

# STAFF PARTICIPATION IN THE INTERNAL QUALITY ASSURANCE IN EDUCATION: A CASE STUDY O COLLEGE OF ALLIED HEALTH SCIENCES, SUAN SUNANDHA RAJABHAT UNIVERSITY, SAMUT SONGKHRAM EDUCATION CENTER

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## ABSTRACT

The research “A Study of Staff participation in the Internal Quality Assurance in Education: A Case Study of College of Allied Health Sciences, Suan Sunandha Rajabhat University, Samut Songkhram Education Center” aimed to study the levels of perception and participation of staffs who worked in the Internal Quality Assurance Department at College of Allied Health Sciences, Suan Sunandha Rajabhat University and performed the relationship between the general information and the participation in the Internal Quality Assurance. The sample group of this research was 49 academic staffs and 28 non-academic staffs which were totally 77 staffs. Data collection in this research was using questionnaire and analyzing by the Statistical Package for the Social Sciences for Window. Data analysis of demographic characteristics was employed by percentage; levels of perception and participations were done by Mean ( $\bar{X}$ ) and Standard Deviation (S.D.)

The results proved that staffs of College of Allied Health Sciences, Suan Sunandha Rajabhat University had the levels of perception in the Internal Quality Assurance in Education in four parts of PLAN, DO, CHECK, ACTION (PDCA Model) in “Extremely Participated”. The result of each stratum defined that the highest level of perception was come from ACTION (M = 4.63), followed by PLAN (M = 4.61). Conversely, the lowest level of perception was DO (M = 4.41).

For the level of participation in the Internal Quality Assurance in Education, four parts of PDCA were related to “Very Participated”. Each stratum also demonstrated that the highest level of participation was from ACTION (M = 4.62), followed by CHECK (M = 4.58) in contrast to the lowest level of participation of DO (M = 4.32).

**Keywords:** Internal Quality Assurance in Education, participation, staff, achievement

## INTRODUCTION

National Education Act B.E. 2542 (Revised No. 2/2545) defines the Internal Quality Assurance as the mission of Thai university which every university under the Office of Higher Education, Ministry of Education must construct a system or protocol for controlling, checking, assessing and developing to achieve the organization’s goals and objectives and to maintain the quality standard. Not only the faculty members have to complete an Assessment of Internal Quality Assurance and Self-Assessment Report, but the organizations also publicize the results of assessment to others. Therefore, the Internal Quality Assurance becomes a key part of Educational Administration Procedures that every university has to work continually. However the successful quality assessment should begin with the awareness recognition, the workers should recognize and promptly respond to the quality development in education in order to guarantee that university can produce the quality graduates to the society [1].

College of Allied Health Sciences, Suan Sunandha Rajabhat University, Samut Songkhram Education Center has established the protocol for Internal Quality Assurance in Education since 2012 which has been purposive to develop the quality in education and to require for the effective capacity. The faculty foresees the significance of the Internal Quality Assurance in Education and pays attention to staff participation. In this regard, the faculty has specified the “Internal Quality Assurance in Education” as a work duty, and allowed Department of Planning and Quality Assurance to define the work plans/procedures for staffs. By the way, these work plans/procedures will not be success whether there are no any participation from the staffs so that the researcher would like to study the staff participation for the Internal Quality Assurance in Education in order to develop and seek for the effective outcome of work capacity [2].

## OBJECTIVE

1. To study the level of participation of staffs of College of Allied Health Sciences.
2. To study the level of perception in the Internal Quality Assurance in Education.

## METHODOLOGY

The research “A study of staff participation in the Internal Quality Assurance in Education: a case study of College of Allied Health Science, Suan Sunandha Rajabhat University, Samut Songkhram Education Center” was a qualitative research using the descriptive approach. Methods used in this study consisted of 1. Population, 2. Sample group, 3. Variable, 4. Research instrument, 5. Construction of the research instrument, 6. Data collection, and 7. Data and statistical analysis.

