

STUDENTS' SATISFACTION TOWARDS INSTRUCTION AT UDON THANI EDUCATION CENTER SUAN SUNANDHA RAJABHAT UNIVERSITY

Jarawan Khongoon^{1*}, Ekkachai Sithamma²

^{1*,2}*Udonthani Education Center, Suan Sunandha Rajabhat University, Udon Thani, Thailand*

E-Mail: Jarawan.kh@ssru.ac.th^{1*}, Ekkachai.Si@ssru.ac.th²

ABSTRACT

The purpose of this research was to study and compare student satisfaction with teaching and learning arrangements at the Udon Thani Education Center. Suan Sunandha Rajabhat University Classified according to general information, including gender, year, faculty, using a questionnaire that received a confidence rating of 0.94 in collecting 276 sets of data using a stratified sampling method. The questionnaire was then analyzed to find statistical values, including mean and standard deviation. The statistical significance value was set at the 0.05 level. The research results found that Students are satisfied with the teaching and learning arrangements of the Udon Thani Education Center. Suan Sunandha Rajabhat University The overall and individual aspects of all 4 areas are at a high level. First is the curriculum, followed by teaching and learning management. In terms of measurement and evaluation and teachers, satisfaction with teaching and learning was at a moderate level. Factors supporting teaching and learning When comparing satisfaction with the teaching and learning arrangements of the Udon Thani Education Center. Suan Sunandha Rajabhat University found that Students of different genders had no difference in satisfaction with the curriculum. Students in different years are satisfied with the overall picture of teachers and factors supporting teaching and learning. and measurement and evaluation no different Students from different faculties are satisfied. Factors supporting teaching and learning were no different and students with different cumulative GPAs were satisfied with the overall curriculum, teachers, and teaching management. no different Statistically significant at a statistical significance level of 0.05.

Keywords: Satisfaction, Instruction, Suan Sunandha

INTRODUCTION

1. Introduction

Education is a process of giving and receiving knowledge, experiences, and changing attitudes. creating consciousness skill enhancement Understanding clearly Training to instill values Transmission of religion, art, and culture of society The objective is to enable individuals to flourish intellectually. Have knowledge and abilities suitable for occupation, Able to live life appropriately Have good values and live happily with others. And most importantly, education is a tool for national development. In

terms of society, economy and politics, education will help raise the quality of the nation's population. Consistent with the guidelines of the National Economic and Social Development Plan If the nation changes its policies, social, economic, and political conditions, the country's educational arrangements will have to change as well. The approaches to education in each country are therefore different according to beliefs, concepts, and educational philosophies (Pawabud, 2015, p. 7).

Education is a systematic process. with a clear goal It is the development of human quality in every aspect. Whether it be physical, mental, intellect, morality, values, thoughts, conduct, etc., with the expectation that quality people will make society stable, peaceful, and prosperous in keeping with the world. able to compete with other societies on the international stage and people in society are happy (Vesarat, 2004, p. 3). Learning management is therefore like a tool that encourages students to love learning, study hard, and learn. Whether or not the learner's studies will lead to the destination, which is success in life or not, depends on the extent to which It depends on the teacher's good learning management. or teachers as well If the teacher chooses to use good and appropriate learning management methods It will have a positive effect on the students' learning, that is, they will have knowledge and understanding of the subject content. or learning activities Gain skills or expertise in subject content or learned activities. Have a good attitude towards what you study. Able to apply the knowledge gained in daily life. and can apply knowledge to further study and acquire additional knowledge (Valaya Alongkorn Rajabhat University, 2010, p. 3)

Components of teaching and learning include: 1) The teacher is the person who is responsible for teaching. Be knowledgeable and capable in the field of study taught and have the skills and ability to transfer knowledge 2) organizing teaching and learning activities It enhances the knowledge and understanding of students, including a variety of teaching and learning formats. Interesting and consistent with current social conditions that are conducive to future careers. 3) Curriculum is a guideline for action. In other words, it is a program used in teaching. It is a plan for organizing teaching and learning according to various goals that have been set. 4) Measurement and evaluation. It is a process that teachers use to carry out measurement and evaluation. The criteria used for measurement and evaluation are consistent with the content. The efficiency of teaching and learning is assessed at the end of the course. 5) Factors supporting teaching and learning. It is something that promotes quality and efficiency of student learning, including buildings and classroom conditions. Places for self-study and research, book lists, etc. (Laochu, 2011, pp. 6-7)

