

SATISFACTION OF GRADUATE STUDENTS ON GRADUATE SCHOOL FORMS ONLINE

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ABSTRACT

A study of Satisfaction of graduate students on graduate school form online. The objective is to study graduate students' satisfaction levels with the use of graduate school form online. The population used for this study is graduate students. A total of 100 people who submitted research articles for publication were used to collect data, and questionnaires and statistics were used to analyze the data, including percentage, mean, and standard deviation. The study found that. Most of the sample were more female than male. The average satisfaction of the students with the applications of graduate school forms online. Satisfaction is at the highest level. When summarized in each aspect, design and form, content and utilization have the highest satisfaction levels. Suggestion 1) Should study the satisfaction of graduate personnel in using graduate school form online to develop the service even better. 2) Factors affecting satisfaction in using Graduate School Petition should be studied graduate school form online.

Keywords: Satisfaction / Graduate school forms

INTRODUCTION

The coronavirus (COVID-19) outbreak has started to spread in Wuhan. People's Republic of China Since December 2019, a large outbreak has impacted worldwide. A large-scale outbreak occurs when one person spreads the virus to a considerable group of people. The situation, therefore, became more severe in the group, a large gathering of the elderly population and the homeless population—exposure to diseases from foreign countries Urban density. The public health system is not robust. The government lacks transparency and freedom. Due to this situation, it is sent directly to educational institutions that must close teaching and learning and organize teaching in an online format in the future. Graduate School has adopted Google Forms to provide online request services. Graduate students complete the information through a Google Form. The system will then send the request to the student's email. You can also email your request online to graduate school officials without having to come and submit a

request to the graduate school. Previously, it could be downloaded from the Graduate School's website in PDF format and submitted to the Graduate School. Currently, it has been in operation for some time. Therefore, the researcher wanted to study students' satisfaction with using graduate school forms online (online document), which the researcher will use to benefit students and the university in the future.

LITERATURE REVIEW

Sanit Luebutnak (2006) [1] gave the meaning of satisfaction to mean attitude and feeling. An opinion that affects something after having experienced it. In a positive manner, it is satisfied, popular, liked, supported or has a good attitude towards a person. When needs are met in the same way If needs are not met, dissatisfaction will arise.

Uthaiphan Sudjai (2002) [2] stated that satisfaction refers to the feeling or attitude of a person towards something by It may be evaluative. that feeling or attitude towards something Is it positive or negative?

From the opinions of academics, it can be concluded that satisfaction is abstract. Can't see the shape It's a happy personal feeling. It is what determines the behavior in the expression of a person that affects the choice to act. Satisfaction brings comfort or happiness. Including various environments affecting satisfaction or dissatisfaction.

Theories related to satisfaction

Ukkrit Songchaisanguan (2000) [3] has compiled 4 groups of concepts regarding satisfaction in the form of motivation:

1. Maslow's Theory of Motivation. This theory proposes that human needs in different areas are arranged in order from basic needs. for survival to social needs and the need to be respected by the group as having value and to develop oneself further.
2. Motivation Theory Herzberg maintenance has mentioned motivation factors. which is a stimulant for practitioners in terms of satisfaction, including opportunity, success, acceptance, and responsibility. progress and maintenance factors which impede satisfaction include organizational policies, working conditions, and interpersonal relationships.
3. McClelland's theory of motivation, which divides human needs into 3 types: the need for success need for power and relationship needs by the need for success or what is called achievement motivation. If a person is high, they will have a desire to make something happen well.
4. Vroom's expectancy theory provides an idea about a person's motivation to work. The possibility of the outcome will be assessed.

Satisfaction Survey

Stromborg (1984) [4] Organizing the satisfaction of service users. What will be measured will vary according to the objectives of the person who will study it. But there is a method that is commonly used.

1. Interview: In this method, the student will have an interview form with questions. which has been tested for accuracy and reliability Conduct interviews with a sample group. The advantage of this method is the interviewer explains the questions so that the respondent can understand them. Can be used

with samples that cannot read or write. But there is a sound. Interviews take a lot of time. And there may be errors in the meaning.