### *Sub-Section 1*

Population were totally 95 academic and non-academic staffs according to 2019 fiscal year who have been working in the College of Allied Health Sciences, Suan Sunandha Rajabhat University, Samut Songkhram Education Center, Samut Songkhram Province. Of all, 60 persons were academic staffs and 35 persons were non-academic staffs. The author collected the personnel data from Department of Human Resource in Suan Sunandha Rajabhat University.

The population were chosen at random by multiple sampling method as follows.

Step 1: Proper samples were calculated from the population size by following Taro Yamane’s formula (Taro Yamane, 1973, in Luedech Girdwichai, 2007, pp. 137), at 95% confidence level as equation.

$$\text{Formula } n = \frac{N}{1 + Ne^2}$$

n = Sample size

N = Population size

e = Acceptable sampling error at 0.05

$$\begin{aligned} \text{Equation } n &= \frac{95}{1 + 95(0.05)^2} \\ &= \frac{95}{1 + 95(0.0025)} \\ &= \frac{95}{1 + 0.2375} \\ &= \frac{95}{1.2375} \\ &= 76.77 \\ &= 77 \text{ persons} \end{aligned}$$

Thus, in the research, sample sizes were 77 staffs.

Step 2: Sample sizes for stratum were calculated by the proportion of population for each stratum as shown in Table 1.

$$\text{Sample size for stratum} = \frac{\text{Population size for stratum} \times \text{Entire sample size}}{\text{Population}}$$

**Table 1**  
**Population and Entire samples of Academic staffs and Non-academic Staff, College of Allied Health Sciences**

No.	Type of staff	Population (person)	Sample size (person)
1	Academic staff.	60	49
2	Non-academic staff.	35	28
<b>Total</b>		<b>95</b>	<b>77</b>

Next step, chose lists of staffs for stratum by Sample Random Sampling (SRS).

Variable	Independent variables	- sex, type of staff
	Dependent variables	- perception, participation in the Internal Quality Assurance in Education
		- Knowledge and understanding in the Internal Quality Assurance in Education
		- Ability in team working
		- Cooperation and work as assigned
		- Filing document

Questionnaire was used as the research instrument for data collection which was divided into 2 series.

Series 1 Personal questionnaire that was the general information of the population who worked in the Internal Quality Assurance in Education at College of Allied Health Sciences, Suan Sunandha Rajabhat University. The questionnaire had 2 check lists that consisted of sex, and type of staffs.

Series 2 Levels of perception and participation in the international quality assurance in education questionnaire for academic and non-academic staffs worked at College of Allied Health Sciences, Suan Sunandha Rajabhat University, Samut Songkhram Education Center. The questionnaire had 14 lists of question which specified 5 rating scales as follows.

- 4.51 - 5.00 were Extremely participated
- 3.51 - 4.50 were Very participated
- 2.51 - 3.50 were Moderate participated
- 1.51 - 2.50 were Slightly participated
- 1.00 - 1.50 were Not at all participated

### **Sub-Section 2**

This research constructed the research instrument by following the procedure. 1. Reviewed the document, academic journal, research and literature reviews for instrument design, 2. Concluded the theoretical framework, scope of the research and objectives of the study, 3. Proved the content validity of questionnaire by three quality assurance professionals, 4. Delivered the questionnaire to staffs worked at College of Allied Health Sciences (49 academic staffs and 28 non-academic staffs), and 5. Calculated mean and standard deviation from the filled questionnaire.

The researcher delivered questionnaire from 14 January – 28 February 2019 and gathered the responded questionnaires from 49 academic staffs and 28 non-academic staffs, 77 in total (100%) by dates.

For data analysis, the researcher collected all questionnaires and rechecked the completion, then analyzed by the Statistical Package for the Social Sciences for Window as follows.