Higher education is post-secondary education. Aiming at developing intellectual growth and thinking. for academic progress This level of education is organized in a broad way to provide students with comprehensive knowledge. and emphasizes only professional fields for students to have feelings and expertise in both theory Practice and have the ethics of that profession. The duties of higher education institutions therefore focus on teaching and learning both academic and professional. Research to seek information, new knowledge, and prove principles of various theories. Community service. and the preservation of arts and culture to develop the country in every aspect and help solve community problems Higher education is divided into two levels: below degree level and degree level This will cover studies at the certificate or associate degree level studied after completing basic education. It is important

to give importance to this level of education which is considered to be the middle level of manpower and the basis of economic development. (Thammasunthon, 2012, online)

The curriculum of the Udon Thani Education Center Suan Sunandha Rajabhat University offers courses that must be certified by the Office of the Higher Education Commission. and is updated every 5 years, but administrators are responsible for controlling and supervising the management of the curriculum to ensure continuous efficiency and effectiveness. The curriculum management committee should have a role in managing 3 important aspects: the content of the courses in the curriculum; Setting up the teacher system and teaching process Assessment of students in the quality assurance system in operation The course consists of Teaching curriculum and student assessment to be in line with the Qualifications Standards Framework as specified by the Office of the Higher Education Commission. Assessment indicators must focus on specifying subjects with up-to-date content. Keep up with ever-changing scientific advances. Organize teaching and learning activities that focus on students. and promote learning skills in the 21st century (Suan Sunandha Rajabhat University, 2016, p. 81)

From the foregoing, it can be concluded that Education is a process of acquiring knowledge and experience the objective is for people to develop intellectually. Can be used to pursue a career and develop the country. Education therefore needs to be managed systematically with clear goals to develop the quality of people. Learning management is therefore like a tool that encourages learners to reach their destination, which is success in life. There are important elements in organizing teaching and learning, including teachers, teaching and learning activities, curriculum, measurement and evaluation. and factors supporting teaching and learning, etc. Suan Sunandha Rajabhat University is a university that offers higher education. There is continuous effective teaching and learning management. Conforms to the Qualification Standards Framework as specified by the Office of the Higher Education Commission. Therefore, this study aims to study student satisfaction with the teaching and learning arrangements of Suan Sunandha Rajabhat University. To serve as a guideline for improving and developing the teaching and learning of Suan Sunandha Rajabhat University to increase efficiency.

1.1 Objectives of the research

1. To study student satisfaction with the teaching and learning arrangements of the Udon Thani Education Center. Suan Sunandha Rajabhat University consists of 5 aspects: curriculum, teachers, and teaching and learning management. Factors supporting teaching and learning Measurement and evaluation.

2. To compare students' satisfaction with the teaching and learning arrangements of the Udon Thani Education Center. Suan Sunandha Rajabhat University Classified by general information including gender, year, and field of study.

METHODOLOGY

2.1 Research 2. Research Methodology design

Research has been carried out to continue the study in the direction of the Udon Thani Education Center to conduct research for a period of time. The researcher has taken the following steps.

1. Population and sample.
2. Tools used to collect data.
3. Creating tools.
4. Data Collection.
5. Data analysis.

2.2 Population and samples

Population used for this research are students of all majors Every year studying in Udon Thani Education Center Suan Sunandha Rajabhat University Consisting of 890 students registered in the 2022 academic year.

Sample group

Finding a sample group for this research by calculating the sample according to the method of Taro Yamane using stratified random sampling from a total population of 890 people, the sample error allowed is equal to 0.05 or 5 percent. From the calculation, there will be a population sample of 276 people.

2.3 Instrumentation

Create a questionnaire to inquire about satisfaction with teaching and learning management. of the Udon Thani Education Center Suan Sunandha Rajabhat University, the questionnaire was divided into 3 parts:

Part 1: is a questionnaire regarding personal information of the respondents.

Part 2: is a questionnaire regarding students' opinions regarding student satisfaction with the teaching and learning arrangements of the Udon Thani Education Center, Suan Sunandha Rajabhat University, in 5 areas, namely the curriculum, instructors, and teaching and learning management. Factors supporting teaching and learning and measurement and evaluation the questionnaire is a 5-level rating scale based on Likert's scale.

Part 3: was an open-ended questionnaire to allow respondents to express additional opinions. In addition to what is specified

2.4 Testing quality of research instrument

The researcher collected data for this research. The researcher proceeded to collect the data as follows.

1. Study documents, tables, and research work, i.e. performing work, and regulations related to financial work. and procurement and conducting research related to financial and procurement operations and designated as the conceptual framework for research.

2. Create a questionnaire that covers the conceptual framework of personnel performance. who work in finance and procurement is an estimation scale.
3. Check the validity of the questionnaire. Content Coverage as well as clarity and Appropriate use of language
4. Prepare a complete questionnaire. to be used to collect data with the sample.
5. The questionnaires were analyzed and processed by static methods.