2. Using questionnaires, it is the most popular method used. It is a question that has been tested for precision and confidence. The sample group chose to answer. The advantage of this method is Definitely getting a meaningful answer. Quick to explore Can be used with large samples. The disadvantage is that respondents must be able to read and write. and have the ability to think Satisfaction is a continuous state. Unable to tell the beginning or end of satisfaction. Questionnaires are popularly created as ranking scales.

RELEATED RESEARCH

Thipawan Sunthornthepvarakul (2004) [5] studied the decision factors of service users in selecting tutoring schools. The research results found that Factors in the decision of service users in selecting tutoring schools as a whole It was at a high level, with a mean of 3.47 and a standard deviation of 0.45. Classified by personal characteristics, it was found that tutor school users with different levels of education, occupations of their fathers and mothers, and average monthly family income had different decision factors. together in every aspect Significantly at the 0.05 level, users of school tutoring schools with gender There is a deciding factor in choosing a tutoring school that includes the school's tutoring teaching style. There are different factors in deciding to choose a school overall. But the management side and the price side There are different decision factors. Significant at the 0.05 level

Wanchai Kaewnaknaew (2007) [6] studied factors related to the decision to pursue higher education among high school students in Udondit Province. The research results found that Factors related to the decision to pursue higher education Statistically significant at the 0.05 level is the cumulative average score and public relations media.

Thamonwan Kanyahat (2011) [7] studied the satisfaction of consumers in Bangkok regarding the benefits of smartphones. It was found that the results of the analysis of satisfaction with the benefits of smartphones in each aspect has an influence on overall satisfaction with smartphones. It was found that satisfaction with the usefulness of smartphones in terms of product function, it has the greatest influence on overall satisfaction with a smartphone.

Pimchanok Kongbungkla (2014) [8] studied the satisfaction of students using the private course system, a case study of Wannasorn Tutoring School. The objective is to study the satisfaction of students using the private course system. and analyze problems arising from the use of the private course system. The sample in this study consisted of 400 students studying in Wannasorn tutoring schools. The instrument used in the study was a questionnaire, which was classified according to status. There are 6 areas for measuring satisfaction: 1) work process/service aspect, 2) service staff aspect, 3) classroom and learning location aspect, 4) efficiency and benefits of the system, 5) system design aspect, and 6) price appropriateness aspect. Statistics used include percentage, mean, and standard deviation. Data analysis used the SPSS package. The results of the study found that Students who use the private course system Satisfied with the process Service work Service staff Classrooms and study locations, Performance and

benefits of the system. System design and the appropriateness of the price at a very satisfied level. Problems from inquiries from students who use the private course system arise from the design of the menu layout system that is difficult to use, displaying images, sounds, letters, and various information. It is slow, especially during certain times when there are a lot of students using computers.

Warangkana Kongsin & Thanasuwit Tubhiranrak (2018) [9] Suan Sunandha Rajabhat University is divided into 2 types of personnel: 1) Academic Staff 2) Academic Support Staff. It can be seen that academic support personnel are an important force in leading the organization to achieve its goals. The performance of personnel is an important part of driving the organization towards.

RESEARCH OBJECTIVE

To study graduate students' satisfaction levels by using graduate school form online.

METHODOLOGY

This study employed a quantitative research methodology.

Population and sample

The study population consisted of 100 graduate students.

Data collection methods and procedures

1. The researcher prepares adequate questionnaires for the targeted sample size.
2. The researcher distributed the questionnaire to a randomly selected sample, ensuring that each participant received clear instructions and an explanation of the study objectives before answering the questionnaire. The researcher collected the completed questionnaires over approximately one month. Subsequently, the researcher collated and organized the data for analysis.

Data analysis

The primary statistical analyses included percentages, means, and standard deviations.

RESULTS

Part 1: Demographic Characteristics of Respondents

Table 1 Number and percentage of the sample divided by Gender.

Gender	Number	Percentage
Male	12	12.00
Female	88	88.00
Total	100	100

Table 1 shows that most respondents were female, accounting for 88 percent of the sample, while the male respondents accounted for 12 percent.

Table 2 Number and percentage of the sample divided by faculty/college.

