

SURVEY ON THE SUBMISSION OF SCORE LEVEL VALUES TO THE REGISTRATION AND PROCESSING SYSTEM OF LECTURERS GRADUATE SCHOOL, SUAN SUNANDHA RAJABHAT UNIVERSITY

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Abstract

This Research aims to study A Study on Opinion Survey on the submission of score level values to the registration and processing system of lecturers Graduate School, Suan Sunandha Rajabhat University The objective is to study the satisfaction of clients. To provide registration and processing services, and to study knowledge and understanding in the use of the registration and processing system of teachers from Graduate School of Rajabhat University.

The population used for this study was 32 lecturers at the Graduate School of Rajabhat University. used to collect data by questionnaires and statistics used for data analysis, namely percentage, mean and standard deviation.

The research result show that Total of 32 respondents. Status of the respondents showed that there were 32 male teachers, accounting for 25 percent and female teachers, 75 percent. Be in the field of social studies, Thai language and mathematics And innovation and educational technology The number of disciplines of 5 students, representing 15.62 percent, followed by English. Early childhood education General science The number of disciplines of 4 students is 12.5 percent.

Teacher respondents They have knowledge, understanding and satisfaction. Submitting the score level into the registration system and processing all 5 aspects, including the first aspect, the process, the service process, the second side, the service staff, the third, the facilities. The fourth aspect of service quality and the fifth area of information organization. It was found that the teachers, knowledge, understanding and satisfaction submitted the score level into the registration and processing system. The highest level of satisfaction was in the fifth area of information departments. The mean was 4.52, standard deviation of 0.234, followed by side 1, process, process, service. Is mean equal to 4.51 standard deviation 0.231 and side 2 on service personnel Has a mean of 4.5.0 standard deviation of 0.239.

Therefore, in order to efficiently manage the educational service department, the process of reviewing graduate students' theses at the Graduate School of Suan Sunandha Rajabhat University should be made as efficient and beneficial as possible. The Graduate School should develop a thesis review process that fully meets the needs of both service providers and recipients, ensuring that the service delivers positive outcomes.

Keywords: Develop a process, checking graduate students' theses

Introduction

Research on Opinion Survey Regarding Submission of Score Levels to the Registration System This edition focuses on the study of knowledge and understanding in the use of the registration and processing system, as well as the satisfaction of service recipients with the provision of registration and processing services.

Education plays a crucial role in helping youth and the general population adapt to the rapid changes brought on by globalization. As highlighted in the National Education Act B.E. 2542 (1999), the goal of education management is to develop Thai people to become well-rounded individuals in terms of physical, mental, intellectual, and moral aspects. This enables individuals to live happily and harmoniously in society.

In Section 4 of the National Education Act, it is emphasized that learners should have the ability to learn and develop themselves. The learning process and teaching methods should foster natural development based on students' interests and aptitudes. To support this, the Office of the Higher Education Commission introduced the Thai Qualifications Framework for Higher Education (TQF: HEd), which focuses on managing students' learning outcomes.

The framework also outlines desirable characteristics for graduates at the undergraduate level, such as being innovative, capable of applying academic knowledge to solve real-world problems, and leading in seeking and proposing new solutions. Additionally, graduates are expected to be ethical, responsible, and committed to continuous self-improvement, keeping themselves updated with new knowledge (Office of the Higher Education Commission, 2009).

Currently, Suan Sunandha Rajabhat University has developed a new student registration and processing system known as Free Enrollment, which allows students to select courses according to their interests throughout their studies until graduation. This system requires students to thoroughly understand the curriculum structure. However, some students have encountered issues during registration, such as incorrect course registration or incomplete submissions, leading to errors and delays in course tracking. This has caused some students to miss the designated registration period for required courses.

After registration, it is the responsibility of the instructors to submit students' grades to the registration system and process their academic performance for the semester. This ensures that students maintain a comprehensive academic record throughout their studies until graduation.

The Graduate School plays a key role in overseeing and coordinating with various faculties, handling all matters from student registration to graduation. It also supports education that prioritizes student services, ensuring both internal and external quality assessments. Service delivery in this context requires careful operational planning, continuous improvement, and development through the use of modern technology to achieve convenience, speed, and maximum satisfaction for service recipients. To ensure satisfaction in the registration process, two main aspects need to be considered:

Characteristics of the service provider, which include interpersonal relations, emotional control, responsibility, and social support.

Features of the registration service, which encompass student registration, enrollment, updating registration information, issuing academic documents, and calculating grade point averages.

Given these considerations, the researcher is interested in studying the satisfaction of service recipients regarding registration services. The results of this study will be used to improve operational processes, maximize benefits, and guide the development of personnel in the future. Additionally, the findings will highlight the strengths and weaknesses of the registration service, providing valuable information for operational planning and for improving the efficiency of the staff involved in the registration process.

Research Objectives

1. To study service recipients' satisfaction with registration and processing services.
2. To study knowledge and understanding in the use of the registration and processing system.

