

Quality of building and site management Belongs to the midfield Suan Sunandha Rajabhat University Nakhon Pathom Campus

Sasiwimon Maneewong^{1*}, Phutthiwat Waiyawuththanapoom² and Pimploi Tirastittam³

^{1,2}College of Logistics and Supply Chain, Suan Sunandha Rajabhat University, Bangkok, Thailand

³College of innovation and Management, Suan Sunandha Rajabhat University, Bangkok, Thailand

e-Mail: ^{1*}sasiwimon.ma@ssru.ac.th, ²phutthiwat.wa@ssru.ac.th, ³pimploi.ti@ssru.ac.th

*Corresponding author

Abstract

The study aimed to evaluate the quality of management of buildings and facilities under the Central Division of Suan Sunandha Rajabhat University, Nakhon Pathom Campus, and to propose guidelines for its development. The study utilized a questionnaire, with a sample size of 187 respondents. Statistical tools such as frequency, percentage, mean, and standard deviation were used to analyze the data. The finding found that; 1) Demographics: 56.15% of respondents were female, 86.10% were academic support personnel, and 74.60% were affiliated with the Nakhon Pathom Campus office. 2) Quality Management of Buildings and Facilities: (1) Availability of Lecture Halls and Meeting Rooms: The air conditioning system was rated the highest, with a mean score of 4.65, indicating excellent performance. (2) Convenience of Building Services: The service for borrowing and returning audiovisual equipment, materials, and tools achieved a mean score of 4.66, reflecting high user satisfaction. (3) Utility Maintenance: The maintenance of the wastewater treatment system was consistently operational and scored a mean of 4.71. (4) Environmental Care: the maintenance of large trees contributed to a shady and aesthetically pleasing campus environment, achieving the highest score of 4.77. (5) Cleanliness: Cleaning services in classrooms, dormitories, and offices were rated highly at 4.72, reflecting neatness, professionalism, and cheerful service.

Keywords: Quality of building, Site management, Suan Sunandha Rajabhat University

1. Introduction

In 2015, Suan Sunandha Rajabhat University Council During the special meeting no. 2/2015 On August 14, 2015, a resolution was passed approving the establishment of the Nakhon Pathom Provincial Education Center. Rajabhat University Suan Sunandha is a division of Suan Sunandha Rajabhat University. It plays an important role as an educational institution providing specialized education in logistics and supply chains. International education Film, performing arts and new media. By organizing education in every college, education is organized to create learning using international media. In order to prepare to compete. at the international level for center infrastructure Education in Nakhon Pathom Province. It is based on taking into account the historical significance of the area and the interior environment is shady and beautiful, as seen in Suan Sunandha Rajabhat University,

Dusit District Bangkok. By responding to the usability of the space as an educational institution that must support educational activities more efficiently in the future. The Nakhon Pathom Provincial Education Center has organized the structure of the plan at the conceptual level in physical master planning. It will determine the use of space in Suan Sunandha Rajabhat University. Nakhon Pathom Provincial Education Center During a period of 5 years. It discusses the determination of usability and the density of space use. Defining the role and function of spaces and travel routes Use and improvement of various buildings with design techniques To achieve the most cost-effective use of space and maximum benefit.

Later in the year 2020, Suan Sunandha Rajabhat University Council At the meeting No. 2/2020 on the 27th February 2020, there was a resolution to approve the elevation. “Nakhon Pathom Provincial Education Center” to “Suan Sunandha Rajabhat University Nakhon Pathom Campus” with the Vice President of Nakhon Pathom Campus Be the supervisor and responsible for the administration of the Nakhon Pathom campus.

Facilities management is one important factor that helps the university. Can carry on work. Conveniently, the building is essential to the operation of the university. Just like a house is essential to a person's life. Therefore, administrators should give importance to building management that is appropriate to the importance of the work.

