SATISFACTION WITH COURSE OUTLINE FILING PROCESS TO BE EFFECTIVE TO RESPOND THE POLICY OF WEBOMETRICS RANKING OF WORLD UNIVERSITIES AND TO BE IN ACCORDANCE WITH NATIONAL QUALIFICATIONS FRAMEWORK IN EDUCATION

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ABSTRACT

This research aims to study the satisfaction of the instructors, Faculty of Industrial Technology, Suan Sunandha Rajabhat University, who are following the process of filing the course outline in response to the policy of World Webometrics University Rankings and is based on the National Qualifications Framework in Education which is classified by gender, age, and the professors who are affiliated with.

The population used in the research are the teachers who taught in semester 1 and semester 2, academic year 2017, using 57 questionnaires and 53 for returning.

The tools used in this research is the questionnaire made by the researcher. It is from analyzing data by using standard deviation percent and the ready-made programs.

The results of this research found that:

1. Instructors in Faculty of Industrial Technology, Suan Sunandha Rajabhat University, are mostly male and working in electrical technology department in the age of 41 to 45 years old.

2. The overall level of satisfaction of instructors before adjusting the course outline filing process is fair. When considered, the most satisfaction is to promote Webometrics World University Ranking. The second is that the reduction of execution, submission and publishing of course details and field experience details following TQF 3 and TQF 4. The students can download TQF 3 and TQF 4 on instructors' private website. The less satisfaction is that the period of TQF 3 and TQF 4 publishing following the quality assurance indicator, factor 1. The level of satisfaction of instructors after adjusting the course outline filing process is the most satisfaction. It is found that the most satisfaction is the promotion of Webometrics World University Ranking and the students can download TQF 3 and TQF 4 on the instructors' private website. The second is the reduction of execution, submission and publishing of course details (TQF 3) and field experience (TQF 4) following quality assurance indicator, factor 1. The less satisfaction is the promotion of Webometrics Ranking of World Universities.

Keywords: Satisfaction , Webometrics Ranking of World Universities , Qualifications Framework in Education

INTRODUCTION

Suan Sunandha Rajabhat University participates Webometrics World University Ranking held by Spain and has the policy of universities ranking. In 2017 [1], the university was ranked the first place of all the Rajabhat group and the 24th place in Thailand [2]. The university has method to encourage instructors to upload course outlines, handouts and materials in semester 1 and 2 of each academic year to private website which affected the instructors' performance.

The problem occurred in filing data on private website is that all the instructors have to doubly submit course outline or publish the outline at least before the semester starts in every courses following the internal quality assurance in higher education that the indicator 5.4, the result of qualifications standard framework, item 3 which has the course details (TQF 3) and field experience details (TQF 4) that the personnel who are filing examination outline and who have to verify the details in website have to doubly perform even the data is the same [3].

According to the problem, the researcher has made the form for filing the exam outline from private website. The samples are the instructors of 11 departments from Faculty of Industrial Technology, Suan Sunandha

Rajabhat University, academic year 2017 [4]. This is composed of all curriculum and instructors' name that are downloaded from the website of e-Regis, Registrar's Office, Suan Sunandha Rajabhat University which is determined the date of website auditing following the internal quality assurance in higher education that the indicator 5.4, the result of qualifications standard framework, item 3 which has the course details (TQF 3) and field experience details (TQF 4) at least before each semester for all curriculums and proceed to collect course outlines within the period of the assessment to reduce the time of execution of instructors and officers [5].

In this regard, the researcher sees that this performing can reduce the time of execution that supports Webometrics World University Ranking and following the internal quality assurance in higher education that the indicator 5.4, the result of qualifications standard framework, item 3 which has the course details (TQF 3) and field experience details (TQF 4) at least before each semester [6].

OBJECTIVE

To study the satisfaction of instructors of Faculty of Industrial Technology, Suan Sunandha Rajabhat University with the process of course outline collecting to respond the policy of Webometrics Ranking of World Universities and to follow National Qualifications Framework in Education.

