# Conference Proceedings 2018



# **International Academic Multidisciplinary Research Conference 2018**

# **Proceeding of**

# INTERNATIONAL ACADEMIC MULTIDISCIPLINARY RESEARCH CONFERENCE IN LISBON 2018

Lisbon, Portugal 6-8 December, 2018

# **ICBTS 2018**



Edited by Kai Heuer, Wismar University, Germany Chayanan Kerdpitak, IBEST Conference & Publication, USA Bob Barrett, American Public University, USA Vipin Nadda, University of Sunderland, United Kingdom

ISBN 978-616-406-875-9 (electronic book)

# **Conference Proceedings**

# INTERNATIONAL ACADEMIC MULTIDISCIPLINARY RESEARCH CONFERENCE IN LISBON 2018

Lisbon, Portugal 6-8 December, 2018

# **ICBTS 2018**

## Organised by

ICBTS Conference Center & IJBTS International Journal of Business Tourism and Applied Sciences

#### In Academic Scholars Cooperation with









Wismar University

**Lincoln University** 

Suan Sunandha Rajabhat University

**ILPC SSRU** 

## Sponsored by







**Ryerson University** 

University of Sunderland

Thai Airways International

Edited by Kai Heuer, Wismar University, Germany

Chayanan Kerdpitak, ICBTS Research & Publication, USA

Bob Barrett, American Public University, USA

Vipin Nadda, Universsisty of Sunderland, United Kingdom

Published by ICBTS Conference Center

225 Wilmington, West Chester Pike, Chadds Ford, PA 19317, USA Abstracting and nonprofit use of the material is permitted with credit to the source. Instructors are permitted to photocopy isolated articles for noncommercial use without fee. The authors have the right to republish, in whole or in part, in any publication of which they are an author or editor, and to make other personal use of the work. Any republication or personal use of the work must explicitly identify prior publication in Proceedings of Abstracts and Papers (on CD-ROM or flash drive) of the International Business and Economics Research Conference, International Social Sciences Humanities and Education Research Conference, International Tourism Transport and Technology Research Conference (C. Kerdpitak, K. Heuer, E. Soltani, Editors) including the page numbers.

Proceedings of Abstracts and Papers (on CD-ROM or flash drive) of The International Conference on Advance Innovation Technology in Lisbon 2018

Copyright@2018

By Dr. Chayanan Kerdpitak & Professor Dr. Kai Heue & Professor Dr. Ebrahim Soltani, ICBTS Institute Conference Center & IJBTS International Journal of Business Tourism and Applied Sciences

All rights reserved.

All papers in the proceedings have been peer reviewed by experts in the respective fields responsibility for the contents of these papers rests upon the authors.

ISBN: (978-616-406-875-9) electronic book)

Published by ICBTS Conference & Publication

225 Wilmington, West Chester Pike,

Chadds Ford, PA 19317, USA

#### INTRODUCTION

We would like to welcome our colleagues to the International Business Education Social Sciences Humanities Tourism Transport Technology Research Conference. It is the nine series in 2018 of Conference on Business Tourism and Apply Sciences was held in Paris. As always many members of the ICBTS 2018 community look forward to meeting, sharing and exchanging their research ideas and results in both a formal and informal setting which the conference provides. Likewise, the concept of alternating the international conference every one month on April to October between Europe and the rest of the world is now well established. This year's event in Vienna (Austria) London (UK) Las Vegas (USA) Amsterdam (Netherlands) Zurich (Switzerland) Oslo (Norway) Helsinki (Finland) Berlin (Germany) Rome (Italy) Lisbon (Portugal) Lucerne (Switzerland) and another continues with the cultural following the very successful and productive event held in London in February 2018 in the field of various types for international academic research conference on Business Education Social Sciences Humanities and Technology. As usual The ICBTS 2018 brings together leading academics, researchers and practitioners to exchange ideas, views and the latest research in the field of Business Tourism and Apply Sciences.

