

1. Project “The Project of Working at Home and Breastfeeding in order to increase the Bond between Mother and Baby under the concept of Corporate Child and Family Responsibility & CF-Work from Anywhere”

2. The owner of the project

❖ Dr. Thirata Khamnong

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3. Background and Significance of the Project

The National Institute for Child and Family Development, Mahidol University understands that newborns should receive breast milk for at least 6-12 months. However, this is restricted by current maternity leave policies that only allow a leave of 90 days or 3 months. These policies are illustrated in the announcement of Mahidol University on “Criteria and Methods regarding Leave and Salary during Leave” and the announcement of the National Institute for Child and Family Development on “Criteria and Methods and Process regarding Work Performance and Leave Rights of Employee of the National Institute for Child and Family Development, Mahidol University, B.E. 2562” and other relevant announcements.

The owner of this project focused on this topic in their report, “A Case Study of Working at Home and Breastfeeding in order to increase the Bond between Mother and Baby of the Employee of the National Institute for Child and Family Development, Mahidol University under the concept of Corporate Child and Family Responsibility.” We designed and developed a form to record check-in and check-out times and information on the work processes of staff who joined this project. The staff who joined this project can breastfeed and work at home without taking leave. In addition, as a result of the COVID-19 pandemic, the National Institute for Child and Family Development, Mahidol University published the announcement, "Guidelines in case of traveling during the epidemic of COVID-19, B.E. 2563", so we developed the working-at-home system to be a continuous new way of life. It is a CF-Work@Home system, used for approximately 4 months from March to June 2020, and developed to the current system that we call “CF Work from Anywhere.” This system supports check-in and check-out times from a variety of workplaces in accordance with the announcement of Mahidol



University on "Regarding the Determination of Working Days, Working Hours and Working Locations of workers in Mahidol University (Flexible Time & Workplace) B.E. 2563.

4. Operations Process

The innovation of the system development of check-in and check-out times from a variety of workplaces (Work from Anywhere) according to the New Normal & Digital Nomad of the National Institute for Child and Family Development, Mahidol University consists of 2 systems as follows:

- CF-Flexi Work System. It is a system to record check-in and check-out times and the workplace of staff of the National Institute for Child and Family Development, Mahidol University. The staff can choose the workplace between an institute (NICFD) and another location (Anywhere).
- CF-Daily Work System. It is a system to record the daily work performance of the staff at the National Institute for Child and Family Development, Mahidol University. The recorded information is consistent with the individual work performance agreement (PA).

We use Microsoft Office 365 to develop the systems by using Microsoft SharePoint and Power Apps. The advantage of this system is that it is responding to the working style of the digital era and it can be used via web applications or mobile applications and it has a security system that the user must be a staff member of the institute by logging in to verify identity with the e-mail of Mahidol University.

5. Result of the Project

This project has applied the Design Thinking process and the principles of PDCA to be an analysis, development, and improvement (CQI). The development process consists of 2 systems as follows:

- CF-Flexi Work System
- CF-Daily Work System

The results from the system usage satisfaction questionnaire that was designed in accordance with MAHIDOL Core Value consists of Score Scale 1-10, it has a result as follows:



M=7.81, A=9.03, H=8.60, I=8.10, D=8.22, O=8.52, L=8.54. The total number of respondents was 72 people, representing 59.50% of all 121 staff. The results from this assessment will be used to improve and develop the system to be more efficient and useable in every situation.

6. Outcome/ Benefit

1) The National Institute for Child and Family Development has 2 systems as follows:
(1) CF-Flexi Work and (2) CF-Daily Work.

2) The employee has adjusted their lives in accordance with the new way of life.

3) This system improves the efficiency of the human resource management of the institution.

4) The supervisors can plan and monitor the work of staff from anywhere and anytime.

7. Implementation

This system can be used in a normal way that supports check-in and check-out times from a variety of workplaces in accordance with the announcement of Mahidol University on "Regarding the Determination of Working Days, Working Hours and Working Locations of workers in Mahidol University (Flexible Time & Workplace) B.E. 2563 and this system can be used in an emergency situation in order to manage the continuity of the working process.

8. Others that are important to the project