1. General information on sex were analyzed by Percentage and performed by table.
2. Levels of perception and participation in the Internal Quality Assurance in Education were proved by Mean, and Standard Deviation (S.D.) and interpreted the results by comparing with the standard. (Boonchom Srisa-ard, 1992, pp. 100).

## **RESULTS**

This research aimed to study to the levels of perception and participation of staffs of College of Allied Health Sciences; both academic and non-academic staffs who worked in the internal quality assurance department. The respondents were 77 staffs. Research instrument was questionnaires that proved by the Statistical Package for the Social Sciences for Window, and statistical analysis of percentage, mean, standard deviation and performed the research results by table with caption. The results were performed in two sections.

1. General information of respondent
2. Levels of perception and participation in the Internal Quality Assurance in Education of staffs worked at College of Allied Health Sciences

### **General information of respondent**

Sample group in this research were executive directors, academic staffs and non-academic staffs of College of Allied Health Sciences, Suan Sunandha Rajabhat University. The respondents were 77 staffs who had the demographic information as shown in the tables.

#### **Type of staffs**

The results performed that most of staffs worked at College of Allied Health Sciences, Suan Sunandha Rajabhat University were academic staffs, accounted for 63.63%, and the less were non-academic staffs which were about 36.36%.From Table 2.

**Table 2**  
**General information of respondent: Type of staff**

No.	Type	Amount (person)	Percentage (%)
1	Academic staff.	49	63.63
2	Non-academic staff.	28	36.36
<b>Total</b>		<b>77</b>	<b>100.00</b>

Levels of perception and participation of staffs who worked in the Internal Quality Assurance Department at College of Allied Health Sciences, Suan Sunandha Rajabhat University

The researcher proved the levels of perception and participation of staffs who worked in the Internal Quality Assurance Department at College of Allied Health Sciences, Suan Sunandha Rajabhat University by “PDCA Cycle” which consisted of PLAN, DO, CHECK, and ACTION as shown in Table 3, 4, 5, 6 and 7.

**Table 3**  
**Levels of perception and participation of staffs who worked in the Internal Quality Assurance Department at College of Allied Health Sciences, Suan Sunandha Rajabhat University (PLAN)**

No.	PLAN	Level of perception			Level of participation		
		( $\bar{X}$ )	S.D.	Interpreter	( $\bar{X}$ )	S.D.	Interpreter
1	Participation in initiation of plan for Internal Quality Assurance in Education.	4.61	0.67	Extremely	4.75	0.43	Extremely
2	Participation in verification of action plan for Internal Quality Assurance in Education.	4.61	0.61	Extremely	4.44	0.72	Very
3	Participation in analysis of Internal Quality Assurance in Education plan for risk.	4.65	0.60	Extremely	4.73	0.55	Extremely
4	Participation in planning by referring the previous year assessment to develop the next year plan.	4.77	0.43	Extremely	4.45	0.75	Very
5	Participation in the Improvement Plan	4.29	0.79	Very	4.17	0.77	Very
6	Participation in 5 indicator-compatibility analysis for quality assurance.	4.60	0.57	Extremely	4.48	0.80	Very
7	Participation in the Internal Quality Assurance Committee Meeting according to indicators related to targets and action.	4.81	0.39	Extremely	4.55	0.64	Extremely
<b>Total</b>		<b>4.61</b>	<b>0.35</b>	<b>Extremely</b>	<b>4.51</b>	<b>0.29</b>	<b>Extremely</b>

Table 3 showed the overall levels of perception of staffs who worked in the Internal Quality Assurance Department at College of Allied Health Sciences, Suan Sunandha Rajabhat University (PLAN) in “Extremely Participated”. The result of stratum of level of perception revealed that most staffs “Extremely Participated” in the PLAN (M = 4.61) which the highest level of perception (PLAN) was from “Participation in the Internal Quality Assurance Committee Meeting according to indicators related to targets and action” (M = 4.81), followed by “Participation in planning by referring the previous year assessment to develop the next year plan” (M = 4.77). The lowest level of perception of PLAN was “Participation in the Improvement Plan” (M = 4.29).