The theme of this event The 2018 ICBTS International Business Tourism Social Sciences Humanities and Education Research Conference is "Opportunities and Development of Global Business Economics Social Sciences Humanities and Education" It is also represents an emerging and highly challenging area of research and practice for both academics and practitioners a like, The current industrial context is characterized by increasing global competition, decreasing product life cycles, Global Business, Tourism Development, Social Sciences Humanities Education Apply Sciences and Technology collaborative networked organizations, higher levels of uncertainties and, above all, and customers. In our view holding this event in Paris represents a timely opportunity for academics and researchers to explore pertinent issues surrounding Business Economics Tourism Social Sciences Humanities Education Sciences and Technology.

Potential authors were invited to submit an abstract to the International Conference Session Chairs. All abstracts were reviewed by two experts from the International review committee and final papers were further reviewed by this volume with 30 contributing authors coming from 18 countries. This book of proceedings has been organized according to following categories:

- Technology
- Information Technology
- Advance Technology
- Industrial
- Business & Economic
- Social Sciences
- Education & Teaching
- Sciences & Technology

### INTERNATION ADVISORY COMMITTEE

## **Academic Advisory Chairs**

#### Prof. Dr. Kai Heuer

Wismar University of Business School, Germany Studiengangsleiter Master Betriebswirtschaft ABWL/Controlling Hochschule Wismar Fakultät für Wirtschafts wissenschaften Philipp-Müller-Str. 14 23966 Wismar Haus 19, Raum 113

Email: info@ibestconference.com

## **Conference Coordinator**

## Dr. Chayanan Kerdpitak

ICBTS Conference & Publication Pennsylvania, USA Tel. 087 0287 287 (International Phone) Email: info@ibestconference.com

#### **Proceeding Editors**

#### Prof. Dr. Bob Barrett,

American Public University, USA Email: info@ibestconference.com

# **Proceeding Editors &**

Co-Program Chair Dr. Vipin Nadda

University of Sunderland, United Kingdom Email: info@ibestconference.com

#### INTERNATIONAL COMMITTEE

#### INTERNATIONAL ADVISORY COMMITTEE

Wittaya Makkham, Suan Sunantha Rajabhat University, Thaland Bob Barrett, American Public University USA Gilbert Nartea, Lincoln University, New Zealand Lee Li, York University, Canada Hiromi Ban, Fukui University of Technology, Japan Vipin Nadda, University of Sunderland, London UK Bahadir Gulsun, Yıldız Technical University, Turkey Ali Fuat Guneri, Yıldız Technical University, Turkey Hen Friman, Holon Institute of Technology, Isreal Mohammad Bader Al-Badarneh, Amman University Jordan Douglas J Marshall, USA, Southern University, New Orleans, USA. Raef Jiries Assaf, Devry University, Corona USA. M. Emre ERGÜL, İzmir Ekonomi University, Turkey

Cormac Doran, Institute of Technology Blanchardstown, Ireland

#### ACADEMIC REVIEW COMMITTEE

Kai Heuer, Wismar University of Business School, Germany Ebrahim Soltani, University of Kent, Canterbury, UK Tariq Khan, Brunel University, London, UK Chayanan Kerdpitak, ICBTS Publication, USA. Gilbert Nartea, Lincoln University, New Zealand Marian S. Stachowicz, University of Minnesota, USA Per Engelseth, Molde University College, Norway Hiromi Ban, Fukui University of Technology, Japan Vipin Nadda, University of Sunderland, London UK Bahadir Gulsun, Yıldız Technical University, Turkey Ali Fuat Guneri, Yıldız Technical University, Turkey Hen Friman, Holon Institute of Technology, Isreal Douglas J Marshall, USA, Southern University, New Orleans, USA. Raef Jiries Assaf, Devry University, Corona USA. Asst Prof. Dr. M. Emre ERGÜL, İzmir Ekonomi University, Turkey Cormac Doran, Institute of Technology Blanchardstown, Ireland Bob Barrett, American Public University USA

#### **ORGANIZING BY**

ICBTS Conference Center, USA.

