

DEVELOPMENT OF THE ONLINE CLASSROOM BOOKING SYSTEM OF THE COLLEGE OF INNOVATION AND MANAGEMENT SUAN SUNANDHA RAJABHAT UNIVERSITY

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ABSTRACT

This research is the use of results from operations that have summarized problems and suggestions to develop a more efficient system. In this research The objectives are 1) to develop a classroom booking system through the online system and 2) to study the satisfaction of service users with booking classrooms through the online system of the College of Innovation and Management. Suan Sunandha Rajabhat University This research is quantitative, collecting data using a questionnaire created by the researcher. sample group Those used in the research include academic and academic support personnel—college of Innovation and Management Suan Sunandha Rajabhat University Total 96 people. The research instrument was a questionnaire. Statistics used in data analysis are percentage, mean, and standard deviation. The research results found that Overall online classroom bookings are at a very good level. The mean is 4.91 and the standard deviation is 0.293

Keywords: Classroom Reservations, Online System

INTRODUCTION

College of Innovation and Management Suan Sunandha Rajabhat University There are a total of 17 courses open for teaching. Teaching and learning management is the main activity that uses classroom services. There are also other services such as training, meetings, seminars, etc. Therefore, the allocation of classroom use, which is a central resource, is important. In particular, the College of Innovation and Management is an organization with a large number of classrooms. Allocating room use uses a recording system. There may be many problems, such as booking rooms at the same time and

causing duplicate bookings. Many times, personnel who come to fill out a request are disappointed because the room is not available or some people have to cancel planned activities because they booked a room late.

Nowadays, technology has received great interest in being used in both the public and private sectors. Appropriate use of technology helps create benefits for the organization's activities. Whether it is helping to access the required information quickly and promptly for providing room reservation services according to the concept of designing online room management that focuses on providing services to reduce time and convenience. Ease of work for officials and those who request rooms and classrooms. In addition, for this online room booking system to be as satisfying as possible to service recipients, it has been considered to meet the needs of those receiving services. This is the level of feelings of those receiving the service, consisting of satisfaction with the convenience received from the service. Satisfaction with the coordination of service providers Satisfaction with the service provider's reception and attention Satisfaction with the information received Satisfaction with service quality.

For the above reasons, the researcher found a problem in using the classroom reservation service. Therefore, we developed a system for managing requests for classroom use through an online system. To reduce the amount of paper used and be quick in requesting classroom use. No matter what time, or where, you can reserve a classroom online. And with technology that has come in to help make booking a classroom very easy. The system can notify those requesting use by sending information back via email or Line, facilitating personnel.

OBJECTIVE

1. To develop a classroom reservation system through the College of Innovation and Management's online system. Suan Sunandha Rajabhat University.
2. To study the satisfaction level of service users regarding online classroom bookings.

LITERATURE REVIEW

A classroom management system was created to provide convenience and convenience to students. College of Innovation and Management Personnel Suan Sunandha Rajabhat University or those who want to check the availability of classrooms. The researcher has studied various theoretical principles. and technology involved in system development with the following details:

Online room booking system Improving work efficiency by using information and communication technology It is something that the private and government sectors have seen as important for a long time and has been implemented in many agencies and has seen concrete results.

Siriwan Serirat and colleagues (2003) mentioned the elements of an electronic commerce website as follows: In making the website successful some people come to use the service continuously. It must consist of several elements that will make the website interesting and inviting.

Rayport and Jaworski (2002) mentioned that the elements of an electronic commerce website are: Components of a website that conducts business using an electronic system The information on the website will be your gateway to the world of online business. It also provides important business information through the website. Web page design is therefore important to the success of an e-commerce business.

Principles of cloud system concepts at present internet system It has developed continuously. and progressed quickly This has led to the development of a new form of the Internet that provides complete and comprehensive services. all work channels Make this present developed into a system Cloud computing has come to play a huge role in daily life Because it is flexible in use It is convenient to use. You only need to have Internet Technology. Users will be able to access it from Devices on many platforms, whether it be a Mac computer, desktop computer, Laptop computer, Tablet, or even a Smartphone. In addition, it can help increase efficiency in system administration management. and maintenance information exchange, information sharing Forwarding information Presentation of information As well as helping to reduce maintenance costs. Usage is based on the principle of paying only when you use it (Pay as you-use, Cloud computing, Anita Hawser 2009)

