

SATISFACTION OF GRADUATE STUDENTS WITH THE USE OF INTEGRATED THESIS & RESEARCH MANAGEMENT SYSTEM (ITHESIS) ONLINE TRAINING

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Abstract

The study on Satisfaction of graduate students with the use of integrated thesis & research management system (iThesis) online training aims to assess the satisfaction levels of graduate students with this online training. The population for this study consists of 46 graduate students who participated in the iThesis online training. Data collection was conducted using questionnaires, and the data were analyzed using percentage, mean, and standard deviation.

Results

The study found that the majority of the respondents were female. The overall mean satisfaction level of students with the iThesis online training was high. When analyzed by category, satisfaction levels were high in content design and training activity organization.

Recommendations

1. Should include more interactive and visually engaging content.
2. Long-term student satisfaction with the iThesis system.
3. Research on other factors influencing satisfaction, such as technical support and advisor interactions.
4. Implement more detailed feedback mechanisms, such as in-depth interviews or focus groups, to gather richer insights.

Keywords: Satisfaction, iThesis, Online training

Introduction

The advancement of digital education systems is vital for improving the learning experience and efficiency for students. In response to this need, Suan Sunandha Rajabhat University has implemented the iThesis electronic thesis writing system, which has been mandatory for graduate students since the first semester of the academic year 2023. This initiative was approved by the Graduate School Executive Committee in April 2023.

Initially, the university provided in-person training sessions for students to introduce them to the iThesis. These sessions focused on teaching the basic functions of the system and guiding students through the thesis and independent study preparation process. The hands-on training helped students become familiar with the electronic tools they would use for their academic work.

In the second semester of 2023, the university transitioned from in-person training to an online format to increase accessibility and flexibility. This change allowed students to

participate in training from any location and at any time, reducing the need for travel and minimizing associated costs. The online format also enabled students to tailor their learning schedules to fit their personal needs.

The online training format offered additional benefits, such as the ability for students to review materials at their convenience and manage their time more effectively. This flexibility made the learning process more efficient, reducing student stress and enhancing their overall academic performance.

To ensure the effectiveness of the iThesis and the training provided, the university is conducting a study on graduate students' satisfaction with the online training. Understanding student feedback is essential for identifying areas of improvement and enhancing the overall experience with the iThesis.

The results of this satisfaction study will guide future improvements to the iThesis and its associated training programs. These enhancements will not only better meet the needs of students but also support the university's goal of optimizing educational management and services in the digital era.

Research Objectives

To study the level of satisfaction among graduate students regarding the online training for using the iThesis for thesis/independent study preparation.

Scope of the Research

1. Population Scope

The population for this research comprises 46 graduate students from Suan Sunandha Rajabhat University who participated in the online training for using the iThesis for thesis/independent study preparation.

2. Content

The study on graduate students' satisfaction with the online submission system for graduate school requests involved gathering and categorizing information as follows:

1) Graduate School Information: Data related to faculties, available programs, and specific disciplines.

2) Satisfaction Level with the Online Submission System: An assessment of satisfaction levels with the online request system for the graduate school.

3) Other Information: Suggestions and additional feedback.

3. Time Scope

The research was conducted in June 2024.

Literature Review

Appleton et al. (2008) The study titled "Student Engagement with School: Critical Conceptual and Methodological Issues of the Construct" focused on understanding and measuring student engagement in schools. It emphasized students' participation in the learning environment and involvement in learning activities. The research also highlighted the importance of fostering positive relationships between students and teachers, as well as the reflection and assessment of learning outcomes.

Ganratchakan Letamornsak & Napawan Labbuangam (2024) This study explores the satisfaction of 200 Chinese students at Suan Sunandha Rajabhat University with online teaching and learning in 2022. Using methods like percentage, mean, and correlation analysis, the findings showed high overall satisfaction, particularly with lesson plans, learning management design, and innovation. Group 001 had an average satisfaction score of 4.52,

while Group 002 had 4.52, with the highest satisfaction in learning outcomes and process. The learning environment and content also received high scores.

Kittikhun Wattanasunthorn (2020) the study titled "Factors Influencing Graduate Students' Satisfaction with the Use of the iThesis System at Mahidol University," analyzed various factors affecting student satisfaction, such as technical aspects, ease of use, and support from the university. The research found that the most significant factors were the ease of use of the system and strong support from academic advisors and university staff.

Somyos Ngiwlae & Bundit Phrapatanporn (2018) key to a happy workplace and fosters greater employee commitment. This research focuses on studying the satisfaction of service recipients at Suan Sunandha Rajabhat University in 2018. Data were collected from academic staff, and the literature review identified key factors such as the importance of service satisfaction, factors influencing satisfaction, and ways to enhance it. Personal factors like age, gender, and education were also considered. The results will inform future quantitative research and provide recommendations for improving organizational performance.