The result of stratum also revealed the level of participation (PLAN) that most staffs “Extremely Participated” in the PLAN (M = 4.51) which the highest level was from “Participation in initiation of plan for Internal Quality Assurance in Education” (M = 4.75), followed by “Participation in analysis of Internal Quality Assurance in Education plan for risk” (M = 4.73). The lowest level of participation of PLAN was “Participation in the Improvement Plan” (M = 4.17)

**Table 4**  
**Levels of perception and participation of staffs who worked in the Internal Quality Assurance Department at College of Allied Health Sciences, Suan Sunandha Rajabhat University (DO)**

No.	DO	Level of perception			Level of participation		
		( $\bar{X}$ )	S.D.	Interpreter	( $\bar{X}$ )	S.D.	Interpreter
1	Participation in doing in the Internal Quality Assurance in Education.	4.35	0.79	Very	4.58	0.61	Extremely
2	Participation in acting as Internal Quality Assurance Working-Group.	4.50	0.57	Very	4.75	0.43	Extremely

3	Participation in organizing the Internal Quality Assurance in Education Activities.	4.31	0.78	Very	4.32	0.80	Very
4	Participation in document preparation for the Internal Quality Assurance in Education.	4.44	0.57	Very	4.57	0.57	Extremely
5	Participation in report preparation for the Internal Quality Assurance in Education (Faculty level).	4.33	0.80	Very	4.75	0.43	Extremely
6	Participation in Self-Assessment Report preparation for the Internal Quality Assurance in Education (Program level).	4.54	0.63	Extremely	4.72	0.47	Extremely
<b>Total</b>		<b>4.41</b>	<b>0.27</b>	<b>very</b>	<b>4.61</b>	<b>0.29</b>	Extremely

Table 4 showed the overall levels of perception of staffs who worked in the Internal Quality Assurance Department at College of Allied Health Sciences, Suan Sunandha Rajabhat University (DO) in “Extremely Participated”. The result of stratum of level of perception revealed that most staffs “Extremely Participated” in the DO (M = 4.41) which the highest level of perception was from “**Participation in Self-Assessment Report preparation for the Internal Quality Assurance in Education (Program level)**” (M = 4.54), followed by “**Participation in acting as Internal Quality Assurance Working-Group**” (M = 4.50). The lowest level of perception (DO) was “**Participation in organizing the Internal Quality Assurance in Education Activities**” (M = 4.31).

The result of stratum also revealed the level of participation (DO) that most staffs “Extremely Participated” (M = 4.61) which the highest level was from “**Participation in acting as Internal Quality Assurance Working-Group**” and “**Participation in report preparation for the Internal Quality Assurance in Education (Faculty level)**” (M = 4.75), followed by “**Participation in Self-Assessment Report preparation for the Internal Quality Assurance in Education (Program level)**” (M = 4.72). The lowest level of participation (DO) was “**Participation in organizing the Internal Quality Assurance in Education Activities**” (M = 4.32)

**Table 5**  
**Levels of perception and participation of staffs who worked in the Internal Quality Assurance Department at College of Allied Health Sciences, Suan Sunandha Rajabhat University (CHECK)**