Bigs, Birks, and Atkins (1980) proposed the concept of stages of system development. It consists of 4 steps: 1) System planning (System Planning) is the first step in system development by causing a formal change in thinking There was a request for a new system consisting of a preliminary survey and feasibility study for system development. 2) The study of system requirements (System Requirements) is the preparation of basic information that is important for creating the desired development guidelines, consisting of system and operational analysis. Survey of user system requirements Using technical support methods Design and review ideas that require various alternatives. and it is evaluating alternatives and creating development plans. 3) System Development (System Development) is a step that begins with acceptance of the concept. which has been designed and evaluated in the past steps and will end with development into a complete system that can be put into practice, consisting of the Determination of technical characteristics of the system, development of techniques used to support the system Applying characteristics to computer programs, testing programs Development of system operation and control manual Training of system users Implementation of the plan Plan change experiment and testing the entire system and 4) Implementing the system (System Implementation) is an important step after the system has been tested. It will lead to actual practice. At this stage, adjustments must be made to make the system suitable for use again. And there must be a review of performance results after the system has been put into actual operation. This is for the system to be developed. It is as complete as possible and also helps maintain the system.

METHODOLOGY

This research is a survey research. To study and find ways to develop a classroom reservation system through the College of Innovation and Management's online system. Suan Sunandha Rajabhat University and to study the satisfaction level of service users regarding booking classrooms online.

Population and sample

The population used in this research includes personnel from the College of Innovation and Management. Suan Sunandha Rajabhat University

The sample group is Academic and academic support personnel Number of people: 96 people.

Statistics used in research

The statistics used in this research are the average percentage. and standard deviation

Research tools

In this research, the researcher collected data using a questionnaire that had the reliability of the questionnaire (reliability) by determining the reliability of the questionnaire. IOC (Index of Item - Objective Congruence) and the reliability of the entire questionnaire was 0.85 as a tool. The questionnaire was divided into 3 parts. is

Part 1 Questionnaire on the status of the respondents. It is a checklist-type questionnaire (Checklist).

Part 2: Questionnaire regarding the study of problems and approaches to parcel management. College of Innovation and Management Suan Sunandha Rajabhat University It is a 5- 5-level rating scale questionnaire. which determines the score level criteria as follows:

- 5 means the most suitable
- 4 means Very suitable
- 3 means Moderate suitability
- 2 means little suitability
- 1 means least suitable

Part 3 Questionnaire on problems and guidelines for developing parcel management. College of Innovation and Management Suan Sunandha Rajabhat University It is an open-ended questionnaire (open-ended).

Data collection

In this research, The researcher proceeded to collect the data sequentially. As follows:

1. Coordinate with teachers and related officials To request to collect research data
2. The researchers collected all questionnaires. quantity 96 editions

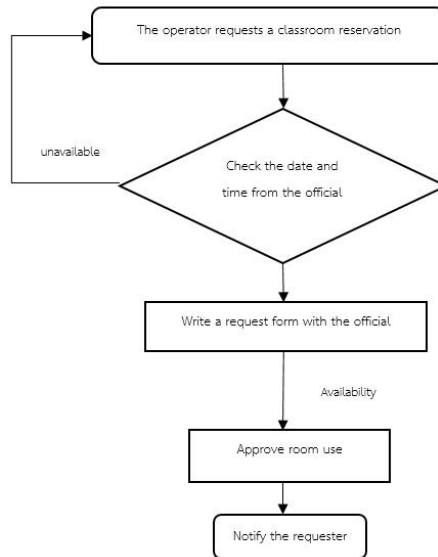
Research procedures

1. Conducting research Developing a new online classroom booking system in the form of Google instead of using a paper classroom booking form and informing relevant people of classroom booking procedures.

2. Conduct a satisfaction assessment of users of the online classroom reservation system by collecting the assessment results and analyzing the research data.

RESULTS

The results of the research study can be reported and discussed as follows. The results of the development of the management system for requesting reservations for old classrooms. There is a way to proceed in the following steps.



Picture 1. Flowchart requesting to use the old classroom.

ต้องการจองห้อง	วันที่.....เดือน.....พ.ศ.....
ระยะเวลาที่ใช้	ตั้งเวลา.....น. ถึง.....น.
ผู้เข้าร่วม	จำนวน คน
ห้องที่ท่านต้องการจอง	☐ ห้องประชุม 1 ☐ ห้องประชุม 2 ☐ ห้องสัมมนา
รายละเอียดผู้จองห้อง	
ชื่อผู้ประสานงาน	
เบอร์โทรศัพท์	มือถือ..... Fax.....
Email	หน่วยงาน.....
รูปแบบการจัดสถานที่	☐ classroom ☐ meeting ☐ Theatre ☐ อื่นๆ
อุปกรณ์	☐ เก้าอี้ ☐ อื่นๆ.....