## **2018 ICBTS CONFERENCE LISBON PROGRAM**

The 2018 ICBTS International Multidiscipline Research Conference						
6 Dec 18	REGISTRATION & WELCOME					
09.00 - 09.45	Welcome meeting at The Type Lisboa Aeroporto International, Portugal					
	Session A					
6 Dec 18	Session A1					
09.46 –11.00	Prof. Dr. Luminita Cocarta  Paper 2 Precarization of labor relations in the EU  Oxana Posukhova and Ludmila Klimenko, Pavlina Baldovskaya  Paper 3 The Quest for Individuality in Fariba Vafi's My Bird  Elnaz Valaei Bakhshayes and REza Ebrahimi  Paper 4 GAPS AND NEW CHALLENGES ON ANALYSING RISK MANAGEMENT  AMONG SMALL RUMINANTS KEEPERS IN NIGERIA.  Dr. Sani, R.M. and Kolo,A.  Paper 5 The Reality of the Use of the University of Jordan's Students of the Moodle  System in the Process of Learning and Instruction from their Perspectives					
11.01 –11.15	AZZAM JAMIL FALAH AL- RIFAEE  Morning Break					
11.16 –12.00	Session A2					
12 16 12 20	Paper 1 Analysis of Translation Students' Emotional Intelligence, Cultural Intelligence and Personality Traits in terms of their Sexes Fadime ÇOBAN and Cem Odacıoğlu and Osman Titrek ve Metin Saygılı Paper 2 GLOBAL-SPIN - Transnational Entrepreneurship and Corporate Learning: Promoting Effective Internationalization Strategies in Academic Spin-Offs José Manuel Aguayo Moral Paper 3 The Impact of Ethical Sales Behavior on Customer Loyalty: A case of Nestle Nigeria Plc Ajibike Abayomi A. and Akpojivi-Edewor Paper 4 New discovery of Buddhist site in Taxila Valley: A case study of Katehri, District Haripur, KPK Pakistan Rashid Ali and Dr. Sadeed Arif					
12.16-13.30	Lunch					
13.31 -15.00	Paper 1 An Investigation into Metacognitive Awareness Level: A Quantitative Comparative study of Iranian and Lithuanian University Students Marjan Masoodi Paper 2 Application of Artificial Neural Network models in predicting efficiency in Indonesian Islamic banks Mohammad Rahmani and Sara Ghayekhloo Paper 3 Globalization of Voluntary Governance Initiatives: Equator Principles and Financial Institutions in Nigeria Kunle Aduloju Paper 4 THE PLACE OF INFRASTRUCTURE IN INDUSTRIAL AGGLOMERATION, A CASE STUDY OF THE LAGOS REGION, NIGERIA. Adejompo Fagbohunk					
	SESSION B					
<b>7 Dec 18</b> 08.30 -10.30	Session B 1  Paper 1 Factors of Success: The Management of Modern Organizations					