No.	CHECK	Level of perception			Level of participation		
		( $\bar{X}$ )	S.D.	Interpreter	( $\bar{X}$ )	S.D.	Interpreter
1	Participation in decision-making on presentation for Internal Quality Assurance in Education.	4.58	0.63	Extremely	4.72	0.47	Extremely
2	Participation in the idea/direction presentation to Internal Quality Assurance in Education Committees.	4.58	0.61	Extremely	4.54	0.63	Extremely
3	Participation in the preparation for Assessment of Internal Quality Assurance in Education.	4.75	0.43	Extremely	4.62	0.60	Extremely
4	Participation in working-group on the Internal Quality Assurance Committee Qualification.	4.28	0.79	Very	4.75	0.43	Extremely
5	Participation in the assessed working-group by External Quality Assurance Committee.	4.61	0.56	Extremely	4.28	0.79	Very
6	Participation in Assessment of Quality Assurance Meeting (Faculty and Program Levels).	4.75	0.43	Extremely	4.57	0.57	Extremely
<b>Total</b>		<b>4.62</b>	<b>0.33</b>	<b>Extremely</b>	<b>4.51</b>	<b>0.36</b>	<b>Extremely</b>

Table 5 showed the overall levels of perception of staffs who worked in the Internal Quality Assurance Department at College of Allied Health Sciences, Suan Sunandha Rajabhat University (CHECK) in “Extremely Participated”. The result of stratum of level of perception revealed that most staffs “Extremely Participated” in the CHECK (M = 4.62) which the highest level of perception was from “**Participation in the preparation for Assessment of Internal Quality Assurance in Education**” and “**Participation in Assessment of Quality Assurance Meeting (Faculty and Program Levels)**” (M = 4.75), followed by “**Participation in the assessed working-group by External Quality Assurance Committee**” (M = 4.61). The lowest level of perception (CHECK) was “**Participation in working-group on the Internal Quality Assurance Committee Qualification**” (M = 4.28).

The result of stratum also revealed the level of participation (CHECK) that most staffs “Extremely Participated” (M = 4.51) which the highest level was from “**Participation in working-group on the Internal Quality Assurance Committee Qualification**” (M = 4.75), followed by “**Participation in decision-making on presentation for Internal Quality Assurance in Education**” (M = 4.72). The lowest level of participation (CHECK) was “**Participation in the assessed working-group by External Quality Assurance Committee**” (M = 4.28).

**Table 6**  
**Levels of perception and participation of staffs who worked in the Internal Quality Assurance Department at College of Allied Health Sciences, Suan Sunandha Rajabhat University (ACTION)**

No.	ACTION	Level of perception			Level of participation		
		( $\bar{X}$ )	S.D.	Interpreter	( $\bar{X}$ )	S.D.	Interpreter
1	Participation in the decision-making after assessment.	4.79	0.40	Extremely	4.76	0.45	Extremely
2	Participation in considering the procedure of Internal Quality Assurance in Education Assessment.	4.72	0.47	Extremely	4.54	0.63	Extremely
3	Participation in acting as Quality Assurance in Education Assessment Committee.	4.54	0.63	Extremely	4.58	0.61	Extremely
4	Participation in the Improvement Plan (Faculty and Program Levels).	4.58	0.61	Extremely	4.75	0.43	Extremely
5	Participation in model and method design.	4.79	0.40	Extremely	4.32	0.80	Very
6	Participation in work-conclusion meeting.	4.28	0.79	Very	4.57	0.57	Extremely
7	Participation in opinion expression for Improvement Plan after Assessment of Quality Assurance in Education.	4.57	0.57	Extremely	4.75	0.43	Extremely
8	Participation in driving the Improvement Plan for program development.	4.75	0.43	Extremely	4.72	0.47	Extremely
<b>Total</b>		<b>4.63</b>	<b>0.27</b>	<b>Extremely</b>	<b>4.62</b>	<b>0.29</b>	<b>Extremely</b>

Table 6 showed the overall levels of perception of staffs who worked in the Internal Quality Assurance Department at College of Allied Health Sciences, Suan Sunandha Rajabhat University (ACTION) in “Extremely Participated”. The result of stratum of level of perception revealed that most staffs “Extremely Participated” in the ACTION (M = 4.63) which the highest level of perception was from “**Participation in the decision-making after assessment**” and “**Participation in model and method design**” (M = 4.79), followed by “**Participation in driving the Improvement Plan for program development**” (M = 4.75). The lowest level of perception (ACTION) was “**Participation in work-conclusion meeting**” (M = 4.28).