FINDINGS

3. Results and Findings

Research on satisfaction with teaching and learning management of the Udon Thani Education Center Suan Sunandha Rajabhat University The researcher has presented the lecture notes in tabular form. The presentation is divided into 2 items as follows:

Part 1: General data analysis of respondents. by frequency distribution and find the percentage.

Part 2: A study of student opinions regarding student satisfaction with teaching and learning arrangements. Udon Thani Education Center Suan Sunandha Rajabhat University Overall and individually, there are 5 areas: curriculum, teachers, and teaching and learning management. Factors supporting teaching and learning and measurement and evaluation by finding the average score and standard deviation.

Table 1: shows the general data analysis of the 276 service users used as the sample in this study.

Sex	Quantity	Percentage
Male	144	52.17
Females	132	47.83
Total	276	100

Year	Quantity	Percentage
Year 1	122	44.20
Year 2	78	28.26
Year 3	53	19.20
Year 4	23	8.33
Total	276	100

Field of study	Quantity	Percentage
Logistics management	94	34.06
Tourism and service industry management	17	6.16

Political science	131	47.46
Trade management	34	12.32
Total	276	100

General information on gender service users found that there were 144 male users, accounting for 52.17 percent, and 132 female users, accounting for 47.83 percent. It can be concluded that there are more males than females.

General information about service users in terms of years found that the service users are 122 people in first year, accounting for 44.20 percent. 2nd year students have 78 people, accounting for 28.26 percent. 3rd year students have 53 people, accounting for 19.20 percent. 4th year students have 23 people, accounting for 8.33 percent. It can be concluded that the majority of service users are in Year 1, followed by Year 2, Year 3, and Year 4, respectively.

General information about branch service users found that there are 94 people in the field of logistics management, accounting for 34.06 percent. In the tourism and service industry management field, there are 17 people, accounting for 6.16 percent. Political science subjects had 131 people, accounting for 47.46 percent, and trade management subjects had 34 people, accounting for 12.32 percent. It can be concluded that most service users are in faculties of study Political Science, followed by Logistics Management Major: Commercial Management and the fields of tourism and service industry management, respectively.

Table 2: Mean score and standard deviation of students' opinions on satisfaction with teaching and learning at the Udon Thani Education Center, Suan Sunandha Rajabhat University.

Teaching and learning	student (n = 276)		propriate level
	$\bar{x}$	S.D.	
1. Curriculum	4.13	0.81	High
2. Teacher side	4.07	0.78	High
3. Teaching and learning management	4.18	0.79	High
4. Factors supporting teaching and learning	3.50	0.83	medium
5. Measurement and evaluation of teaching and learning	4.09	0.84	High
Total	3.99	0.48	High

Table 2: Students have continuing goals in the characteristics of the Udon Thani Education Center, Suan Sunandha Rajabhat University. Overall, there is a high level of concentration when considering each aspect, perhaps with a high level of sensitivity. 4 of them are that this course focuses on control and observation and evaluation. Moderate adjustment of intensity is the support element.

CONCLUSION

4. Conclusion

Targeted research results on the type of core of the Chula Udon Thani Educational Center Suan Sunandha Rajabhat University, where the operation with a sample of 276 is described by dividing the results of the research study into 2 parts. We will consider a sample of 276 described by dividing the results of the research study into 2 parts.

Part 1: Results of the analysis of the important parts of the person answering.

Part 2: Results of the analysis of important consecutive parts in the matter of control.

Part 1: Results of the personal factor analysis of the respondents.

In terms of gender, it was found that the majority of service users were male, numbering 144, accounting for 52.17 percent, and female, numbering 132, accounting for 47.83 percent, with comments regarding satisfaction with the teaching and learning arrangements of the education center. Udon Thani Education Center Suan Sunandha Rajabhat University The majority of respondents are male. more than female

In terms of years, it was found that service users were 122 people in Year 1, accounting for 44.20 percent. Year 2 there were 78 people, accounting for 28.26 percent. Year 3 there were 53 people, accounting for 19.20 percent. Number 4 has 23 people, accounting for 8.33 percent. It can be concluded that the majority of service users are in Year 1, followed by Year 2, Year 3, and Year 4, respectively.

Terms of field of study, service users who were in the field of logistics management were 94 people, accounting for 34.06 percent. In the field of tourism and service industry management, there were 17 people, accounting for 6.16 percent. In the field of political science, there were 131 people, accounting for 47.46 percent and the trade management major had 34 people, accounting for 12.32 percent. It can be concluded that the majority of service users are in the political science major, followed by the logistics management major. Major: Commercial Management and the fields of tourism and service industry management, respectively.