ลงชื่อ.....ผู้ขอจองสถานที่
 (.....)
 วันที่/...../.....

Picture 2: Request form for using the old classroom.

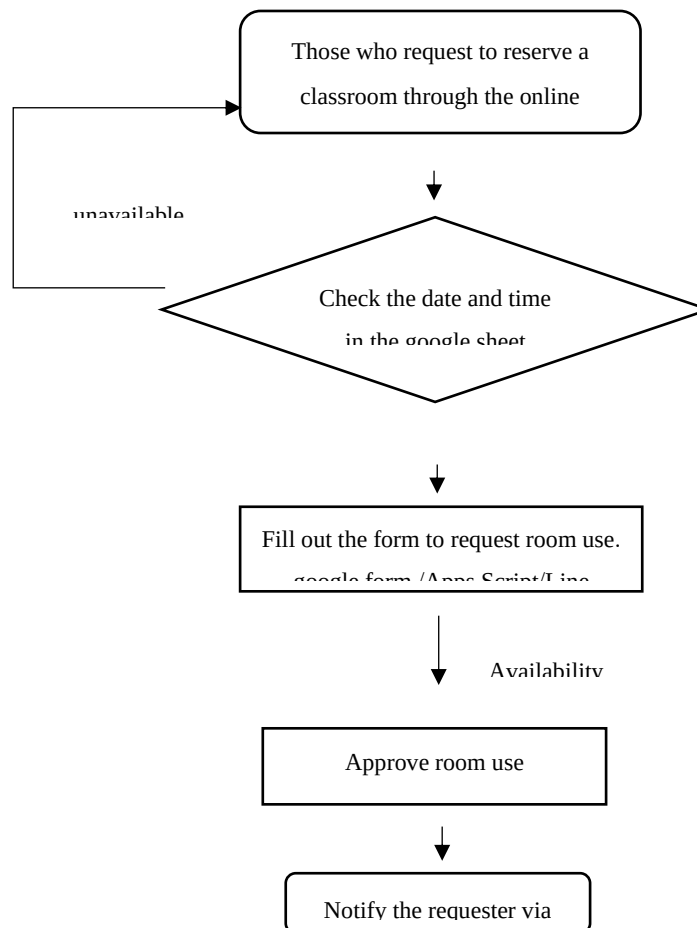
From the old classroom reservation system, operating according to the steps for requesting the use of a classroom in the process of requesting the use of a classroom is a reservation by writing a

reservation form. which has improvements in terms of time, delay, and unclear information details This is consistent with the satisfaction assessment form in which 96 evaluators requested to use the classroom. Satisfaction results can be summarized as shown in Table 1.

Table 1 shows satisfaction with traditional classroom reservations.

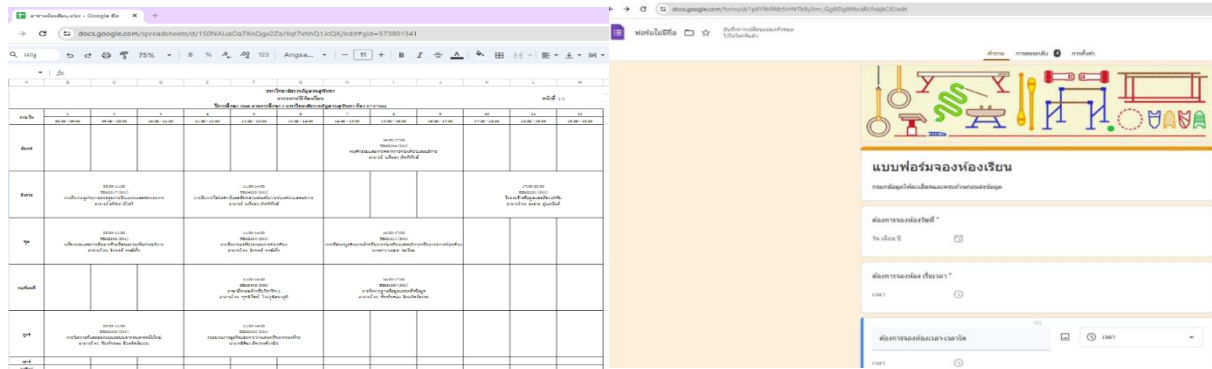
Evaluation list	$\bar{x}$	S.D.
1. Convenience, speed, save time	2.88	0.465
2. Accuracy of room booking information	2.86	0.473
3. Suitability: The format is reliable.	2.81	0.509
4. Organized storage of booking information	2.94	0.350
5. Ease of use of technology to help with work	2.07	0.943