The result of stratum also revealed the level of participation (ACTION) that most staffs “Extremely Participated” (M = 4.62) which the highest level was from “**Participation in the decision-making after assessment**” (M = 4.76), followed by “**Participation in the Improvement Plan (Faculty and Program Levels)**” and “**Participation in opinion expression for Improvement Plan after Assessment of Quality Assurance in Education**” (M = 4.75). The lowest level of participation (ACTION) was “**Participation in model and method design**” (M = 4.32).

**Table 7**  
**Levels of perception and participation of staffs who worked in the Internal Quality Assurance Department at College of Allied Health Sciences, Suan Sunandha Rajabhat University**

No.	ACTION	Level of perception			Level of participation		
		( $\bar{X}$ )	S.D.	Interpreter	( $\bar{X}$ )	S.D.	Interpreter
1	PLAN	4.61	0.35	Extremely	4.51	0.29	Extremely
2	DO	4.41	0.27	Very	4.32	0.80	Very
3	CHECK	4.59	0.33	Extremely	4.58	0.36	Extremely
4	ACTION	4.63	0.27	Extremely	4.62	0.29	Extremely
<b>Total</b>		<b>4.56</b>	<b>0.30</b>	<b>Extremely</b>	<b>4.50</b>	<b>0.43</b>	<b>Very</b>

Table 7 showed the staffs of College of Allied Health Sciences, Suan Sunandha Rajabhat University had level of perception in the Internal Quality Assurance in Education (4 lists: PLAN, DO, CHECK, ACTION) in “Extremely Participated”. The highest level of perception was “ACTION” (M = 4.63), followed by PLAN (M = 4.61); however, the lowest level of perception was “DO” (M = 4.41).

Moreover, the results also showed that most of staffs had the level of participation in the Internal Quality Assurance in Education (PLAN, DO, CHECK, ACTION) was “Very Participated”. The highest level of participation was “ACTION” (M = 4.62, followed by CHECK (M = 4.58); nonetheless, the lowest level of participation was “DO” (M = 4.32).

This may be due to the fact that the organization has implemented the internal quality assurance training program. To personnel every year, but may not be enough Because there is only a brief explanation on the criteria and indicators for internal quality assurance. Therefore may cause personnel to lack understanding of the operation process Causing the level of awareness and participation in practice (DO) to have the lowest score Therefore, the College has organized a training program to prepare for internal quality assurance. In order to create a process of awareness and participation in the implementation of personnel to have the same understanding Enabling personnel to start to understand their roles and responsibilities, participate in the collection of information according to the duties assigned to bring the results to be used to evaluate the quality of internal wear.

### CONCLUSION AND FUTURE WORK

1. Should study internal quality assurance research In other factors That affect the participation in internal quality assurance In order to bring the results of the research to further develop your insurance operation process within internal studies.

2. There should be a study of the attitudes of internal quality assurance personnel. To lead to the development of internal quality assurance in education.

3. From the research results Subject: The study of personnel participation to develop achievement in educational quality assurance within the case of the College of Allied Health Sciences Suan Sunandha Rajabhat University Samutsongkram Provincial Education Center found that personnel participated in the internal quality assurance of education according to the PDCA cycle at a high level. But in order to improve the quality of the internal education quality in the next year and achieve the goals Should have sufficient capacity Including facilitating the place and equipment to work Along with creating morale and encouraging personnel to work for further efficiency

4. Bringing the results of the research into data for the development of personnel participation to develop achievement in educational quality assurance within the case of the College of Allied Health Sciences Suan Sunandha Rajabhat University Education Center, Samut Songkhram Province For cooperation teamwork As well as the development of knowledge and understanding in the operation of internal quality assurance for further success

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