Somma Thongkham (2019) Conducted a study on the satisfaction of graduate students with the use of an online thesis submission system at Thammasat University. The research explored students' satisfaction with the system, using surveys to gather opinions and examine factors influencing their satisfaction. The findings revealed that student satisfaction was high, and recommendations were made to improve the system, particularly in technical aspects and university support, to enhance its overall efficiency.

Research Methodology

1. Research Methodology

This research utilizes quantitative methods. Data were collected from 46 graduate students who participated in the iThesis online training during the first and second semesters of 2023. A questionnaire was used as the primary data collection tool, incorporating a Likert scale to measure satisfaction levels across four key areas: content, design, usability, and overall training experience. Data were analyzed using statistical methods, including percentage, mean, and standard deviation.

2. Research Steps

1) Email was sent to students to request their participation in the online satisfaction survey and to inform them about the purpose of the study.

2) Graduate students were provided with a link or QR code to access the online questionnaire.

3) The questionnaires were distributed to the selected sample group, with the researcher explaining the objectives of the survey and the process of completing it. The data collection took approximately one month.

3. Data Collection

1) The researcher prepared an adequate number of questionnaires for the targeted sample.

2) The researcher distributed the questionnaire to a randomly selected sample, ensuring that each participant received clear instructions and an explanation of the study objectives before answering the questionnaire. The researcher collected the completed questionnaires over approximately one month. Subsequently, the researcher collated and organized the data for analysis.

4. Data Analysis

The primary statistical analyses included percentages, means, and standard deviations.

Research Results

Part 1: Demographic Characteristics of Respondents

Table 1 Number and percentage of the sample divided by Gender.

Gender	Number	Percentage
Male	25	43.85
Female	32	56.15
Total	57	100

Table 1 shows that most respondents were female, accounting for 56.15 percent of the sample, while the male respondents accounted for 43.85 percent.

Table 2 Number and percentage of the sample divided by faculty/college.

Faculty / College	Number	Percentage
Education	19	33.33
Sciences and Technology	10	17.54
Industrial Service Management	8	14.04
Political Science and Public Administration	7	12.28
Graduate School	6	10.53
Innovation and Management	6	10.53
Fine Arts	1	1.75
Total	57	100.00

Table 2, Number and percentage of the sample divided by faculty/college. The majority of respondents were from the Faculty of Education, with 19 students (33.33%), followed by the Faculty of Science and Technology with 10 students (17.54%), and the College of Hospitality Industry Management with 8 students (14.04%).

Table 3 Number and percentage of the sample divided by curriculum.

Degree	Number	Percentage
Master of Education	20	35.09
Master of Science	9	15.79
Master of Public Administration	7	12.28
Master of Arts	8	14.04
Doctor of Philosophy	6	10.53
Master of Management	4	7.02
Master of Business	3	5.26
Total	57	100.00

Table 3, The number and percentage of the sample divided by the curriculum, The majority of respondents were enrolled in the Master of Education, with 20 students (35.09%), followed by the Master of Science with 9 students (15.79%) and the Master of Public Administration with 9 students (12.28%).

Table 4 Number and percentage of the sample divided by field of study.

Program	Number	Percentage
Curriculum & Instruction	18	31.58
Environmental Management	10	17.54
Tourism and Hospitality Management	8	14.04
Public Administration	7	12.28
Forensic Science	4	7.02
Innovation Management	4	7.02
Education Administration	2	3.51
Professional football	2	3.51
Innovation Communication for Public and Private Sectors	1	1.75
Performing Art	1	1.75
Total	57	100.00

Table 4, showing the number and percentage of the sample divided by field of study, The majority were in the Curriculum and Instruction field, with 18 students (31.58%), followed by the Energy and Environmental Management for Sustainable Green Business field with 10 students (17.54%), and the Tourism and Service Management field with 8 students (14.04%).

Part 2: Satisfaction of graduate students with the use of iThesis online training

Table 5 Overall Satisfaction of graduate students with the use of iThesis online training

Overall Satisfaction of graduate students with the use of iThesis online training	\bar{x}	S.D.
1. Content	3.96	.6841
2. Design and style	3.60	.9249
3. Utilization aspect	4.20	.8366
Entire overview	3.92	.7381

In Table 5, overall satisfaction of graduate students with the use of iThesis online training was high, with an average score of 3.92.

Discussion

Overall, the iThesis online training was well-received by graduate students, with high satisfaction in both content and training delivery. The online format was especially appreciated for its flexibility and the ability to revisit materials as needed. However, areas for improvement were identified, particularly in enhancing video content design and incorporating more interactive elements in the training.

Recommendations

1. Should include more interactive and visually engaging content.
2. Long-term student satisfaction with the iThesis system.
3. Research on other factors influencing satisfaction, such as technical support and advisor interactions.
4. Implement more detailed feedback mechanisms, such as in-depth interviews or focus groups, to gather richer insights.



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