

PERCEPTION OF THE USE OF EDUCATIONAL QUALITY CRITERIA FOR EXCELLENCE IN OPERATIONS (EdPE_x), COLLEGE OF POLITICS AND GOVERNANCE SUAN SUNANDHA RAJABHAT UNIVERSITY

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Abstract

Based on the research on the perception of the use of the educational quality criteria for excellent performance (EdPE_x), College of Politics and Governance, Suan Sunandha Rajabhat University, the objectives were to study the perception of the use of the educational quality criteria for excellent performance (EdPE_x), College of Politics and Governance, Suan Sunandha Rajabhat University, and to study attitudes or opinions on the use of the educational quality criteria for excellent performance (EdPE_x), College of Politics and Governance, Suan Sunandha Rajabhat University, by using the qualitative research criteria obtained from the data collection obtained from the questionnaire, which was created from the in-depth interview and the criteria were applied in this research (Anuwat Suksamanphanit, Nutnicha Chotipitthayanon, and Phunsak Kosiyawattana. 2023)

Keywords: Perception of the use of educational quality criteria for excellence in operations (EdPE_x)

Introduction

The EdPE_x Criteria is an adaptation of the Baldrige Excellence Framework for Education to suit the context of Thai higher education, so that institutions can continuously develop their management towards excellence, which will elevate the development of educational quality of the institution and the country to be on par with international standards. The EdPE_x Criteria empowers institutions to achieve their goals, improve outcomes, and increase their competitiveness. Baldrige Award-winning organizations are recognized as national models in the United States. Since these organizations have widely shared their best practices with other organizations, many organizations have been able to develop both their practices and outcomes, positively impacting the growth of the national and global economies. In Thailand, the Baldrige Criteria have been adopted as criteria for the Thailand Quality Award (TQA), the Education Criteria for Performance Excellence (EdPE_x), and the Public Sector Management Quality Award (PMQA), as well as being part of the Hospital Accreditation (HA) standards.

What does the EdPE_x Criteria look like? The Criteria help your institution answer three key questions: 1. Is your institution doing what it should be doing? 2. How does your institution know? 3. What and how should your institution improve or change? How can the EdPE_x Criteria help your institution? Whether your institution is new, growing, or established, every institution faces daily and long-term challenges. At the same time, it also has strengths that benefit the institution. The EdPE_x Criteria takes current leadership and management issues, proven practices, and poses a set of questions to help you rise to the challenge, use those

strengths, and manage your institution as a unified whole to achieve its mission, achieve continued success, and drive results.

Performing Excellence Criteria for Education Performance Excellence 2024-2027 This approach to looking at an organization is a systems perspective. An institution may find some questions difficult to answer. It may decide that some questions are not relevant to the institution. However, each question can help you identify strengths and opportunities for development that will improve performance and ensure sustainability. The EdPEX Criteria are nonprescriptive, so they can empower your institution to achieve its goals, improve outcomes and compete. The EdPEX Criteria are based on core values and principles, which consist of key beliefs and behaviors seen in high-performing organizations, including: systems perspective, visionary leadership, student-centered excellence, valuing people, agility and resilience, and organizational learning. (Organizational learning) Focus on success and innovation Management by fact Societal contributions Ethics and transparency Delivering value and results.

The EdPEX criteria consists of 7 categories that are important for institutional management, namely:

1. Leadership
2. Strategy
3. Learner-focused excellence
4. How to measure, analyze and manage knowledge for decision-making
5. People
6. Operating systems
7. Results

Therefore, this research can be applied to the work of the officers involved in the use of the Educational Quality Criteria for Excellence (EdPEX) to be more efficient. The researcher therefore believes that R2R research should be conducted to study the perception of the use of the Educational Quality Criteria for Excellence (EdPEX) at the College of Politics and Governance, Suan Sunandha Rajabhat University, and to study attitudes or opinions on the use of the Educational Quality Criteria for Excellence (EdPEX) at the College of Politics and Governance, Suan Sunandha Rajabhat University, using the population used in this research as personnel of Suan Sunandha Rajabhat University, with the following groups of informants: Indepth Interviewers consisted of 17 people who were practitioners of the organization management project implementation based on the organization management criteria (EdPEX) from faculty and college levels. The research results were used to develop the work in the Planning and Quality Assurance Division, College of Politics and Governance, to be more efficient.

