING PROCESS CASE OF EGYPT |
| Mennatullah Hendawy |</p>
<table>
<thead>
<tr>
<th>Time</th>
<th>Session B 3</th>
<th>Lunch Break</th>
</tr>
</thead>
<tbody>
<tr>
<td>13.01-15.00</td>
<td><strong>Paper 1 (30)</strong> THE DEVELOPMENT OF ONLINE ADMISSION FOR GRADUATE STUDENTS, SUAUN SUNANDHA RAJABHAT UNIVERSITY Miss Khatcharin Thapthimthet</td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>Paper 2 (28)</strong> ORGANIZED ACTIVE LEARNING BY CREATIVE BASED LEARNING</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Mrs Chompunuj Limlertmonkol</td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>Paper 3 (31)</strong> KNOWLEDGE MANAGEMENT FOR THE GUIDELINES OF INFORMATION RESOURCE ACQUISITION: A CASE OF ACADEMIC RESOURCE CENTER, SUAN SUNANDHA RAJABHAT UNIVERSITY Acting Sub Lt Nitima Kaewmanee</td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>Paper 4 (19)</strong> VITAL FACTORS OF RECENTLY GRADUATES FOR APPLYING JOBS IN ASEAN LABOR MARKET Dr Natnaporn Aeknarajindawat</td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>Paper 5 (25)</strong> KNOWLEDGE MANAGEMENT: GUIDE TO WRITE A RESEARCH PROPOSAL Miss Yanika Chuentako</td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>Paper 6 (34)</strong> KNOWLEDGE ON FOLLOWING-UP AND RECORDING ACCORDING TO PERSONNEL DEVELOPMENT TRAINNING Miss Supassawee Morakul</td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>Paper 7 (114)</strong> AGRICULTURAL TRADE UNDER WTO REGIME: OPPORTUNITIES AND CHALLENGES Dr MOHD ADIL</td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>Paper 8 (115)</strong> RACE OF RELIGIONS AND THE RICE OF RADICALISM IN WEST PAPUA INDONESIA Umar Werfete and Suparto Iribaram</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Time</th>
<th>Session B 4</th>
</tr>
</thead>
<tbody>
<tr>
<td>15.01 - 15.15</td>
<td><strong>Afternoon Break</strong></td>
</tr>
<tr>
<td>15.16 – 17.00</td>
<td><strong>Session B 4</strong></td>
</tr>
<tr>
<td></td>
<td><strong>Paper 1 (7)</strong> DEVELOPMENT OF A SOLUTION TO THE TRAFFIC ISSUES INSIDE SUAUN SUNANDHA RAJABHAT UNIVERSITY Mr Wichar Kunkum</td>
</tr>
<tr>
<td></td>
<td><strong>Paper 2 (6)</strong> THE STUDY OF SATISFACTION OF THE DEVELOPMENT OF GRADE VALIDATION SYSTEM BASED ON CURRICULUM STRUCTURE, UNDERGRADUATE STUDENTS, SUAN SUNANDHA RAJABHAT UNIVERSITY Miss Wanwika Sattaworn</td>
</tr>
<tr>
<td></td>
<td><strong>Paper 3 (32)</strong> DEVELOPMENT OF THE &quot;I&quot;-SYSTEM FOR THE CORRECTION OF INTERNET LEARNING VIA THE INTERNET SUAN SUNANDHA RAJABHAT UNIVERSITY Miss Pinyaphat Kongson</td>
</tr>
<tr>
<td></td>
<td><strong>Paper 4 (38)</strong> KNOWLEDGE MANAGEMENT FOR PROCESS DEVELOPMENT INFORMATION RESOURCES CLASSIFICATION AND CATALOGING IN THE LIBRARY OF SUAN SUNANDHA RAJABHAT UNIVERSITY Miss Supaporn Wongsa</td>
</tr>
<tr>
<td></td>
<td><strong>Paper 5 (4)</strong> THE STUDY OF APPLICANTS' SATISFACTION OF UNIVERSITY ADMISSION SYSTEM UNDERGRADUATE LEVEL, SUAN SUNANDHA RAJABHAT UNIVERSITY Miss Chontiya Ledanan</td>
</tr>
<tr>
<td>Paper 6 (116)</td>
<td>THE EFFECTIVENESS OF USING GAMES IN LEARNING ENGLISH VOCABULARY: AN ANALYTIC IN THE SAUDI ARABIAN CONTEXT</td>
</tr>
<tr>
<td>-------------</td>
<td>---------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Paper 7 (133)</td>
<td>SOCIAL MEDIA AND ARABIC CODE-SWITCHING AMONGST ALGERIAN STUDENTS LIVING IN THE UK</td>
</tr>
</tbody>
</table>