In addition, the safety of Suan Sunandha Rajabhat University Nakhon Pathom Campus Therefore, standards regarding buildings, locations, and safety of the location, number of buildings, entrances and exits, as well as other usable areas should be followed. Environmental standards are standards regarding the environment both inside and outside the building, such as lighting and conditions within the building. Environment and pollution, etc. and safety standards It is a standard regarding safety, such as specifying safety measures. and measures to prepare for emergency situations (Department of Local Administration Promotion, 2016:2) Which factors share the landscape environment, some school buildings and classrooms are dilapidated. Due to use for a long time Management should therefore give importance to maintenance. To get the most usability It also facilitates the organization of teaching and learning activities for maximum benefit to students and the government.

Therefore, the researcher sees the importance of Suan Sunandha Rajabhat University. Nakhon Pathom Campus to study the quality of building and location management Belongs to the midfield Suan Sunandha Rajabhat University Nakhon Pathom Campus. In order to be able to use research results to develop and improve buildings and locations to be of greater quality.

1.1 Research Objective

1. To evaluate the quality of management of buildings and facilities under the Central Division of Suan Sunandha Rajabhat University, Nakhon Pathom Campus.
2. To propose guidelines for its development.

2. Literature Review

2.1 Theoretical concepts about the working environment

Thanakorn Sirithorn (2016) said that the working environment of workers in various ways It will affect the behavior and attitude of people in performing their jobs. Each person will have different feelings and understandings about the environment around them. which depends on your understanding of various things It arises from the feelings and thoughts that

oneself has experienced. This may be caused by many factors. combined together, such as age, gender, experiences encountered, educational level and temperament This causes each person to perceive the environment around them differently.

Thapanaporn Khunthongnoi (2016) mentioned that the work environment is something that affects the physical and mental conditions that occur. This environment will either help support or hinder commitment to work. By arranging appropriate working conditions, including arranging the work place to be clean. Complete and ready to use, etc. I appreciate these things. It will help employees who work feel comfortable without being annoyed. or an unhappy mood Moreover, it also helps to promote better morale. If the working conditions are not suitable Dirty and cluttered can't push Motivating workers will increase their commitment and morale. Reduced work performance and the motivation of workers will reduce the commitment and morale of the workers.

Lalthrimma Bunphim (2016) has classified the characteristics of the environment that Supporting operations in 10 areas, including:

1. Security means receiving equal justice from supervisors. Security in work will make workers feel safe and confident in their work within the organization they belong to. From the study, it was found that people who lack knowledge or not much knowledge will focus on and feel that there is job security very important, unlike people with a high level of education, they usually do not pay much attention to it.

2. Opportunities for career advancement include: The organization supports personnel in the organization to advance in their work through promotions. Increase salary appropriately and fairly. In addition, rewards may be given. Give recognition and appreciation to those who perform well and support personnel to have further education opportunities and training to enhance their skills and knowledge.

3. Organization and management includes planning and policy of the agency. The agency's command structure. Guidelines for procedures within the agency reputation and guidelines for the operation of the agency.

4. Wages include salary or compensation from work. The wages received must be sufficient and appropriate for the assigned work and have equal payment methods.

5. Specific characteristics of the work The work performed is valuable work. Create pride feel honored accepted. Having a social appearance as a job that matches the abilities of the personnel. It is challenging work that creates change and promotes initiative.

6. Supervision is when supervisors pay close attention and teach the work, making them aware of the correct guidelines and methods of work. Supervision of work may cause personnel to feel satisfied. or they may be dissatisfied with what they have been assigned If such work supervision creates something undesirable, it may cause workers to think about transferring or resigning.

7. The social characteristics of work are the fact that one works with a group similar to oneself and is accepted by the work group. There is a smart and efficient working group. Have unity and know their duties.

8. Communication is the communication of news that occurs within the organization, such as news of events, changes and progress of the organization. News related to the work the organization is responsible for or performing and what the organization will do in the future.

Recognition of structure and hierarchy in operations, power of supervision and command. Policy news Work procedures and other related information can be applied by operators who receive the information for their operations.

9. Working conditions are a clean workplace. There are safety regulations, adequate equipment is prepared and appropriate and always ready to use. There is adequate parking space, lighting, sound volume, air ventilation and facilities suitable for work..

10. Welfare or other benefits received are welfare and other benefits that will be received in addition to compensation and wages that are normally received, including gratuities, pensions, holidays, sick leave, rights for medical treatment. and life insurance, etc.