Research Objectives

1. To study the perception of the use of the Educational Quality Criteria for Excellence (EdPEX) in the College of Politics and Governance, Suan Sunandha Rajabhat University .
2. To study attitudes or opinions on the use of the Educational Quality Criteria for Excellence (EdPEX) in the College of Politics and Governance, Suan Sunandha Rajabhat University.

Scope of the Research

Research on the perception of the use of educational quality criteria for excellent performance (EdPEX), College of Politics and Governance, Suan Sunandha Rajabhat

University. Methods for conducting this research. The researcher has presented details according to the research topics as follows:

1. Research protocol
2. Population and sample
3. Study method
4. Location
5. Study period
6. Data analysis

Literature Review

This research on the perception of the use of the Educational Quality Criteria for Excellence (EdPEX) of the College of Politics and Governance, Suan Sunandha Rajabhat University, aims to study the perception of the use of the Educational Quality Criteria for Excellence (EdPEX) of the College of Politics and Governance, Suan Sunandha Rajabhat University, and to study attitudes or opinions on the use of the Educational Quality Criteria for Excellence (EdPEX) of the College of Politics and Governance, Suan Sunandha Rajabhat University. The researcher will use the research results to develop work processes to have good work processes to promote and support the operations of the College of Politics and Governance to be more efficient by using the qualitative research criteria obtained from collecting data from the questionnaire, which was created from the in-depth interview.

1. Education Criteria for Performance Excellence – EdPEX
2. Concept of Education Criteria for Performance Excellence
3. Action Plan to Drive the Development of Education Quality for Performance Excellence (EdPEX)
4. Related research
 - 4.1 Domestic research
 - 4.2 International research
5. Research conceptual framework

Research Methodology

Study of Perception of the Use of Educational Quality Criteria for Excellence (EdPEX) in the College of Politics and Governance, Suan Sunandha Rajabhat University This research is an interview on the perception of the use of educational quality criteria for excellence (EdPEX) in the College of Politics and Governance, Suan Sunandha Rajabhat University by using the qualitative research criteria obtained from the data collection obtained from the questionnaire, which was created from the in-depth interview and the criteria were adapted for use in this research (Anuwat Suksamanphanit, Nutnicha Chotipitthayanon and Phunsak Kosiyawattana, 2023)

1. Population and sample

The population used in this research was personnel of Suan Sunandha Rajabhat University, with the following groups of informants: In-depth Interviewers consisted of 17 people working on the development of the management project according to the organization management criteria (EdPEX) from faculty and college level units.

Research Results

Based on the research on the perception of the use of the educational quality criteria for excellent performance (EdPEX), College of Politics and Governance, Suan Sunandha Rajabhat University, the results of the research on attitudes towards the educational quality assurance system according to the educational quality criteria for excellent performance EdPEX, attitudes towards the educational quality assurance system according to the educational quality criteria for excellent performance EdPEX found that the attitudes towards the educational quality assurance system according to the EdPEX criteria were at a high level, meaning that they were enthusiastic and pleased with the responsibilities of the administrators. As for the attitude level towards the behavioral trends towards the educational quality assurance system according to the EdPEX criteria, it was at a high level, meaning that the educational quality assurance system according to the EdPEX criteria could enable all personnel to participate in the quality management of the college, receive knowledge of the educational quality criteria for excellent performance EdPEX, and receive knowledge of the EdPEX criteria from continuous meetings, trainings, and seminars.