24 October 17(T) | Session C |
24 October 17 (T) 09.30 - 10.30 | Session C1 |
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Paper 1(48)</td>
<td>GERMAN LEADERSHIP IN EU FOREIGN POLICY AFTER EUROZONE CRISIS?</td>
</tr>
<tr>
<td>Paper 2 (7)</td>
<td>CULTURAL AND ART EDUCATION: A MEANS FOR SOCIAL STABILITY IN NORTHERN GHANA</td>
</tr>
<tr>
<td>Paper 3 (53)</td>
<td>INNOVATIVE ACADEMY PROJECT - DISINFECTION OF EFFLUENTS WITH RENEWABLE ENERGY</td>
</tr>
<tr>
<td>Paper 4 (61)</td>
<td>EDUCATION, BUSINESS AND AGRICULTURE: AN INTEGRATION FOR ECONOMIC TRANSFORMATION IN DEVELOPING NATIONS: THE NIGERIAN EXPERIENCE</td>
</tr>
</tbody>
</table>

10.31 - 10.45 | Morning Break |

10.46 - 12.00 | Session C2 |
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Paper 1(57)</td>
<td>EXPLORING THE EFFECT OF TECHNOLOGY SUPPORTED COLLABORATIVE LEARNING ON CREATIVE THINKING SKILLS OF PRE-SERVICE TEACHERS</td>
</tr>
<tr>
<td>Paper 2 (64)</td>
<td>ASTIN THEORY AND SOCIAL NETWORKS</td>
</tr>
<tr>
<td>Paper 3 (50)</td>
<td>EFFECT OF PAUL THE PERSIAN’S LOGICAL WORKS ON AL-MANTIQL BY IBN AL-MUQAFFA</td>
</tr>
<tr>
<td>Paper 5 (137)</td>
<td>AN INVESTIGATION OF SENSORY LEARNING STYLES USED BY KURDISH EFL STUDENTS AT UNIVERSITY LEVEL</td>
</tr>
</tbody>
</table>