	Assoc. Prof. Dr. Luedech Girdwichai, Asst. Prof. Dr. Chutikarn Sriviboon, Asst. Prof. Dr.					
	Kevin Wongleedee					
	Paper 2 Strategic Management Plan: A Case of Small Business					
	Asst. Prof. Dr. Kevin Wongleedee					
	Paper 3 High Performance Organizations: Thailand 4.0					
	Asst. Prof. Dr. Natnicha Hasoontree					
	Paper 4 The Enhancement of Quality Improvement of Ceramic Industry in Thailand					
	Asst. Prof. Chaithanaskorn Phawitpiriyakliti					
	Paper 5 Effects of Task-Based Learning Activities on Paragraph Writing Skill					
	Mr. Narakorn Mankaew					
	Paper 6 The Development of English Speaking Skill for M.5 Students at					
	Watborwornmongkol School by using Student Teams Achievement Divisions					
	Miss Sirilak Areekit					
	Paper 7 Factors Affecting the Quality of Life of the Disabled in Singburi province7					
	Dr. Pimchana Sriboonyaponrat, Pol.Col.Dr. Nitiphat Kittirakshakula					
	Paper 8 Antecedents of Service Quality for Hotel Management					
10.21 10.12	Dr. Nutcha Phasuk					
10.31 –10.45	Morning Break					
10.46 –12.30	Session B 2					
	Paper 1 Factors of Success of Department Management					
	Mrs. Juneerut Jannit, Asst. Prof. Dr. Chutikarn Sriviboon					
	Paper 2 Job Satisfaction: A Case Study of Faculty Members					
	Miss Saowanee Kumnerdrat, Mr. Anantachai Aeka					
	Paper 3 Business Improvement and Customer Satisfaction					
	Miss Thanutsikarn Thanakitchanan, Dr. Komson Sommanawat					
	Paper 4 Employee Satisfaction and Working Conditions					
	Mrs. Montikarn Moungnoy, Mr. Phusit Phukamchanoad					
	Paper 5 Satisfaction of Management of Master Programs					
	Mr. Nattachai Aeknarajindawut, Dr. Natnaporn Aeknarajindawat					
	Paper 6 Satisfaction of English Training Program: A Case Study of Staff Members					
	Miss NatthanichaWitthayathaworn, Asst. Prof. Dr. Kevin Wongleedee					
	Paper 7 ASEAN Camps and the Process of English Improvement					
	Miss Chintana Dumrongsuntithum, Asst. Prof. Dr. Kevin Wongleedee					
12.31 -13.30	Lunch					
13.31 –15.30	Session B 3					
10.01						
	Paper 1 Personality Development and Business Success					
	Miss Narumon Chomchom					
	Paper 2 The Relationship between Crime Patterns against People and Properties and the					
	Syntax of Space in Dusit District, Bangkok					
	Miss Kunyaphat Thanakunwutthirot					
	Paper 3 Spatial analysis of water quality using inverse distance weighted interpolation in					
	Amphawa, Samutsongkham, Thailand					
	Mr. Morakot Worachairungreung					
	Paper 4 Parallel Face Recognition algorithm on Multi-core Processor  Mr. Apicit Pottonstronurals					
	Mr. Apisit Rattanatranurak  Paper 5 Project Assessment of Students' English Potential Development: A Case Study					
	Paper 5 Project Assessment of Students' English Potential Development: A Case Study					
	of Suan Sunandha Rajabhat University Ms. Nungruthai Sanunrum, Asst. Prof. Chaithanaskorn Phawitpiriyakliti					
	Paper 6 English Training for Employees of Service Industry					
	Mrs. Boontin Thongyot, Asst. Prof. Dr. Kevin Wongleedee  Paper 7 Level of Participation from English Comp.					
	Paper 7 Level of Participation from English Camp  Mr. Pongsek Pungsong, Miss Narumon Chomohom					
	Mr. Pongsak Rungsong, Miss Narumon Chomchom  Paper 8 Management of Office of Information Technology					
	Mrs. Anong Malivan, Asst. Prof. Dr. Kevin Wongleedee					
15.31-15.45	Afternoon Break					
	122131213121312					