The training on the EdPEX criteria consisted of 7 categories:

1. Organizational leadership
2. Strategy
3. Learner-focused excellence
4. How to measure, analyze, and manage knowledge for decision-making
5. Personnel
6. Operating system
7. Results

Suan Sunandha Rajabhat University has organized training for relevant personnel from both educational management units and educational management support units to participate in training to gain knowledge according to the criteria for educational quality for excellent operations, EdPEX. However, this university is still in its first year of using the criteria for educational quality for excellent operations, EdPEX is at a moderate level.

Participation in the implementation, development towards the criteria for educational quality for excellent operations (EdPEX) Participation in the implementation, development towards the criteria for educational quality for excellent operations (EdPEX) found that the participation of personnel in the development towards EdPEX criteria is at a moderate level. In terms of participation in the implementation, it is because the development towards quality excellence (EdPEX) has created knowledge and understanding for personnel who are executives at all levels, including the operation regarding EdPEX between the faculty/college and the unit, which will focus on contacting and coordinating with executives at all levels of that unit. However, personnel at the operational level of the faculty/college do not focus on creating much knowledge and understanding on this matter. As a result, personnel at the operational level may not yet know that their operations are involved in the development towards quality excellence (EdPEX). This research used a sample group that was mostly personnel at the operational level, not specifically executives at all levels. Therefore, the

participation of personnel in the development towards the criteria The quality of Education for Excellence in Action (EdPEX) is therefore at a moderate level.

Discussion

The results of the study found that

Based on the research on the perception of the use of the educational quality criteria for excellent operations (EdPEX), College of Politics and Governance, Suan Sunandha Rajabhat University, the use of the EdPEX criteria resulted in a clearer work process, more efficient goals and methods, which directly affected the efficiency and effectiveness of operations in the organization. When personnel have good knowledge and understanding of the EdPEX criteria, they will be able to work more efficiently, reduce errors in work, and increase the quality of the results. In summary, the lesson from this research is that the use of the EdPEX criteria and increasing knowledge and understanding of this criteria can help develop work processes in the college to be more efficient and of higher quality, which is beneficial to both personnel and the organization in the long term.

Recommendations

Staff awareness and understanding: Training: The college should organize training to provide knowledge on the EdPEX quality assurance system to all levels of staff in the organization. This training will help staff understand the importance of EdPEX and their role in the organizational development process. **Public relations:** In addition to training, it is important to publicize information and news about EdPEX-related activities. Making all staff aware of this information will help raise awareness and encourage participation. **Increasing public relations channels:** Using multiple public relations channels, such as email, online platforms, or internal applications, will allow information to be disseminated to all levels of staff more effectively. **Staff participation in EdPEX development: Motivation:** Motivating staff to feel important and participate in organizational development will help encourage active participation, such as giving rewards, recognizing achievements, or proposing new ideas that will lead to improved work. **Cross-departmental collaboration:** Creating collaboration among different departments is important for implementing EdPEX criteria. When different departments can work together effectively, organizational development will be smooth and goals will be achieved more easily.

Role of administrators in promoting participation: Focus on practice: Administrators play a key role in creating an organizational culture that emphasizes compliance with the EdPEX criteria. Executives who are committed and exemplify the implementation of the criteria will help build confidence and motivation for staff to participate in organizational development. **Tangible actions:** If the college and administrators can present a clear and tangible action plan for implementing the EdPEX criteria, staff will be confident and ready to participate in learning and organizational development together. **Opportunities for faculty and process development:** Staff participation in learning and development according to the EdPEX criteria not only allows the faculty to effectively develop educational quality, but also provides an opportunity to develop various processes and missions of the college. If staff awareness and participation can be fully developed, the college will have a chance to succeed in implementing the EdPEX criteria and be able to create excellent educational quality standards in the long run. In summary, the guidelines for developing staff awareness and participation according to the EdPEX criteria are to provide sufficient knowledge, motivation, collaboration between units, and leadership by executives who are seriously focused on practice. These will create opportunities to develop the faculty and all processes to have higher quality and standards.

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