24 October 17(T) | Session E |
<table>
<thead>
<tr>
<th>Date</th>
<th>Time</th>
<th>Session E1</th>
<th>Paper 1 (141)</th>
</tr>
</thead>
<tbody>
<tr>
<td>24 October</td>
<td>09.30 – 10.30</td>
<td>TOURISM STRATEGY IN THE SUN TRIANGLE ANALYSIS</td>
<td>TOURISM STRATEGY IN THE SUN TRIANGLE ANALYSIS</td>
</tr>
<tr>
<td></td>
<td></td>
<td>WITH THE THEORY BASED ON RESOURCES AND INSTITUTIONAL</td>
<td>WITH THE THEORY BASED ON RESOURCES AND INSTITUTIONAL</td>
</tr>
<tr>
<td></td>
<td></td>
<td>THEORY</td>
<td>THEORY</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Orozco, Mexico</td>
<td>Orozco, Mexico</td>
</tr>
<tr>
<td>Paper 2 (144)</td>
<td>11.30 – 12.30</td>
<td>CONTRACTIONS AMONG STUDENTS OF BEING MALES AND</td>
<td>CONTRACTIONS AMONG STUDENTS OF BEING MALES</td>
</tr>
<tr>
<td></td>
<td></td>
<td>FEMALES IN LEARNING ENGLISH AS A FOREIGN LANGUAGE.</td>
<td>FEMALES IN LEARNING ENGLISH AS A FOREIGN LANGUAGE.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Amina Babou, Algeria</td>
<td>Amina Babou, Algeria</td>
</tr>
<tr>
<td></td>
<td></td>
<td>THE PRODUCTIVITY OF HUMAN RESOURCES: A CASE STUDY OF</td>
<td>THE PRODUCTIVITY OF HUMAN RESOURCES: A CASE STUDY OF</td>
</tr>
<tr>
<td></td>
<td></td>
<td>TEHRAN PROVINCE GASCO</td>
<td>TEHRAN PROVINCE GASCO</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Ali Aolatshah, Iran</td>
<td>Ali Aolatshah, Iran</td>
</tr>
<tr>
<td>Paper 4 (120)</td>
<td>14.30 – 15.30</td>
<td>BLEMISHES IN SYLLABUS DESIGNING OF ENGLISH AT PRIMARY</td>
<td>BLEMISHES IN SYLLABUS DESIGNING OF ENGLISH AT PRIMARY</td>
</tr>
<tr>
<td></td>
<td></td>
<td>LEVEL OF EDUCATION IN PAKISTAN: AN OBSTACLE IN</td>
<td>LEVEL OF EDUCATION IN PAKISTAN: AN OBSTACLE IN</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Attaining Language Proficiency</td>
<td>Attaining Language Proficiency</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Zohaib Zahid and Dr Mamuna Ghani, Pakistan</td>
<td>Zohaib Zahid and Dr Mamuna Ghani, Pakistan</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>10.31 – 10.45</td>
<td>Morning Break</td>
<td>Morning Break</td>
</tr>
<tr>
<td>23 – 24</td>
<td>12.01</td>
<td>Conference Close</td>
<td>Conference Close</td>
</tr>
<tr>
<td>October 17</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Participation and Discussion</td>
<td>1. Dr. Mustafa Arslan, Georgia,</td>
<td>Participation and Discussion</td>
<td>1. Dr. Mustafa Arslan, Georgia,</td>
</tr>
<tr>
<td></td>
<td>2. Dr. Olufemi Aramide, Nigeria</td>
<td></td>
<td>2. Dr. Olufemi Aramide, Nigeria</td>
</tr>
<tr>
<td></td>
<td>3. Dr. Asif Iqbal, China</td>
<td></td>
<td>3. Dr. Asif Iqbal, China</td>
</tr>
<tr>
<td></td>
<td>4. Professor Wang Zhuquan, China</td>
<td></td>
<td>4. Professor Wang Zhuquan, China</td>
</tr>
<tr>
<td></td>
<td>5. Dr. Sumit Kumar dey, India</td>
<td></td>
<td>5. Dr. Sumit Kumar dey, India</td>
</tr>
<tr>
<td>25 October</td>
<td></td>
<td>Free day for Participants</td>
<td>Free day for Participants</td>
</tr>
<tr>
<td>2017</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Free day for Participants**
TECHNIQUE OF FOLLOW UP ON WORK PROGRESS IN OFFICE ADMINISTRATION

Nipawan Tharasak* & Asst. Prof. Dr. Sittichai Thammasane**

"Faculty Of Management Science, Suan Sunandha Rajabhat University, Bangkok, Thailand