15.46-17.30	Session B 4						
	Paper 1 Satisfaction of Information Technology Training						
	Mrs. Chanida Chirapruk, Asst. Prof. Chaithanaskorn Phawitpiriyakliti						
	Paper 2 The Analysis of Computer Labs and Users  Miss Pumphoshet Sudisi Asst Prof. Chaithenesteer Phanitrisivelliti						
	Miss Bupphachat Sudjai, Asst. Prof. Chaithanaskorn Phawitpiriyakliti  Paper 3 Quality of Education in Thai Universities						
	Mrs. Siriporn Komonsing, Asst. Prof. Chaithanaskorn Phawitpiriyakliti						
	Paper 4 Participation Level of Students in Computer Labs						
	Mr. Thanachat Aekkachat, Miss Narumon Chomchom						
	Paper 5 Faculty Staff Work Conditions and Satisfaction  Mrs. Siringer Participants Acet. Prof. Dr. Venig Wongley Leader						
	Mrs. Siriporn Pomjaturas, Asst. Prof. Dr. Kevin Wongleedee <b>Paper 6</b> Job Satisfaction of Campus Employees						
	Mr. Peerapol Kaewumphai, Asst. Prof. Chaithanaskorn Phawitpiriyakliti						
	Paper 7 Employees and Working Conditions						
	Mrs. Hatthayarak Aimsrikul, Miss Narumon Chomchom						
	SESSION E						
7 Dec 18	Session C 1						
08.30 -	Paper 1 Effectiveness of Management of Outsourcing in Thailand						
10.30	Dr. Nopadol Burananuth						
	Paper 2 Vitality of Tourism Image: A Case Study of Pattaya Beach, Thailand						
	Dr. Polamorn Tamprateep  Popen 2 Information Tachnalogy Training and Students' Level of Satisfaction						
	Paper 3 Information Technology Training and Students' Level of Satisfaction  Mr. Nat Ployong, Acet. Prof. Dr. Sirilak Katchaya						
	Mr. Nat Ployong, Asst. Prof. Dr. Sirilak Ketchaya  Paper 4 English Improvement of Faculty Members						
	Miss Jeeranan Wueamprakhon, Miss Narumon Chomchom						
	Paper 5 Service Quality Improvement for Students						
	Miss Kunyanut Nookong, Miss Chinchira Bunchutraku						
	Paper 6 Employee Job Evaluation and Satisfaction Miss Pornpawee Audomloetchairat, Asst. Prof. Poramet Saengon						
	Paper 7 Service Quality as Factors of Excellent Service of One Stop Service						
	Miss Yanika Pinit, Asst. Prof. Dr. Komon Paisan						
	Paper 8 ASEAN Camp and Level of Satisfaction: A Students' Perspective						
10.31 –10.45	Miss Punrada Imwong, Dr. Siriman Wattana  Morning Break						
	•						
10.46 –12.30	Session C 2						
	Paper 1 ASEAN Camp and English Improvement						
	Miss Wipada Sangsawang, Asst. Prof. Ladda Hirunyava						
	Paper 2 Satisfaction of Self-Improvement Training Miss Kamoltip Kangkaew, Assoc.Prof.Chaisri Tharasawatpipat						
	Paper 3 Employee Morale Improvement						
	Miss Wantana Chingwungtakor, Asst. Prof. Dr. Kevin Wongleedee						
	Paper 4 Satisfaction of Meeting Organization						
	Mrs. Yupa Poogpool, Asst. Prof. Dr. Kevin Wongleedee						
	Paper 5 Satisfaction of Hotel Guests at Campus University Mr. Tawatchai Suphuan, Asst. Prof. Dr. Kevin Wongleedee						
	Paper 6 The Use of Communication Tools in Office						
	Miss Amporn Phumjampa, Asst. Prof. Dr. Kevin Wongleedee						
	Paper 7 Factors Enhancement of Modern Organization Management of Nakorn Pathom						
	Province Miss II so Toyorottikal Dr Bundit Phroprotopporp						
12.31 -13.30	Miss U-sa Tevarattikal, Dr.Bundit Phrapratanporn  Lunch						
13.31 – 15.30	Session C 3						
	Paper 1 Enhancement of Service Standard for Computer Labs						
	Asst. Prof. Dr. Sirilak Ketchaya						
L	a comment of the comm						

