

QUESTIONNAIRE ON SATISFACTION WITH USE OF BUILDINGS AND LOCATIONS OF THE UDON THANI PROVINCIAL EDUCATION CENTER SUAN SUNANDHA RAJABHAT UNIVERSITY

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ABSTRACT

Udon Thani Provincial Education Center is an educational organization. Teaching is organized in 4 subjects: 1) Logistics Management, 2) Tourism Industry Management, 3) Trade Management, and 4) Political Science. The Education Center of Udon Thani Province has been transferred to operate according to the framework and policies of the Education Center. Udon Thani Province Suan Sunandha Rajabhat University is divided into the following 2 areas. 1. Building and premises side 2. Service/Safety. The purpose of this research is to assess the expectations and satisfaction of personnel in receiving the services of the educational center's buildings. Udon Thani Province Suan Sunandha Rajabhat University To find ways to improve building services of the Udon Thani Provincial Education Center Suan Sunandha Rajabhat University. The sample group used in this research consists of the population is a focus group. There are 12 academic support personnel and 16 academic lecturers. Research The tools used in this research include Reporting form Performance of monitoring and evaluating government performance, Performance reporting form for monitoring and evaluating government performance of those involved. The questionnaire on satisfaction with performance reporting of monitoring and evaluation of government performance.

Keywords: Satisfaction with use of buildings, Locations, Udon Thani Provincial Education Center

INTRODUCTION

Udon Thani Provincial Education Center Its mission is to plan and campaign to publicize activities, knowledge, and operating results of the Udon Thani Provincial Education Center. and affiliated personnel through the website Nowadays, websites have become an important medium that plays a huge role. It is also a channel for disseminating information and news of the organization in order to promote the organization to be known in order to create an image of the organization that is acceptable. The website is therefore an important part for the visitors. You can learn through these various media, which improves the quality of the country's population (Kidanan Malithong 1999, 333). Therefore, it can be considered that the website is a very effective medium. The use of website media as a communication channel to increase the effectiveness of public relations for the organization is something that cannot be

overlooked. Therefore, creating an organization's website is an important strategy for publicizing the operations of the Udon Thani Provincial Education Center. to outsiders It is also a tool for transferring policy operations into practice. As well as being a channel for communication between personnel inside and outside the organization. Optimizing website development for public relations is an important component. It is also a mechanism for inducing impressions and images from the organization to the public or outsiders by means of notification. Explain what caused Knowledge and understanding from the general public Currently, the creation of a website for public relations of the agency It is one of the most important mechanisms of management. To create a good image, popularity, and understanding of the agency. and support from people within the organization or outsiders to the organization. The public's lack of understanding of the agency's policies, objectives, or operations may easily cause misunderstandings. This creates a gap and distance between people in the organization or outsiders and the agency. which must depend on each other At present, every agency Whether it's the government sector or even the private sector. Everyone is aware of and sees the importance of increasing efficiency in developing websites for increased public relations.

Increasing efficiency to develop a website for public relations refers to the process of improving and increasing the efficiency of a website in order to achieve better results in communication and interaction with people within the organization and outside the organization. There are methods and procedures for operating in a systematic way, including studying, planning, and communicating to outsiders to get to know the organization better. It creates a good image of the agency. Prevent misunderstandings Including correcting misunderstandings that people have about the agency (Prama Satavetin, 1997), increasing efficiency to develop websites for public relations. It is important for the agency to create a positive image. An effective website can create a positive image for the organization. Providing a good and efficient user experience will make users satisfied and trust the organization. It is also an influential tool in communication. Providing accurate and effective information on the website helps in increasing the popularity and sentiment of the organization, especially in creating a positive image. It is necessary to increase efficiency in order to develop the website for public relations. It is a tool for creating good understanding between each other. At the same time, the website is like a door open to public opinion. that has to do with that agency. Increasing efficiency to develop a website for public relations is an important and necessary thing to do. Because the notification and clarification is given to people in the organization or outsiders who have knowledge. Understanding of the agency or organization or institution correctly Therefore, it must rely on the dissemination or distribution of news about policies, objectives, activities, results and enterprise operations So that various groups of people, both internal and external, are informed and understood. To build popularity, faith, and cooperation from the target group. If the agency gives importance to increasing efficiency in developing the website for public relations. By implementing good public relations, it will result in the organization being known in a good way as well, along with being able to create a positive image or image for the organization easily. However, if the organization is not aware and does not see on the importance of optimizing website development for public relations It may easily have serious effects and negative effects on the agency, such as conflicts between agencies. Conflicts between agencies and outsiders Working doesn't promote each other. Citizens or individuals, both internal and external, do not understand the policies, objectives, and operations of the agency. Currently, websites are created for public relations in many agencies. Overall, some workers still do not understand the true nature of their work, that is, they do not understand and do not know the importance of having a website. Or they may not know or have no creativity involved in how to use a website to express or create value. Or they don't see the value in

developing websites to create engaging experiences. Or create awareness in various areas for users. These are all weaknesses of using websites for public relations purposes. Which must find solutions and increase efficiency in order to develop the website for public relations to be more effective. There are many problems and obstacles in creating a public relations website. The researcher, as a worker, has a responsibility. Implementation of optimization operations to develop websites in direct public relations. There is a website developed in public relations at Suan Sunandha Rajabhat University. Udon Thani Provincial Education Center saw the problem and obstacles in work Therefore, we want to study problems and obstacles and solutions in order to increase efficiency. To develop a website for effective public relations and bring the results of the study to benefit the relevant agencies. Can take the information as work guidelines or further integration with other agencies.