Faculty / College	Number	Percentage
Graduate School	62	62
Fine Arts	12	12
Sciences and Technology	1	1
Innovation and Management	12	12
Political Science and Public Administration	5	5
Communication Arts	2	2
Logistics and Supply Chain Management	1	1
Industrial Service Management	5	5
Total	100	100.00

Table 2, The number and percentage of the sample group divided by status, found that the respondents belong to the Graduate School, 62 people, accounting for 62 percent, followed by the Faculty of Science and Technology and the College of Innovation and Management, 12 people, accounting for 12 percent, respectively.

Table 3 Number and percentage of the sample divided by curriculum.

Degree	Number	Percentage
Master of Education	30	30
Master of Science	5	5
Master of Business	6	6
Master of Public Administration	2	2
Master of Arts	31	31
Doctor of Communication Arts	1	1
Master of Public Health	1	1
Master of Management	9	9
Doctor of Philosophy	10	10
Master of Communication Arts	1	1
Doctor of Public Health	1	1
Master of Political Science	3	3
Total	100	100.00

Table 3, The number and percentage of the sample divided by the curriculum, found that the respondents most studied in the Master of Arts program, 31 people, accounting for 31 percent, followed by the Master of Education, 30 people, accounting for 30 percent, respectively.

Table 4 Number and percentage of the sample divided by field of study.

Program	Number	Percentage
Education Administration	30	30
Forensic Science	1	1
Applied Thai Traditional Medicine	3	3
Environmental Management	1	1
Public Health	1	1
Business Administration	2	2
Logistics and Supply Chain Management	1	1
Innovation Communication for Public and Private Sectors	3	3
Public Administration	2	2
Linguistics	2	2

Development Administration	21	21
Philosophy and Ethics	2	2
Performing Art	3	3
Tourism and Hospitality Management	5	5
Political Sciences	3	3
Innovation Management	9	9
Innovative Communication of Public and Private Sectors	1	1
Communication	1	1
Visual Communication Design	9	9
Total	100	100.00

Table 4, showing the number and percentage of the sample divided by field of study, found that the respondents studied mainly in the field of educational administration, with 30 people accounting for 30 percent, followed by the field of development management, with 21 people accounting for 21 percent, respectively.

Part 2: Student satisfaction with the use of Graduate School form online.

Table 5 Overview of student satisfaction with the use of graduate school form online.

Graduate school form online	$\bar{x}$	S.D.
1. Content	4.54	.527
2. Design and style	4.55	.600
3. Utilization aspect	4.52	.625
Entire overview	4.54	.551

In Table 5, overall student satisfaction with using the graduate school form online was at the highest level (average score 4.54).

CONCLUSION AND FUTURE WORK

From the study of the general status of the respondents, they are as follows:

1. Gender: it was found that most respondents were female rather than gender. The percentage of females was 88, and 12 percent were males.

2. Faculty: Most respondents, 62 percent, belonged to graduate schools, followed by the Faculty of Fine and Applied Arts and the College of Innovation and Management, 12 percent.

3. Curriculum, it was found that most respondents studied the Master of Arts for 31 percent, followed by the Master of Education for 30 percent.

4. Fields of study: Thirty percent of the respondents majored in educational administration, followed by development management for 21 percent.

From the satisfaction study, the following conclusions:

Overall satisfaction of the respondents to use graduate school online was at the highest level (average score 4.54)

Researchers' satisfaction with the use of graduate school form online. It was at the highest level (average score 4.54). It was found that the ordering of content was in steps. There is continuity. Please read and understand our most satisfied (average score 4.57)

Researchers' satisfaction with the website design and layout regarding the use of graduate school form online is at the highest level (average score 4.55), and the items with the highest average are as follows: The formatting in the form is easy to read, and use. and speed of displaying letters and various information very satisfied (average score 4.11)

Researchers' satisfaction with using graduate school forms online is at the highest level (average score of 4.52). The item with the highest average is as follows: a source of information that meets needs very satisfied (average score of 4.54)

ACKNOWLEDGEMENTS

I want to express my sincere thanks to Suan Sunandha Rajabhat University for invaluable help throughout this research

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