METHODOLOGY

The study of "Satisfaction with Course Outline Filing Process to be Effective to Respond the Policy of Webometrics Ranking of World Universities and to be in accordance with National Qualifications Framework in Education" is a qualitative research which leads to course outline filing process development to be more effective. The researcher's methods are as follows:

1. Population and Samples

Population and Samples used in the research are instructors of Faculty of Industrial Technology both males and females working in academic year 2017, total 65 people, that are divided into 11 departments: Industrial Design, Industrial Management, Technology Computer Application in Architecture, Printing Technology, Electronics Technology, Computer Engineering, Interior and Exhibition Design, Facility Management, Calibration, Graphic and Multimedia Design, Safety Technology and Occupational Health.

2. Research Instrument

The instrument used in this research the researcher used the result of course outline collecting and questionnaire to be the collecting instrument. The result of this is the form that report the courses showed on the website. The form is composed of all courses and instructors that is downloaded from e-Regis, Registrar's Office, Suan Sunandha Rajabhat University's website – www.reg.ssru.ac.th/rg - and is sorted by name to be easy for inspecting. The form will define time and date of inspection login. The instrument which is used to collect the details is questionnaire that has the means of creation as follows:

2.1 Study the document of Webometrics Ranking of World Universities and the relation of Webometrics Ranking of World Universities and Suan Sunandha Rajabhat University.

2.2 Study the document and information about National Qualifications Framework in Higher Education and internal curriculum quality assurance.

2.3 Revise the objective and content in the document, concept and theory and related research of filing course outline process to be effectively to respond the policy of Webometrics Ranking of World Universities and following the National Qualifications Framework in Education and variable to be the model to create the questionnaire and the form for inspecting and collecting course outline.

2.4 Create the process and form for inspecting and collecting course outline from gathered details.

2.5 The form which is created is checked, corrected and suggested by the expert.

3. Data Collection

For this research, the researcher has compiled the data by the steps as follows:

3.1 The researcher gathered the data through questionnaires giving to the instructors in semester 1 and semester 2 in academic year 2017 [7]. There were 53 questionnaires returned. It is 92.98 percent as table 1:

Table 1
Amount of questionnaire given to the instructors and amount of returned.

Departments in Faculty of Industrial Technology Suan Sunandha Rajabhat University	Amount	
	Given to the instructors	Returned
1. Department of Industrial Design	5	5
2. Department of Industrial Management	5	5
3. Department of Technology Computer Application in Architecture	4	4
4. Department of Printing Industry	8	7
5. Department of Electronics Technology	8	8
6. Department of Computer Engineering	4	4
7. Department of Interior and Exhibition Design	4	4
8. Department of Facility Management	4	4
9. Department of Calibration	4	4
10. Department of Graphic and Multimedia Design	4	4
11. Department of Safety Technology and Occupational Health	4	4
Total	**57**	**53**

3.2 Prove all the returned questionnaire proceed to analyze.

4. Data Analysis and Statistics

The statistic that is used to analyze is Descriptive Statistics. This will analyze basic data of the samples in general by calculating percentage and mean to describe the general characteristic of the samples classified by the variables: gender, age, department and the instructors' satisfaction with course outline filing process to be effectively to respond the policy of Webometrics Ranking of World Universities and to follow National Qualifications Framework in Education.

RESULT

From the questionnaire of 53 instructors of Faculty of Industrial Technology, Suan Sunandha Rajabhat University. Mostly is male instructors amount 33 people, 62.26 percent, and female instructors amount 20 people, 37.74 percent, from the different department. According to the determined samples which are mostly the instructors from Department of Electronics Technology amount 8 people, 15.09 percent. Next below is from Department of Printing Industry, Department of Industrial Design and Department of Industrial Management. Other 7 departments have 4 instructors answering the questionnaire which are Department of Technology Computer Application in Architecture, Department of Computer Engineering, Department of Interior and Exhibition Design, Department of Facility Management, Department of Calibration, Department of Graphic and Multimedia Design and Department of Safety Technology and Occupational Health. The age of the samples is mostly 41 – 45 years old amount 14 people, 26.42 percent. Others are 61 – 65 years old amount 2 people from Department of Calibration.