8 Dec 2018	Free day for Participants						
	Conference Close						
	<b>Paper 4</b> Theories used in BI&A research Dr. Luka Tomat and Katerina Božič						
	Friendly Accomodation Facilities Withen the Scope of Green marketing: A Field Study From Eskiseher, Turkey Dr. Gokhan Turan						
	Prof. Dr. Nezihe Figen Ersoy Arca and Nuri Çalık  Paper 3 The Attitutes and Behavvior of the consumers Towards the Environment-						
	and Multi-Functional Cell -Phones: A field Study Carried on University Students From Ankara, Turkey						
13.30-14.30	Prof. Dr. Rod Shrader  Paper 2 Consumer Attitudes and Involvement Towards High-Tech Products as Anfroid						
13.30-14.30	Paper 1 Technology Ventures Program at UIC 2005-2018						
7 Dec 18	Paper 8 Computer Facilities and Service Improvement Mrs. Lalisa Sahanawin, Asst. Prof. Dr. Sirilak Ketchaya Session E1						
	Paper 7 Student Involvement and Satisfaction Miss Orathai Leesai, Asst. Prof. Dr. Kevin Wongleedee						
	Miss Supaporn Wongsa, Asst. Prof. Dr. Kevin Wongleedee						
	Miss Supaporn Jaisook, Asst. Prof. Chaithanaskorn Phawitpiriyakliti <b>Paper 6</b> Job Conditions and Level of Happiness						
	Mr. Rujirote Kangcharoensampan, Asst. Prof. Dr. Sirilak Ketchaya  Paper 5 Satisfaction of Quality of One Stop Service						
	Mrs. Warunee Eakphan, Asst. Prof. Chaithanaskorn Phawitpiriyakliti  Paper 4 Service Quality Improvement of Computer Labs						
	Paper 3 Satisfaction of Staff in Campus Activities						
	Paper 2 Students' Satisfaction in Training of Information Technology Miss Jutarat Sothornchit, Asst. Prof. Chaithanaskorn Phawitpiriyakliti						
	<b>Paper 1</b> Students Participation and Satisfaction in Campus Activities Miss Rakchanok Ratana, Asst. Prof. Chaithanaskorn Phawitpiriyakliti						
15.46-17.30	Session C 4						
15.31-15.45	Afternoon Break						
	Paper 8 Satisfaction of Students who Use Computer Labs Miss Waraporn Naraprasertwong, Asst. Prof. Dr. Sirilak Ketchaya						
	Mr. Jarunpan Sahanawin, Asst. Prof. Dr. Sirilak Ketchaya						
	Miss Poonsiri Promkul, Asst. Prof. Dr. Sirilak Ketchaya <b>Paper 7</b> The Analysis of Big Class and Small Class of Training Sessions						
	Miss Nuchjaree Ketsuwan, Asst. Prof. Dr. Sirilak Ketchaya <b>Paper 6</b> Standard of Service Improvement at Campus						
	Miss Suneeporn Srilittichai, Asst. Prof. Dr. Sirilak Ketchaya  Paper 5 Satisfaction of English Training Programs						
	Paper 4 Job Satisfaction of Service Employees						
	Paper 3 Use of Computer Equipment and Satisfaction Mr. Anothai Arunruang, Asst. Prof. Dr. Sirilak Ketchaya						
	Paper 2 Food Safety for International Tourists in Thailand Miss Phatthanan Chaiyabut						