Problems that occurred with the old classroom booking system Resulting in development by using an online classroom reservation system to replace the old operating system. By following the steps as follows:



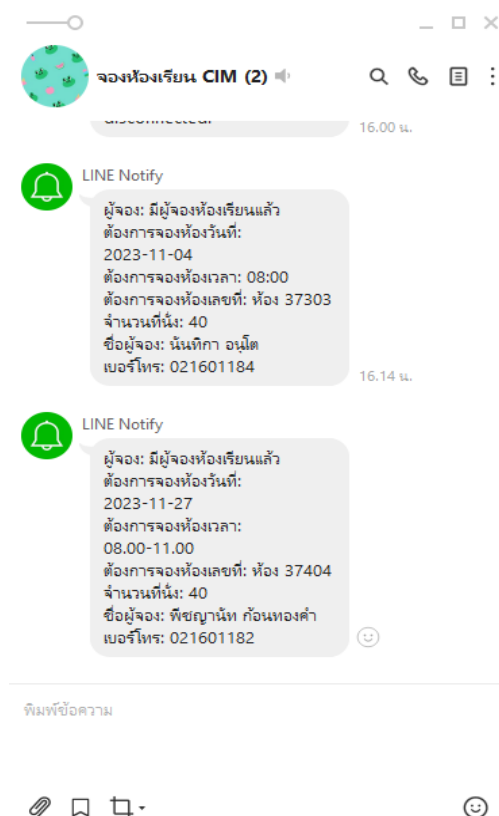
Picture 3 Flowchart for requesting new classroom use

A new online classroom booking system. The researcher has introduced a new online system by controlling the work using the Apps Script system.



Picture 4: New online classroom reservation system.

From picture 4, a new online classroom reservation request system. When the person requesting a classroom reservation fills in information via Google Form, the system will run Apps Script by taking the information recorded through Google Form and displaying the results via Line , as shown in Figure



Picture 5: shows sending a warning message via LINE.

From the development of a new classroom booking system, it was found that following the steps for booking classrooms through the new online system There is a faster processing time. Convenient to check days, free time, and quick notifications and also reduces paper resources As shown in the satisfaction assessment results from a total of 96 people requesting classroom use, as shown in Table 2.

Table 2 shows satisfaction with the new classroom booking method.

Evaluation list	$\bar{x}$	S.D.
1. Convenience, speed, save time	4.97	0.175
2. Accuracy of room booking information	4.88	0.332
3. Suitability: The format is reliable.	4.82	0.384
4. Organized storage of booking information	4.79	0.408
5. Ease of use of technology to help with work	4.91	0.293

From Table 2, the results of the satisfaction assessment from users booking classrooms through the online system found that overall satisfaction was at a high level. The mean is 4.87 and the standard deviation is 0.092. When considering each aspect, it is found that The system is convenient and fast, saving time when requesting classroom use. The average level of satisfaction was the highest. The mean is 4.97, standard deviation is 0.175.

CONCLUSION AND FUTURE WORK

From the Academic Department of the College of Innovation and Management Suan Sunandha Rajabhat University We have developed an online classroom reservation management system to provide this service. Comparing the usage between the old classroom reservation system and the new classroom reservation system, it can be seen that the developed classroom reservation system can reduce the processing time, be faster, more convenient, and more systematic. It works more efficiently than the old classroom booking system. The steps for using it are easier. Dramatically increases the satisfaction of those requesting classroom reservation services. Consistent with the research of Maneenuch C. , Ekgnarong V, Vimolsri S, Jiraporn B, Yenjit K., and Wareeya K. (2022). Studied satisfaction with the service quality of Castella Taiwan. It was concluded that satisfaction or Not satisfied It is a matter of comparing the experiences of service recipients in receiving services. with the expectations that the service recipient has at the time of receiving the service and it is what allows the quality of service to be measured. Therefore, providing quality service is extremely necessary in today's business world. and make those customers more likely to return to use the service continuously.

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