E-Mail: niparwan.th@ssru.ac.th, sittichai.th@ssru.ac.th

ABSTRACT

Follow up on work progress in office administration can be conducted by using lots of techniques, namely via social media including Line Group and Facebook, verbal follow up, follow up via meeting, telephone, memo, e-office, follow up sheet, documents and filing. However, lots of problems found in the use of these techniques include the delay in operation, the lack of follow up and documents, and time consumption leading to the delay of work submission or the ignorance of work. The purposes of this study are to find out follow up on work progress technique in office administration, and to study the effectiveness of this technique. Research procedure is Knowledge Management steps including brainstorming, and knowledge exchanging conducted by Chief of Office Group. The research result discloses follow up on work progress technique by using Excel Form. Moreover, the results of the implementation of the Excel Form in follow up on work progress disclose 95 percent of the reduction of follow up times, 100 percent of the error reduction, 2.5 percent of the delay in work submission, and 100 percent of the work done. The use of Knowledge Management, therefore, leads to the process improvement called 'the Follow up on work progress technique by using excel form', and the process increases the work efficiency.

Keywords: work efficiency, office administration technique, follow up on work progress, form, process

INTRODUCTION

Chief of Office Group in the room of ‘Techniques for office administration’ conducted Knowledge Management based on the University’s guidelines by organizing meeting of knowledge exchange, knowledge refining, and implementing the knowledge gained concerning follow up on work progress in office administration to reduce operation time, to improve work outcome, and to create innovation for office administration.

Based on the knowledge exchange of Chief of Office Group, the topic of discussion includes ‘Office Administration Techniques’. The Group refined the tacit knowledge from each member by allowing each member to tell the best technique of follow up on work progress, and then the group replies are collected and analyzed by using frequency of the replies. The results of this activity point out that the most frequently used technique of follow up on work progress in office administration is using social media, namely Line and Facebook, followed by Verbal follow up, meeting, telephone, memo, e-office, and follow up sheet, respectively. The follow up technique used the least is document and filing. After that 5 techniques, namely social media, verbal follow up, telephone, memo, and e-office are chosen to discuss about the advantages and disadvantages of these techniques by emphasizing the factors concerning economizing resources. It is found that these techniques cause lots of problems, namely the delay in operation, the lack of follow up, the lack of proof of documents, and time consumption. This results in the late submission of work, or the ignorance of work.

OBJECTIVES
1. to find out follow up on work progress technique in office administration
2. to study the efficiency of this technique

METHODOLOGY

Population and Samples
22 members of Chief of Office from 22 government units in Suan Sunandha Rajabhat University

Research Procedure
Procedure employed in finding out knowledge concerning ‘Technique of Follow up on Work Progress’ includes Knowledge Management to find out tacit knowledge relevant to best way for follow up on work progress in office administration. The details of the procedure are as follows;

1. Create ‘Chief of Office Group’ including all chiefs of office from all faculties in the University.
2. Conduct knowledge exchange among group members under the topic of Office Administration Techniques.
3. Conduct meeting to exchange knowledge by reviewing and extracting tacit knowledge from each individual member concerning one’s own job responsibilities.
4. Refine the collected knowledge to gain knowledge concerning ‘The Best Technique of Follow up on Work Progress in Office Administration’ so that the technique can be employed in office administration.

Research Results
To solve the problems of using original techniques in follow up on work progress, the Group conducted the knowledge exchange among group members to find out new technique of follow up on work progress in office administration, and the result is using ‘Excel Form’ in follow up on work progress. The table below shows the comparison of the original techniques and the new technique.

<table>
<thead>
<tr>
<th>Problems of original techniques</th>
<th>Expected outcome of the use of Excel Form</th>
</tr>
</thead>
<tbody>
<tr>
<td>• The delay in operation</td>
<td>The reduction of late operation</td>
</tr>
<tr>
<td>• Lack of follow up due to lack of proof of documents</td>
<td>• The efficiency of follow up due to clear proof of documents</td>
</tr>
<tr>
<td>• Time consumption</td>
<td>• Time saver due to IT</td>
</tr>
<tr>
<td>• Time consumption in reproduction</td>
<td>Time saver due to continuous operation</td>
</tr>
</tbody>
</table>

The use of Excel Form or the form taken from Microsoft Excel in follow up on work progress in office administration enables the online record of work performance of each individual officer. The form can be forwarded to the officers immediately and conveniently. Moreover, the development of the form for follow up on work progress into information technology system will reduce the time consumption of follow up greatly. This leads to the increase in the efficiency of work performance, and the reduction of problems caused by using original techniques.

