

ABSTRACT

Title : The Efficiency and Effectiveness of Suranaree University of Technology's Outsourced Services

Authors : Mullika Sangsanit and Others

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This institutional research project studies the efficiency and effectiveness of privatization of services in terms of cost and economy comparing Suranaree University of Technology and other comparable universities. Data for the project was gleaned from operations of security, landscaping, vehicle (car fleet and campus buses) and maintenance of 2nd and 4th floor of the Academic Building. Other sources were surveys of the opinions of the recipients of the service as well as the service providers. Three other universities' comparable services were interviewed and studied for comparison. Finally, the project obtained privatization information from 20 other organizations in Nakhon Ratchasima Province.

The main instruments for data collecting were questionnaires and surveys. Input and operational factors were analyzed, considering the mutual understanding of all parties concerning service expectations, contract clarity and flexibility, selection of service provider and contract management (communications, conflict management, follow up and feed back, and process improvement).

The study discovered that overall, Suranaree University of Technology's operations of service privatization are not as best as could be, since there was much room for improvement in almost every area except in conflict management. Efficiency of services privatized has much to be desired when compared to other organizations, with higher unit cost incurred than the others.

Effectiveness of privatization was found to be far from attaining the goals. (1) Privatization of services actually saves on cost in only one area: security. (2) Services found to be adequate were found to be only cleaning services and vehicles and campus bus services, with security services found to be in need of improvement the most. (3) Service receivers are not yet satisfied with the quality of the services privatized, with campus buses, security and vehicles being the three to receive the highest dissatisfaction, and cleaning receiving the lowest dissatisfaction. (4) Service providers were found overall to have high satisfaction in their work. (5) Students have high pride in their institution. University employees have a high level of affective commitment to the organization.