2.2 Concepts about quality management

Robert Costello said that TQM (Total Quality Management) is a concept that requires Leadership and continued involvement of senior management all in the process Organizations that lead TQM to be used effectively. This is evident in the presence of employees who are trained and motivated to have a quality conscious, creative work environment. Have initiative There is trust in each other and everyone is dedicated to pursuit of better quality To achieve the ultimate goal is Satisfactory products and services.

Edwards Deming gave the meaning of the word Quality depends on the value and criteria set by the consumer (customer), not the manufacturer or entrepreneur who sets up the product. Even though it's excellent? If it doesn't match the usage or doesn't meet the needs and doesn't create customer satisfaction.

2.3 Role of building and site management services Suan Sunandha Rajabhat University Nakhon Pathom Campus

2.3.1 The workload of building and premises work consists of Study and analyze the work conditions of the Building, Premises and Environment group, Improvement and development of buildings, premises and environment, Prepare estimates for renovations and repairs of buildings and the area surrounding the office building, Controlling office energy saving measures and creating energy use measures, Controlling, caring for, and maintaining electrical, plumbing, telephone, and air conditioning systems, Providing services for using meeting rooms and equipment used in various meetings, Supervise the use of audio equipment and projector in the meeting room, Disaster prevention and relief and Perform other tasks as assigned

2.3.2 Design and construction work responsible for design, drafting, cost estimation, and construction control. To departments within the Nakhon Pathom Campus Office

2.3.3 Vehicle work consists of Car service work For use in the daily work of the Nakhon Pathom Campus Office, Cooperation in requesting use of cars from other agencies, Car and motorcycle maintenance work, Work requesting approval to repair automobiles and motorcycles, Water disbursement, fuel disbursement for vehicles, Car registration submission work, Insurance work and car accident insurance, The work records the repair history of each car, Requesting approval for purchasing fuel, Summary report on fuel consumption and annual car maintenance repairs and Perform other tasks as assigned

2.3.4 The department's administrative workload consists of: document interactive work Coordinate with various agencies Both outside and inside, Requesting permission to use the location Borrow various materials and equipment and Work on preparing relevant information

such as electricity usage information Water usage information Vehicle usage information Classroom usage information, etc.

2.3.5 Maintenance and service duties include: Work according to the principles and ethics of the technician profession, Maintenance of materials General equipment and equipment are ready for use. By considering diagnosis and repair Can do basic maintenance, Take care of public utilities and consumer systems with correctness, safety and legality as the main focus, Take care of materials and equipment under your responsibility. Not causing damage Lost and must be ready to use and Perform other tasks as assigned

2.3.6 Supplies work/finance/departmental budget duties and responsibilities of departmental supplies / finance / budget work that is responsible for purchasing / purchasing / disbursing various items through the E-office system.

2.3.7 Cleaning staff workload Has duties and responsibilities to perform duties as follows: Clean the area. Has been assigned correctly and completely, Take care of materials and equipment under your responsibility. Not causing damage Lost and must be ready to use, Arrange and decorate the place To be beautiful and appropriate according to the activities/projects of the office, Service work by providing excellent service to personnel and government visitors with service mind and Perform other tasks as assigned

2.3.8 The gardener's workload includes: Perform duties as a gardener and maintain the assigned area clean, beautiful and safe, Improve the landscape Maintain trees, flowers, and ornamental plants for decoration. Decorate the place to be beautiful regularly and take care of materials and equipment under your responsibility. Not causing damage Lost and must be ready to use.

2.3.9 Security staff's workload consists of: Inspect outsiders and all types of vehicles such as cars, motorcycles passing through the entrance – Issued within the university along with recording the vehicle's license plate number, color, brand, first and last name of the visitor, Ask visitors and give advice on where to go in a polite manner. Neat and respectful, such as “Hello”, “Thank you”, Take care of traffic for university personnel during rush hours, Controlling outsiders from coming to receive donations or raise money within the university, Check the entry and exit of property of third party vehicles. Make notes and ask questions when something goes wrong, Perform inspections and maintain order within the assigned area, Observe suspicious persons and vehicles, follow up and coordinate relevant points. To prevent theft, Make a detailed report of incidents seen to present to the team leader, Inspect common property of the university to ensure there is no damage or defects, such as electricity, water, public relations signs, water pumps, etc.

