

SATISFACTION OF THE STUDENTS IN FACULTY OF INDUSTRIAL TECHNOLOGY, SUAN SUNANDHA RAJABHAT UNIVERSITY, WITH THE ADMINISTRATIVE WORK OF STUDENT AFFAIRS

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ABSTRACT

This research aims to study the satisfaction of the students in Faculty of Industrial Technology, Suan Sunandha Rajabhat University, with the administrative work of Student Affairs. This is classified by gender, major and studying year in 4 work fields: Student Affairs, Administration and Welfare, Guidance and Scholarship, and Art and Culture.

The population used in the research are the undergraduate students in faculty of Industrial Technology, Suan Sunandha Rajabhat University, that are studying in semester 1 academic year 2017. Data collecting will be January 8, 2018 to January 31, 2018 by using 350 questionnaire and 338 for the returned.

The instrument used in this research is the questionnaire made by the researcher. It is from analyzing data by using percentage, average and standard deviation and the ready-made programs.

From the research, it is found that:

1. The students in Faculty of Industrial Technology, Suan Sunandha Rajabhat University, are mostly first year female students studying in Graphic and Multimedia Design major.

2. The satisfaction of the students in Faculty of Industrial Technology, Suan Sunandha Rajabhat University, with the administrative work of Student Affairs is overall excellent. When considered each work field in Division of Art and Culture and Student Affairs, it is found that Administrative work and Welfare is most satisfied. Next below is Art and Culture and Student Affairs. The least satisfaction is Guidance and Scholarship, but it is still the great satisfied.

Keywords: Satisfaction, Administrative work, Student Affairs

INTRODUCTION

University or college is responsible for schooling, researching, academic services and maintain art and culture. This responsibility will be success relying on abilities and preparation and also occasion. These cause the coordination between instructors and students. In addition, there is duty related to the students directly which is Student Affairs [1].

Student Affairs means works that are related to activities, services and welfare to the students. These are curriculum activities to accomplish the students' objective directly. The Student Affairs has an important role to support and strengthen the students' performance to be the desired ones, improve the students' discipline and serves of students [2].

All the universities and colleges have the policy to support the students conduct activities [3]. This can be founded an organization which is the center of students' activities such as students' union to accomplish the objectives of that university that is the opportunity to let the students improve themselves to work with others, accept colleague's opinion, be responsible, be in unity to live in the society in the future. And, it is also to realize that the Student Affairs involves in quality assurance (element 3, 2014 A.D.) of internal quality assurance in higher education of Office of Higher Education Commission [4].

Faculty of Industrial Technology, Suan Sunandha Rajabhat University, conducts the courses in bachelor's degree in academic year 2017 with 11 departments: Department of Facility Management, Department of Safety Technology and Occupational Health, Department of Graphic and Multimedia Design, Department of Printing Industry: Printing Technology Division; Printing Design Division; and Printing Industry Management Division, Department of Electronics Technology: Industrial Electronics Technology; Electronics Technology Division; and Energy Technology Division, Department of Industrial Design: Industrial Design Division, and Department of Calibration [5]. The administrative work of Student Affairs is important to the students that the

division of student affairs and art and culture is responsible for. So, the division of student affairs and art and culture needs to study the satisfaction of students with the administrative work of Student Affairs to be the information for improving and developing the administrative work of Student Affairs to accomplish the students' needs and to standardize to the Faculty. It is also to succeed the indicator of quality assurance in education determined.

OBJECTIVE

To study the satisfaction of students in Faculty of Industrial Technology, Suan Sunandha Rajabhat University, with the administrative work of Student Affairs.

METHODOLOGY

The research "Satisfaction of the Students in Faculty of Industrial Technology, Suan Sunandha Rajabhat University, with the Administrative Work of Students Affairs" is performed by means as follows:

1. Population and Samples

The samples are the students studying in semester 1, academic year 2017, total amount 1,990 students (data from Academic Service Division, July 2017)

The researcher uses the samples which are the undergraduate students in Faculty of Industrial Technology, Suan Sunandha Rajabhat University, that are studying in semester 1, academic year 2017, total amount 334 students. This is estimated the samples by means of Taro Yamunee's at statistical significant 0.05 and deviation at $\pm 5\%$ and is randomized by Stratified Random Sampling classified by major and proportion of population in each department [6].

2. Research Instrument

The instrument used to collect the data is the questionnaire created by the researcher. It is a 5-rating scale questionnaire by studying the documents and related research in administrative work of Student affairs following the education framework to be the concept amount 1 document.

3. Data Collecting

To collect data in this research, the researcher collect the data from January 8, 2018 to January 31, 2018 by the procedure as follows:

3.1 The researcher collects the data by giving the questionnaire to the samples. It was returned 338 questionnaire, 96.57 percent as the table 1:

Table 1
Amount of questionnaire given to the samples and the returned.