The conclusion of process improvement of follow up on work progress technique taking from knowledge refinement conducted by group members is shown in the table below.
The implementation of knowledge gained from Knowledge Management

The group members employ follow up on work progress in office administration through the Excel Form in their office for 1 month.

<table>
<thead>
<tr>
<th>Techniques: Follow up on work progress in office administration through;</th>
<th>Follow up on work progress in office administration through;</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Social Media</td>
<td>Excel Form</td>
</tr>
<tr>
<td>• Verbal follow up</td>
<td></td>
</tr>
<tr>
<td>• Telephone</td>
<td></td>
</tr>
<tr>
<td>• Memo</td>
<td></td>
</tr>
<tr>
<td>• E-office</td>
<td></td>
</tr>
</tbody>
</table>

After that the group members conducted knowledge exchange to compare the results of using the original techniques; social media, verbal follow up, telephone, memo, as well as e-office and the new technique; excel form; to find out the efficiency of the new technique comparing to the original ones.

The results of using the new technique of follow up on work progress in office administration through the Excel Form lead to the reduction of operation, the convenience in checking the completeness of work done, and the fast way to check the duration of work done. The Excel Form enables the reduction of duration in follow up on work progress, the error on work, the delay in work submission. The use of the Excel Form instead of using original techniques in follow up on work progress in office administration results in 95 percent of the reduction of follow up time, 100 percent of the reduction of errors, 2.5 percent of the delay in work submission, and 100 percent of the successful times.

After that the users' satisfaction of the use of the Excel Form in follow up on work progress is analyzed in comparison with the original techniques. The analysis results reveal that overall level of users' satisfaction of the original techniques of follow up in moderate level with mean at 2.46, and S.D. at 0.53, while that of the improved technique; Excel Form is in high level with mean at 4.51, and S.D. at 0.58. In terms of item analysis, the item with highest mean scores includes the convenience of the use of Excel Form. Moreover, the improvement of the process of follow up on work progress by using the Excel Form is conducted by using Microsoft Outlook. This knowledge is collected and recorded systematically before the
CONCLUSION

Due to the problems of follow up on work progress in office administration by using original techniques, namely using social media, verbal follow up, telephone, memo, and e-office, there have been an attempt to improve the process of follow up on work progress in office administration. Chiefs of Office in all Faculties of the University form Chief of Office Group, and employ Knowledge Management steps among the group members. The Knowledge Management steps include knowledge exchanging, meeting, knowledge extraction and refinement to find new technique of follow up on work progress in office administration. The results of the Knowledge Management show that the use of Excel Form in follow up on work progress in office administration is efficient in solving the problems. After that the Excel Form has be used in all Offices of the Faculties for one month, then the results of using the improved process or the Excel Form are analyzed in comparison with the original techniques. The analysis results indicate the reduction of the delay in work submission, the error and time consumption in follow up. Moreover, the users' satisfaction of the use of Excel Form is high level while that of the original techniques is in moderate level. It can be concluded that Knowledge Management can be employed among group members to improve process and solve the problems because of the coworkers' cooperation and attempt to solve their own problems. Moreover, the Excel Form can be used as an efficient technique of follow up on work progress in office administration because the form is easy and convenient to use.

Implementation of the Excel Form by Chiefs of Office in all faculties in the form of social media with handbook detailing the technique of follow up on work progress by using Excel Form.
ACKNOWLEDGEMENTS

The author would like to thank Faculty of Humanities and Social Science, College of Innovation and Management, Suan Sunandha Rajabhat University (www.ssru.ac.th), Bangkok, Thailand for financial support.

REFERENCE