2.4 Related research

Phutthiwat Waiyawuththanapoom (2022). Has studied The role of human resource management and supply chain process in sustainable business performance. Population of the study is textile firms of Thailand. Employees of these textile firms were selected as respondents. 300 questionnaires were distributed among the textile firms of Thailand. Results of the study shows the positive role of HRM in BP sustainability. Better practices of HRM have the ability to promote BP sustainability. HRM has a positive role in employee skills development which further enhances BP sustainability. Moreover, supply chains in textile firms also play a major role to promote BP sustainability. Better supply chain increases the availability of raw material which causes BP sustainability.

3. Methods

Population and sample

The population used in this research is academic and academic support personnel. Suan Sunandha Rajabhat University Nakhon Pathom Campus, 420 people

Sample group How to calculate a sample using Taro Yamane's formula from the formula

$$n = \frac{N}{1 + Ne^2}$$
$$= \frac{740}{1 + 740(0.05)^2} = 187$$

The sample size was calculated using the formula of (Yamane, 1970) at a confidence level of 95% and the proportion of error that was allowed to occur was equal to 5% according to the formula, numbering 187 people.

Tools used to collect data

The questionnaire used in the research is divided into 3 parts as follows.

Part 1 is a questionnaire regarding general information of the respondents.

Part 2 is an analysis about Quality of building and site management Belongs to the midfield Suan Sunandha Rajabhat University Nakhon Pathom Campus

Part 3 is a questionnaire regarding additional opinions and suggestions.

Data analysis

The researcher analyzed the data from the questionnaire. Using a computer in processing And the collected data was analyzed statistically as follows.

Part 1: General information of the respondents. Frequency and percentage analysis

Part 2 Satisfaction level, opinions on the quality of management of buildings and places under the Central Division. Suan Sunandha Rajabhat University Nakhon Pathom Campus Use mean analysis and deviation standards with average criteria for interpretation as follows

The average of 4.51-5.00 is in the highest level of satisfaction.

The average of 3.51-4.50 is in the high level of satisfaction.

The average of 2.51-3.50 is in the moderate level of satisfaction.

The average of 1.51-2.50 is in the low level of satisfaction.

The average of 1.00-1.50 is the least level of satisfaction.

Part 3 Information, opinions and suggestions Content analysis will be used to analyze the data. In order to obtain information that can indicate the quality of management of buildings and locations under the Central Division. Suan Sunandha Rajabhat University Nakhon Pathom Campus

4. Results and Discussion

Table 1: Results of general data analysis of service recipients

General information		Frequency	Percentage
Sex	Man	82	43.85
	Woman	105	56.15
Total		187	100.00
Personnel	Academic personnel	26	13.90
	Academic support personnel	161	86.10
Total		187	100.00
College	College of Logistics and Supply Chain	42	22.46
	College of Communication Arts	32	17.11
	College of Hospitality Industry Management	13	6.95
	College of Politics and Government	11	5.88
	Sports Science and Health	15	8.00
	Nakhon Pathom Campus	74	39.60
Total		187	100.00

From the table, general information of service recipients Nakhon Pathom Campus Suan Sunandha Rajabhat University, number of 187 people, found that the majority were males, numbering 80 people, accounting for 43.85 percent, and females, numbering 105 people. People accounted for 56.15 percent, respectively. Personnel: Most of them are academic support personnel, 161 people, accounting for 86.10 percent. Academic personnel, 26 people, accounting for 13.90 percent. Most of them are personnel at the Nakhon Pathom campus, 74 people, accounting for 39.60 percent, College of Logistics and Supply Chain, 42 people, accounting for 22.46 percent. College of Communication Arts: 32 people, accounting for 17.11 percent. Sports Science and Health: 15 people, accounting for 8.00 percent. College of Hospitality Industry Management: 13 people, accounting for 6.95 percent. And College of Politics and Government: 11 people, accounting for 5.88 percent

Table 2: Assessment of the level of satisfaction of service recipients regarding building services. Midfield, Nakhon Pathom Campus