Departments in Faculty of Industrial Technology Suan Sunandha Rajabhat University	Amount	
	Given to the instructors	Returned
1. Department of Facility Management	26	26
2. Department of Technology Computer Application in Architecture	24	24
3. Department of Interior and Exhibition Design	29	29
4. Department of Computer Engineering	34	34
5. Department of Industrial Management	44	36
6. Department of Safety Technology and Occupational Health	40	40
7. Department of Graphic and Multimedia Design	43	43
8. Department of Printing Industry	28	24
9. Department Electronics Technology	32	32

10. Department of Industrial Design	34	34
11. Department of Calibration	16	16
Total	350	338

3.2 Prove all the returned questionnaire proceed to analyze.

4. Data Analysis and Statistics

4.1 Data of general condition of the students and satisfaction. Data used to analyze in descriptive statistics to describe the general characteristic of the population. The analysis of calculating percentage and average [7].

4.2 The analysis of satisfaction of the students in Faculty of Industrial Technology, Suan Sunandha Rajabhat University, with the administrative work of Students Affairs in any field works by using arithmetic average and standard deviation.

RESULTS

From the results of the questionnaire from the samples, they are the students in bachelor's degree in Faculty of Industrial Technology, Suan Sunandha Rajabhat University, that are studying in semester 1, academic year 2017, by collecting the data from January 8, 2018 to January 31, 2018 total amount 338 students. The analysis of general condition of the students is 203 students, 60.10 percent. Next below are male students amount 135 students, 39.90. The answered questionnaire are mostly the students from Department of Graphic and Multimedia Design amount 43 students, 12.70 percent. Secondary are the students from Department of Safety Technology and Occupational Health amount 40 students, 11.80 percent, and the least answered questionnaire are the students from Printing Technology Division, Printing Design Division, Printing Industrial Management, Package and Printing Design Division and Quality and Metrology Division amount 6 students per division, 1.80 percent. The most students answering the questionnaire are the first-year students with an amount of 171, 50.60 percent. Next is the second-year students with an amount of 74, 21.90 percent, and the least students answering the questionnaire are the third-year students with an amount of 68, 20.10 percent.

The analysis results of satisfaction of the students in Faculty of Industrial Technology, Suan Sunandha Rajabhat University, with the administrative work of Student Affairs in 4 work fields found that the students' satisfaction in Faculty of Industrial Technology, Suan Sunandha Rajabhat University, is overall good with the average scale of 4.21. When considered each work in Student Affairs and Art and Culture Division, it is found that administration and welfare work is the most satisfied with the first place voted by the students in Faculty of Industrial Technology, Suan Sunandha University, with the average scale of 4.27. Secondary is art and culture work with the average scale of 4.24. The student affairs work has the average scale of 4.18 and the least satisfaction is guidance and scholarship work with the average scale of 4.16.

CONCLUSION AND DISCUSSION

1. Conclusion

1.1 An amount of the samples answering the questionnaire are mostly 203 female students, 60.10 percent. Next below are male students amount 135 students, 39.90. The answered questionnaire are mostly the students from Department of Graphic and Multimedia Design amount 43 students, 12.70 percent. Secondary are the students from Department of Safety Technology and Occupational Health amount 40 students, 11.80 percent, and the least answered questionnaire are the students from Printing Technology Division, Printing Design Division, Printing Industrial Management, Package and Printing Design Division and Quality and Metrology Division amount 6 students per division, 1.80 percent. The most students answering the questionnaire are the first-year students with an amount of 171, 50.60 percent. Next is the second-year students with an amount of 74, 21.90 percent, and the least students answering the questionnaire are the third-year students with an amount of 68, 20.10 percent.

1.2 The analysis results of satisfaction of the students in Faculty of Industrial Technology, Suan Sunandha Rajabhat University, with the administrative work of Student Affairs in 4 work fields found that the students' satisfaction in Faculty of Industrial Technology, Suan Sunandha Rajabhat University, is overall good with the average scale of 4.21. When considered each work in Student Affairs and Art and Culture Division, it is

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2. Discussion

The results of satisfaction of the students in Faculty of Industrial Technology, Suan Sunandha Rajabhat University, with the administrative work of Students Affairs with 4 work fields: Student Affairs, Administration and Welfare, Guidance and Scholarship, and Art and Culture is overall good with the average scale of 4.21. When considered each work in Students Affairs and Art and Culture Division, it is found that administration and welfare work is the most satisfied voted by the students in Faculty of Industrial Technology, Suan Sunandha University, as the Student Affairs and Art and Culture provides services of scholarship and welfare to the students, continuously informs the students about the benefits, provides health service and also with the friendly officers. This is why the students are most satisfied with this division. However, the least students' satisfaction is guidance and scholarship work with the average scale of 4.16, but it is still good in satisfaction. After analyzing the results, the researcher has randomized the students to interview about guidance and scholarship work. It is found that there is less scholarship providing both internal and external the university compared to the amount of students in the faculty that cause some students with outstanding academic performance do not get the scholarship.

CONCLUSION AND FUTURE WORK

1. This research uses the samples of the students studying in academic year 2017. The results will be in the specific period of the study. However, this research can be improved and developed for the Student Affairs and Art and Culture works.

2. There should be a study of students' satisfaction with work related to the students to get the students' opinion and recommendation to improve the organization.

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