# **Contents**

FACTORS OF SUCCESS: THE MANAGEMENT OF MODERN ORGANIZATIONS	1
Assoc. Prof. Dr. Luedech Girdwichai, Asst. Prof. Dr. Chutikarn Sriviboon, Asst. Prof. Dr. Kevin Wongle THE USE OF COMMUNICATION TOOLS IN OFFICE	
Amporn Phumjampa, Asst. Prof. Dr. Kevin Wongleedee	
MANAGEMENT OF OFFICE OF INFORMATION TECHNOLOGY	12
Anong Malivan, Asst. Prof. Dr. Kevin Wongleedee USE OF COMPUTER AND EQUIPMENT AND SATISFACTION	18
Anothai Arunruang, Asst. Prof. Dr. Sirilak Ketchaya	
ENGLISH TRAINING FOR EMPLOYEES OF SERVICE INDUSTRY	23
Boontin Thongyot, Asst. Prof. Dr. Kevin Wongleedee	
THE ANALYSIS OF COMPUTER LABS AND USERS	28
Bupphachat Sudjai Asst. Prof. Chaithanaskorn Phawipiriyakliti	
THE ENHANCEMENT OF QUALITY IMPROVEMENT OF CERAMIC INDUSTRY IN THAILAND	33
Chaithanaskorn Phawipiriyakliti	
SATISFACTION OF INFORMATION TECHNOLOGY TRAINING	38
Chanida Chirapruk and Asst. Prof. Chaithanaskorn Phawitpiriyakliti	
ASEAN CAMP AND PROCESS OF ENGLISH IMPROVEMENT	43
Chintana Dumrongsuntithum, Asst. Prof. Dr. Kevin Wongleedee	
EMPLOYEES AND WORKING CONDITIONS	48
Hatthayarak Aimsrikul, Miss Narumon Chomchom	
THE ANALYSIS OF BIG CLASS AND SMALL CLASS OF TRAINING PROGRAMS	53
Jarunpan Sahanawin, Asst. Prof. Dr. Sirilak Ketchaya	
ENGLISH IMPROVEMENT OF FACULTY MEMBERS	58
Jeeranan Wueamprakhon, Miss. Narumon Chomchom	
FACTORS OF SUCCESS OF DEPARTMENT MANAGEMENT	63
Juneerut Jannit, Asst. Prof. Dr. Chutikarn Sriviboon	
STUDENTS' SATISFACTION IN TRAINING OF INFORMATION TECHNOLOGY	70
Jutarat Sothornchit, Asst. Prof. Chaithanaskorn Phawitpiriyakliti	
STRATEGIC MANAGEMENT PLAN: A CASE OF SMALL BUSINESS	75
Asst. Prof. Dr. Kevin Wongleedee	
SATISFACTION OF SELF-IMPROVEMENT TRAINING	80
Komoltip Kangkaew, Assoc. Prof. Chaisri Tharasawatpipat	
SERVICE QUALITY IMPROVEMENT FOR STUDENTS	86
Kunyanut Nookong, Miss Chinchira Bunchutraku	
COMPUTER FACILITIES AND SERVICE IMPROVEMENT	91
Lalisa Sahanawin, Asst. Prof. Dr. Sirilak Ketchaya	
EMPLOYEE SATISFACTION AND WORKING CONDITIONS	95
Montikarn Moungnoy, Mr. Phusit Phukamchanoad	
PARALLEL FACE RECOGNITION ALGORITHM ON MULTI-CORE PROCESSOR	100
Apisit Rattanatranurak	
SPATIAL ANALYSIS OF WATER QUALITY USING INVERSE DISTANCE WEIGHTED	
INTERPOLATION IN AMPHAWA, SAMUTSONGKHAM, THAILAND	106
Morakot Worachairungreung	
EFFECTS OF TASK-BASED LEARNING ACTIVITIES ON PARAGRAPH WRITING SKILL	115
Narakorn Mankaew	
THE RELATIONSHIP BETWEEN CRIME PATTERNS AGAINST PEOPLE AND PROPERTIES	
AND THE SYNTAX OF SPACE IN DUSIT	120
Kunyaphat Thanakunwutthirot	
PERSONALITY DEVELOPMENT AND BUSINESS SUCCESS	127
Narumon chomchom	
INFORMATION TECHNOLOGY TRAININGS AND STUDENTS' LEVEL OF SATISFACTION	133
Nat Ployong, Asst. Prof. Dr. Sirilak Ketchaya	
HIGH PERFORMANCE ORGANIZATIONS: THAILAND 4.0	140
Asst. Prof. Dr. Natnicha Hasoontree	
SATISFACTION OF MANAGEMENT OF MASTER PROGRAMS	147
Nattachai Aeknarajindawut Dr. Natnaporn Aeknarajindawat	