Scope of the Research

1. Demographics and sample
 - The population group for this study consists of 32 lecturers from the Graduate School of Suan Sunandha Rajabhat University.
2. Content
 - This study examines the knowledge, understanding, and use of the registration system services by lecturers, to serve as a guide for future revisions, development, and improvements.
3. Time
 - From October 1, 2023, to September 10, 2024.
4. Location
 - Graduate School, Suan Sunandha Rajabhat University.

Literature Review

Research on the Opinion Survey Regarding Submission of Score Levels to the Registration System and Processing by Lecturers at the Graduate School of Suan Sunandha Rajabhat University

The background and significance of this study lie in understanding the knowledge and comprehension of lecturers in using the registration and processing system, as well as examining the satisfaction of service recipients with the provision of these services. The research draws upon theories related to satisfaction, definitions of satisfaction, and concepts of service quality. These theories will serve as guidelines for the further development of effective academic practices.

1. Theories and concepts of opinion
2. Factors influencing opinion
3. Concept Theories about satisfaction Definition of satisfaction Theory
4. Concept of Satisfaction
5. Related Research

Research Methodology

Research on the Opinion Survey Regarding Submission of Score Levels to the Registration System and Processing by Lecturers at the Graduate School of Suan Sunandha Rajabhat University. This edition is a study of knowledge and understanding in the use of the registration and processing system, as well as the satisfaction of service recipients with the provision of registration and processing services. A satisfaction questionnaire was used to collect data, with a specific sample selection criteria. The information was collected and analyzed using statistical methods, specifically descriptive statistics.

1. Population and sample

1.1 Population and Sample

The population and sample consist of lecturers from the Graduate School of Suan Sunandha Rajabhat University.

1.2 Sample

The sample consists of Graduate School lecturers, determined using Krejcie & Morgan's table, totaling 32 people.

The lecturers come from 7 disciplines: Educational administration Development Management Business Administration Linguistics Bachelor of Applied Thai Traditional Medicine Bachelor of Public Health Program in Public Health and Forensic science, with a total of 35 students.

Research Results

The researcher concluded from the study that there were a total of 32 respondents. Among the respondents, 8 were male lecturers (25%) and 24 were female lecturers (75%). The sample consisted of lecturers from various disciplines, including Social Studies, Thai Language, Mathematics, and Educational Innovation and Technology, with 5 respondents from each major, accounting for 15.62%. English, Early Childhood Education, and General Science each had 4 respondents, accounting for 12.5%.

The respondents demonstrated knowledge, understanding, and satisfaction regarding the submission of score levels into the registration and processing system. The study examined five aspects of the system:

1. Service procedures
2. Service staff
3. Facilities
4. Service quality
5. Agency information

The highest level of satisfaction was in the area of agency information, with an average score of 4.52 and a standard deviation of 0.234. This was followed by service procedures, which had an average score of 4.51 and a standard deviation of 0.231. The third aspect, service staff, had an average score of 4.50 with a standard deviation of 0.239.

These findings are consistent with the study by Salini Poldila et al. (2008: 49), which examined the opinions of regular students on the services provided by the staff of the Office of Academic Promotion at Chandrakasem Rajabhat University. Their study found that most students had a moderate opinion regarding the services, especially in terms of providing accurate information for course cancellations, with an average score of 2.63. Additionally, the scheduling and timing of exams, opening of sufficient class sections, and registration services were also evaluated, with students expressing relatively low satisfaction in these areas.

Therefore, the researcher concluded that although technology has been integrated to facilitate services, there are still limitations due to the academic calendar, which determines the workdays, internet-based services, university regulations, and a lack of service personnel. Moreover, students' lack of knowledge and understanding of how to properly use the educational service system contributes to an increased workload for staff. This, in turn, creates a gap between staff and students, reflecting and indicating satisfaction levels, which indirectly highlight the quality and service standards of the registration system.

The researcher expects that the results of this study will be useful for improving service delivery, allowing it to better meet the needs of students seeking services.

Discussion

The results of the study showed that

From a research study on Survey on the submission of score level values to the registration and processing system of lecturers Graduate School, Suan Sunandha Rajabhat University. This study has collected and analyzed data for the 2024 academic year. Objectives

To study service recipients' satisfaction with registration and processing services and To study knowledge and understanding in the use of the registration and processing system. Statistics for the research were used to divide the study into two parts, and the results were utilized to improve the provision of educational services. The integration of these results was used to establish guidelines for enhancing the efficiency of educational service operations.

Recommendations

The Doctor of Philosophy program in Development Management should apply the research results so that the service recipients can understand correctly and imprint on the course and have confidence in Suan Sunandha Rajabhat University.

- The creation of a database for requesting academic services should be organized into a systematic, easily accessible platform that allows for efficient storage and retrieval of data. This ensures that both service providers and recipients can track and access relevant information promptly.

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