Male and female students expressed their opinions on satisfaction with teaching and learning arrangements. of the Udon Thani Education Center as a whole and in each aspect. Every aspect is no different.

Students studying in different years expressed their opinions on satisfaction with teaching and learning arrangements. of the Udon Thani Education Center overall are not different.

Students of the Logistics Management major, the Tourism and Service Industry Management major, the Political Science major and the Trade Management major have their opinions. Satisfaction with teaching and learning management of the Udon Thani Education Center is no different.

Part 2: Results of analysis of factors related to service quality.

From the research, it was found that students were of the opinion that they were satisfied with the teaching and learning arrangement. of the Udon Thani Education Center, Suan Sunandha Rajabhat University, 5 aspects were appropriate at a high level, 4 aspects were the curriculum aspect, the teaching and learning management aspect, the measurement and evaluation aspect of the teaching and learning management aspect, and the teacher aspect, respectively. Satisfaction with the learning management aspect. teaching It is appropriate at a moderate level, namely the factors supporting teaching and learning, respectively.

DISCUSSION

5. Discussion

The needs of students to follow in the matters of the Udon Thani Education Center Suan Sunandha Rajabhat University was first considered by students with great desire. And when considering each aspect, it was found that students had opinions at a high level in all 4 areas. In order to give opinions on the practice guidelines in depth, the footnotes were practices in the form of surveys and evaluations in an analytical manner and analysis of the research results. Supporting instructor in the matter of medium frequency control for students at the Udon Thani Education Center. Suan Sunandha Rajabhat University has good adaptability in various fields. Especially those with knowledge and ability... Able to learn various methods in detail with good teaching guidelines for students to learn Guest students will conduct a thorough examination of Supatanasinkasem (2011, page 8) Collaboration in the kitchen based on time driven focus on the learner to transfer knowledge, ideas or practices so that the learner has learning experience, attitude, strategy and practice. according to the goal of collecting data efficiently by believing in organizing different organizations according to the needs of students and the research of Songthong and colleagues (2010, pp. 67-79) studied the research of students at Rajamangala University of Technology in adjusting the basics of mathematics. for health Total and individual, including control of the center and evaluation of the benefits that students will receive and various activities. of all senses

SUGGESTIONS

6. Suggestions

1. Suggestions for applying the research results.

1 . Students are satisfied with the teaching and learning arrangements of the Udon Thani Education Center. Suan Sunandha Rajabhat University Factors supporting teaching and learning were lower than other areas. Therefore, factors used in teaching and learning should be developed and supported. By developing an efficient internet system.

2 . Teaching and learning should be organized by teachers transferring knowledge and organizing various activities appropriate to the learning level. and the abilities of students differing according to their grade level.

3. There should be public relations to students of all years and all faculties to be aware of the university's services regarding support that facilitates teaching and learning. So that students can access and use it worthwhile.

REFERENCES

- Thammasunthon, S. (2012). *Systematic education*. Retrieved May 3, 2019, from [http://media Thailand.blogspot.com/2012/05/blog-post_3505.html](http://media.Thailand.blogspot.com/2012/05/blog-post_3505.html) (In Thai)
- Registrar's Office and Academic Service Division of Suan Sunandha Rajabhat University. *Number of registered students*. Retrieved December 24, 2018, from <http://www.reg.ssru.ac.th>. (In Thai)
- Songthong, D., et al. (2010). *The Satisfaction of students in Rajamangala university of technology Suvarnabhumi on learning the intensive preparation in mathematics*. Journal of the Association of Researchers, 18(3), 67–79. (In Thai)
- Suan Sunandha Rajabhat University. (2016). *A handbook for internal quality assurance*. Bangkok: Suan Sunandha Rajabhat University. (In Thai)
- Pongsena.S, Bowornchochai.K and Rewthong.K (2019) Student' satisfaction towards instruction at sun Sunandha Rajabhat University. NNRU Community Research Jonrnal Vol.13 No.3, Pp 94-107 (In Thai)
- Valaya Alongkorn Rajabhat University. (2010). *A handbook for teaching and learning system that focuses on learners as the center of learning*. Retrieved May 3, 2019, from <http://acad.vru.ac.th/pdf-handbook/Hand Teacher.pdf>. (In Thai)
- Vesarat, P. (2004). *Principles of Education (Executive training set: Information)* (2nd ed.). Bangkok: Golden point. (In Thai)
- Omkad.J, & Silapangsa, P. (2019). Learning Management System Development (LMS) of GES1102 Course
- Management Teaching Science and Quality of Life of General Education Program in Suan Sunandha Rajabhat University, *Thejournal of GE SSRU*, vol. 1, pp. 25-32.