# **Contents**

SATISFACTION OF ENGLISH TRAINING PROGRAM: A CASE STUDY OF STAFF MEMBERS Natthanicha Witthayathaworn, Asst. Prof. Dr. Kevin Wongleedee EFFECTIVENESS OF MANAGEMENT OF OUTSOURCING IN THAILAND	
Dr. Nopadol Burananuth SATISFACTION OF ENGLISH TRAINING PROGRAMS	
Nuchjaree Ketsuwan, Asst. Prof. Dr. Sirilak Ketchaya PROJECT ASSESSMENT OF STUDENTS' ENGLISH POTENTIAL DEVELOPMENT: A CASE	
STUDY OF SUAN SUNANDHA RAJABHAT UNIVERSITY  Acting Sub. L.t. Nungruthai Sanunrum, Asst. Prof. Chaithanaskorn Phawitpiriyakliti	170
ANTECEDENTS OF SERVICE QUALITY FOR HOTEL MANAGEMENT	175
STUDENT INVOLVEMENT AND SATISFACTION	180
JOB SATISFACTION OF CAMPUS EMPLOYEES	185
Peerapol Kaewumphai, Asst. Prof. Chaithanaskorn Phawipiriyakliti FOOD SAFETY FOR INTERNATIONAL TOURISTS IN THAILAND	190
Phatthanan Chaiyabut VITALITY OF TOURISM IMAGE: A CASE STUDY OF PATTAYA BEACH, THAILAND	195
Dr. Polamorn Tamprateep LEVEL OF PARTICIPATIONS FROM ENGLISH CAMP	199
Pongsak Rungsong, Miss Narumon Chomchom	
STANDARD OF SERVICE IMPROVEMENT AT CAMPUS	204
EMPLOYEE JOB EVALUATION AND SATISFACTION	210
Pornpawee Audomloetchairat, Asst. Prof. Poramet Saengon SERVICE QUALITY OF GENERAL EDUCATION: A CASE STUDY OF SUAN SUNANDHA	
RAJABHAT UNIVERSITY	215
Dr. Preecha Pongpen ASEAN CAMP AND LEVEL OF SATISFACTION: A CASE OF STUDENTS' PERSPECTIVE	220
Puranda Imwong, Dr. Siriman Wattana STUDENTS' PARTICIPATION AND SATISFACTION IN CAMPUS ACTIVITIES	225
Rakchanok Ratana, Asst. Prof. Chaithanaskorn Phawitpiriyakliti SERVICE QUALITY IMPROVEMENT OF COMPUTER LABS	230
Rujirote Kangcharoensampan, Asst. Prof. Dr. Sirilak Ketchaya ENHANCEMENT OF SERVICE STANDARD FOR COMPUTER LABS	235
Asst. Prof. Dr. Sirilak Ketchaya	
QUALITY OF EDUCATION IN THAI UNIVERSITIES	240
FACULTY STAFF WORK CONDITIONS AND SATISFACTION	246
JOB SATISFACTION OF SERVICE EMPLOEES  Suneeporn Srilittichai, Asst. Prof. Dr. Sirilak Ketechaya	250
SATISFACTION OF QUALITY OF ONE STOP SERVICE	254
Supaporn Jaisook, Asst. Prof. Chaithanaskorn Phawitpiriyakliti SATISFACTION OF HOTEL GUESTS AT CAMPUS UNIVERSITY	258
Tawatchai Suphuan, Asst. Prof. Dr. Kevin Wongleedee PARTICIPATION LEVEL OF STUDENTS IN COMPUTER LABS	
Thanachat Aekkachat, Miss Narumon Chomchom BUSINESS IMPROVEMENT AND CUSTOMER SATISFACTION	269
Thanutsikarn Thnakitchanan, Dr. Komson Sommanawat	207
FACTORS ENHANCEMENT OF MODERN ORGANIZATION MANAGEMENT OF NAKORN PATHOM PROVINCE	273
U-sa Tevarattikal, Dr. Bundit Phrapratanporn EMPLOYEE MORALE IMPROVEMENT	278
Wantana Chingwungtakor and Asst. Prof. Dr. Kevin Wongleedee	
SATISFACTION OF STAFF IN CAMPUS ACTIVITIES	283

# **Contents**

ASEAN CAMP AND ENGLISH IMPROVEMENT287
Wipada Sagsawang & Asst. Prof. Ladda Hirunyava
SATISFACTION OF STUDENTS WHO USE COMPUTER LABS
Waraporn Naraprasertwong & Asst. Prof. Dr. Sirilak Ketchaya
SERVICE QUALITY AS FACTORS OF EXCELLENT SERVICE OF ONE STOP SERVICE297
Yanika Pinit & Asst. Prof. Dr. Komon Paisan
SATISFACTION OF MEETINGS OF ORGANIZATONS
Yupa Poogpool & Asst. Prof. Dr. Kevin Wongleedee
JOB SATISFACTION: A CASE STUDY OF FACULTY MEMBERS308
Saowanee Kumnerdrat & Anantachai Aeka
JOB CONDITIONS AND LEVEL HAPPINESS
Supaporn Wongsa & Asst. Prof. Dr. Kevin Wongleedee
FACTORS AFFECTING THE QUALITY OF LIFE OF THE DISABLED IN SINGBURI PROVINCE318
Dr.PimchanaSriboonyaponrat & Pol. Col. Dr. NitiphatKittirakshkula
THE USE OF STUDENT TEAMS ACHIEVEMENT DIVISIONS (STAD) FOR TEACHING
SPEAKINF OF A FOREIGN LANGUAGE IN A SECONDARY SCHOOL IN THAILAND324
Asst. Prof. Dr. Ganratchakan Ninlawan* & Sirilak Areekit