METHODOLOGY

It is a technique for reporting results that reduces steps and time. Including examining evidence and calculating score values for use in estimating achievement. goals and helps to plan actions to drive the indicators to reach the goals set by the university.

1. Population and sampling

1.1. Group of operating committees responsible for reporting indicators of the Udon Thani Provincial Education Center, totaling 12 people.

1.2. Group of 16 teachers and staff involved in reporting results.

2. Tools used in research and determination of quality of tools used in research Tools used in this research include:

2.1. Performance reporting form for monitoring and evaluating government performance.

2.2. Performance reporting form for monitoring and evaluating the performance of those involved.

2.3. Satisfaction questionnaire regarding performance reporting of monitoring and evaluation of government performance.

3. Data collection

3.1. Conduct a survey of problems in reporting data for each indicator of the operating committee responsible for reporting indicators of the Udon Thani Provincial Education Center.

3.2. Use the data from the survey to analyze and summarize to design steps and guidelines for monitoring and driving indicators.

3.3. Design forms that will be used to track and drive indicators using functions from Google Workspace.

3.4. Bring the form that will be used to track and drive indicators. Using functionality from Google Workspace, experiment with reporting, tracking, and driving metrics. Reporting, tracking, and driving metrics.

3.5. Ask about satisfaction with the use of reporting, tracking, and driving indicators. Reporting, tracking, and driving indicators by Google Workspace, including followers who are academic support personnel. and teachers who are academic personnel

3.6. Summary of project evaluation results

3.7. Summary of consistency with objectives

4. Data analysis Research tools the tools used in this research include:

- 4.1. Reporting form Performance of monitoring and evaluating government performance.
- 4.2. Performance reporting form for monitoring and evaluating the performance of those involved.
- 4.3. Satisfaction questionnaire regarding performance reporting of monitoring and evaluation of government performance.

RESULTS

From the research on the questionnaire on satisfaction with the use of buildings and locations. From studying documents Responding to the questionnaire of the sample group It was found that the general information study of the sample population consisted of 28 people, followed by academic support, 12 people (34.29 percent), students, 5 people (14.29 percent), and administrators, 4 people (11.43 percent), according to Most sequences have a running time. Less than or equal to 5 years, 21 people (60 percent), followed by working period 6 - 10, 11 people (31.43 percent), and 10 years or more, 3 people, accounted for (8.57 percent), respectively.

Table 1 Mean and standard deviation of the opinions of the respondents in the study of opinions towards the evaluation website of Suan Sunandha Rajabhat University.

Study	average ($\bar{x}$)	standard deviation (S.D.)	Interpretation of results	Ranking results
1.1 Classroom cleanliness	4.40	0.68	most	4
1.2 Safety in the building	4.63	0.48	the most	3
1.3 Take care of the maintenance of trees and lawns.	4.80	0.40	the most	2

Table 1: Mean and standard deviation of the opinions of the respondents in the study of opinions towards the evaluation website of Suan Sunandha Rajabhat University. Udon Thani Provincial Education Center, content ($n = 35$). From Table 1, results from the study of opinions towards the website of Suan Sunandha Rajabhat University. Udon Thani Provincial Education Center It was found that the content Overall, the average is at the highest level (with a mean ($\bar{x}$) equal to 4.59 (S.D.) 0.54) If considering each item, it was found that the illustrations were appropriate. at the highest level (with an average ($\bar{x}$) equal to 4.83 (S.D.) 0.38) The amount of content in each episode is appropriate. at the highest level (with an average ($\bar{x}$) equal to 4.80 (S.D.) 0.40) Appropriateness of the content sequence at the highest level (with an average ($\bar{x}$) equal to 4.63 (S.D.) 0.48) clarity and accuracy of the content at a high level (with an average ($\bar{x}$) equal to 4.40 (S.D.) 0.68) and interestingness in the presentation at a high level (with an average ($\bar{x}$) equal to 4.31 (S.D.) 0.75) respectively

This is based on research into the expectations and satisfaction of personnel in using Building services of the Udon Thani Provincial Education Center Suan Sunandha Rajabhat University used a questionnaire to collect data by sampling a simple population of 28 people.

CONCLUSION AND FUTURE WORK

Expectations and satisfaction in using building services Items from the Udon Thani Provincial Education Center Suan Sunandha Rajabhat University Divide the issue of expectations and satisfaction into 4 areas. Including setting up the environment security Service process and public utility systems. It was found that building users had the highest level of expectation regarding environmental management, with an average of 3.98 Lowest level of satisfaction with security The average was 3.12. Ranking analysis. The importance of the need the highest (PNIModified) is the security aspect equal to 0.2506. From the research results, expectations and satisfaction of personnel using the building services Items from the Udon Thani Provincial Education Center Suan Sunandha Rajabhat University this time, with recommendations obtained from research as follows: 1. In terms of organizing the environment There should be an environment more suitable for working. 2. Proactive security Fire prevention training should be organized. Installing a fire extinguisher. Additionally, check the readiness of the fire extinguisher so that it can be used at all times. and survey the wiring systems of various buildings that have a lifespan of more than 10 years to prevent accidents that may be caused by the electrical system. Traffic organization the traffic and parking systems should be managed more adequately and conveniently.

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