The satisfaction of the instructors before adjusting the course outline filing process is overall fair, mean 2.76. When considered, it is found that the most satisfaction is to support the policy of Webometrics World

University Ranking, mean 2.83. Next below is to reduce the execution process, submission and publishing the course details (TQF 3) and field experience details (TQF 4) that the students can downloads the TQF 3 and TQF 4 from the instructors' private website, mean 2.79. The least satisfaction is the period of TQF 3 and TQF 4 publishing following the quality assurance indicator, element 1, mean 2.70. The instructors' satisfaction after adjusting the course outline filing process is overall excellent, mean 4.90. When considered, it is found that the most satisfaction is to support the policy of Webometrics World University Ranking and the students can download TQF 3 and TQF 4 on the instructors' private website, mean 4.94. Next below is to reduce the execution process, submission and publishing the TQF 3 and TQF 4 following the quality assurance indicator, element 1, mean 4.89. The least satisfaction is to support the policy of Webometrics World University Ranking, mean 4.83. When comparing the mean of satisfaction before-after adjusting course outline filing process, it is found that the instructors are more satisfied with the course outline filing process from mean 2.76 to 4.90 after the adjustment.

CONCLUSION AND FUTURE WORK

1. From the results of amount and percentage of samples classified by gender, age and department, all the 53 instructors answering the questionnaire are mostly is male instructors amount 33 people, 62.26 percent, and female instructors amount 20 people, 37.74 percent, from the different department. According to the determined samples which are mostly the instructors from Department of Electronics Technology amount 8 people, 15.09 percent. Next below is from Department of Printing Industry, Department of Industrial Design and Department of Industrial Management. Other 7 departments have 4 instructors answering the questionnaire which are Department of Technology Computer Application in Architecture, Department of Computer Engineering, Department of Interior and Exhibition Design, Department of Facility Management, Department of Calibration, Department of Graphic and Multimedia Design and Department of Safety Technology and Occupational Health. The age of the samples is mostly 41 – 45 years old amount 14 people, 26.42 percent. Others are 61 – 65 years old amount 2 people from Department of Calibration.

2. From the results of mean and sorting of instructors' satisfaction in Faculty of Industrial Technology, Suan Sunandha Rajabhat University, with the course outline filing process to be effective to respond the policy of Webometrics Ranking of World Universities and to follow the National Qualifications Framework in Education, it is found that the satisfaction of the instructors before adjusting the course outline filing process is overall fair, mean 2.76. When considered, it is found that the most satisfaction is to support the policy of Webometrics World University Ranking, mean 2.83. Next below is to reduce the execution process, submission and publishing the course details (TQF 3) and field experience details (TQF 4) that the students can downloads the TQF 3 and TQF 4 from the instructors' private website, mean 2.79. The least satisfaction is the period of TQF 3 and TQF 4 publishing following the quality assurance indicator, element 1, mean 2.70. The instructors' satisfaction after adjusting the course outline filing process is overall excellent, mean 4.90. When considered, it is found that the most satisfaction is to support the policy of Webometrics World University Ranking and the students can download TQF 3 and TQF 4 on the instructors' private website, mean 4.94. Next below is to reduce the execution process, submission and publishing the TQF 3 and TQF 4 following the quality assurance indicator, element 1, mean 4.89. The least satisfaction is to support the policy of Webometrics World University Ranking, mean 4.83. When comparing the mean of satisfaction before-after adjusting course outline filing process, it is found that the instructors are more satisfied with the course outline filing process from mean 2.76 to 4.90 after the adjustment.

RECOMMENDATION

This research that uses the instructors in Faculty of Industrial Technology, Suan Sunandha Rajabhat University, academic year 2017, as samples can result the advance education period. However, the research can be improved to develop the course outline filing process to be more effective.

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instructors from 11 departments which are Department of Industrial Design, Department of Industrial Management, Department of Technology Computer Application in Architecture, Department of Printing Technology, Department of Electronics Technology, Department of Computer Engineering, Department of Interior and Exhibition Design, Department of Facility Management, Department of Calibration, Department of Graphic and Multimedia Design and Department of Safety Technology and Occupational Health that provided the researcher to gather instructors' data to do the research.

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