Satisfaction level of service recipients	Opinion level		
	Mean	S.D.	Interpret
Availability of meeting rooms	4.62	0.52	Highest
Convenience of building services	4.64	0.50	Highest
Utilities care and maintenance to be in ready-to-use condition	4.68	0.47	Highest
Caring for the environment within the Nakhon Pathom campus	4.72	0.45	Highest
Cleaning inside school buildings, dormitories, and offices	4.48	0.47	High
Total	4.63	0.48	Highest

The results of the analysis of the evaluation of the level of satisfaction of service recipients in the provision of central building services. Nakhon Pathom Campus, overall, it was found to be at the highest level ($\bar{x} = 4.63$, S.D.= 0.48) When considering each item, it was found that Caring for the environment within the Nakhon Pathom campus had the highest average ($\bar{x} = 4.72$, S.D.= 0.45) Next is Utilities care and maintenance to be in ready-to-use condition ($\bar{x} = 4.68$, S.D.= 0.47) and the least average is Cleaning inside school buildings, dormitories, and offices ($\bar{x} = 4.48$, S.D.= 0.47)

5. Conclusion

Analysis in relation to Assessment of the level of satisfaction of service recipients regarding building services at the Central Division, Nakhon Pathom Campus. The data analysis results are presented in the following order. Consists of 5 elements. Including the readiness to use the meeting room. Convenience of building services Utilities care and maintenance to be in ready-to-use condition Caring for the environment within the Nakhon Pathom campus Cleaning inside school buildings, dormitories, and offices. It is distributed as an average score.

Study of the quality of management of buildings and premises under the Central Division Suan Sunan Rajabhat University Nakhon Pathom Campus (Aspects of meeting room readiness) which can be classified into individual items. Arranged in order as follows: Availability of lecture rooms and conference rooms. When considering each item, it was found that Caring for the environment within the Nakhon Pathom campus had the highest average ($\bar{x} = 4.72$, S.D.= 0.45) Next is Utilities care and maintenance to be in ready-to-use condition ($\bar{x} = 4.68$, S.D.= 0.47) and the least average is Cleaning inside school buildings, dormitories, and offices ($\bar{x} = 4.48$, S.D.= 0.47)

References

- Allport, Gordon Willard. (1961). *“Attitude,” in Handbook of Social Psychology.* C.Murchison. Morchester, MA : Clark University Press.
- Natthakarn Jongwimansin. (2021). *Factors of the working environment. Happiness at work is related to organizational commitment among personnel of the Department of Disaster Prevention and Mitigation in Bangkok.* Master of Business Administration Thesis Srinakharinwirot University.
- Nakariya Alidiman. (2015). *Model of causal relationship to work dedication of personnel in the organization. Subdistrict administration Songkhla Province. (Master of Public Administration Thesis).* Prince of Songkla University.
- Piyamaporn Phunongong. 2019. *Study of satisfaction with the work environment and Commitment to the organization of the Office of Learning Innovation personnel Srinakharinwirot University.* Mahidol R2R E-Journal, 6(2), 56-69
- PDCA [Online], accessed 13 March 2006. Available from <http://www.msu.ac.th/Educational/Pdca.html>
- Royal Academy. (1999). *Royal Institute Dictionary. 1999. Bangkok: Nanmee Books.*
- Suan Sunandha Rajabhat University. (2023). Nakhon Pathom Campus Manual Suan Sunandha Rajabhat University 2023.* Suan Sunandha Rajabhat University, Bangkok.
- Thapanaporn Khunthongnoi. (2016). *The relationship between work motivation and loyalty of field engineers in the real estate and construction industry listed on the Stock Exchange of Thailand.* (Master of Business Administration Thesis). Rajabhat University of Technology Mongkol Phra Nakhon, Bangkok.

Thanakorn Sirithorn. (2016). *Work behavior, working environment and personality that affects the work safety of foreign workers: a case study of Myanmar foreign workers in a factory in the Mahachai area Samut Sakhon Province*. Business Administration Thesis Master's degree, Bangkok University.

Waiyawuththanapoom, P.et al. (2022). *The role of human resource management and supply chain process in sustainable business performance*, *Uncertain Supply Chain Management*, 10(2), 517-526,