

SATISFACTION TOWARDS LEARNING FACILITIES, COLLEGE OF LOGISTICS AND SUPPLY CHAIN, SUAN SUNANDHA RAJABHAT UNIVERSITY

Apisit Thongbaion*, Wissawa Aunyawong**

*,***Suan Sunandha Rajabhat University, 1-U-Thong Nok, Dusit, Bangkok, Thailand,*
*E-Mail: *apisit.to@ssru.ac.th, **wissawa.au@ssru.ac.th*

ABSTRACT

The study on satisfaction with learning facilities at the College of Logistics and Supply Chain, Rajabhat Suansunantha University, aims to 1) examine the satisfaction of service users with learning facilities at the College of Logistics and Supply Chain, and 2) explore ways to improve and enhance the efficiency of the college's facilities and amenities. The study population includes academic staff, support staff, and students, totaling 200 participants. Data was collected through questionnaires, and statistical analysis included percentages, averages, and standard deviations. The research findings indicate that the service users at the College of Logistics and Supply Chain are highly satisfied with the overall learning facilities services in all four aspects: building and classrooms, safety, convenience and amenities within the building, and environmental conditions. This study highlights the quality of learning facilities services that positively impact the teaching and learning environment.

Keywords: Satisfaction, Learning facilities, Service quality

INTRODUCTION

There are 4 main important missions of higher education institutions or universities as a source of wisdom for a society that is internationally accepted missions can be divided into (1) production of quality graduates to develop a high level of manpower for society and the nation (2) research to create knowledge to achieve academic excellence (3) academic services to society to create and sustain the progress of the society and improve the quality of life of the people in society using advanced academics as a basis (4) preservation of arts and culture to maintain the Thai national identity.

College of Logistics and Supply Chain, Suan Sunandha Rajabhat University, give importance to teaching and learning facilities which is an intermediary. The students learn according to the objectives of teaching and learning defined easily and quickly. It is an important tool and intermediary in the teaching and learning process. It has the duty to convey the needs of the instructor to the learners accurately and quickly. By relying on various equipments for example, teaching equipment audio-visual equipment educational technology teaching media, educational media.

The importance of managing buildings and premises to be effective must study the satisfaction of current students the problems and needs planning implementation and evaluation from students. Therefore, the researcher was interested in studying the satisfaction with building work and places of the College of Logistics and Supply Chain, Suan Sunandha Rajabhat University. To study the utilization of buildings and facilities of the College to study the satisfaction with building works and places and apply the information obtained as a guideline for improvement and plan the utilization the buildings of the College of Logistics and Supply Chain and premises in order to achieve extreme satisfaction with further use.

LITERATURE REVIEWS

The research on satisfaction towards learning facilities of the College of Logistics and Supply Chain, Suan Sunandha Rajabhat University and presented the related literature into four part (1) the concepts and theories about development (2) the concepts and theories of satisfaction (3) the concepts and theories about service provision (4) the importance of building and facility management. The details would describe as below;

1. Concept and theory about development, development is a concept rooted in interest which arises from observing the phenomenon of social and cultural change that clearly explains that society and culture of humanity are constantly changing (Wararatchai et al., 2023).

2. The concept and theory of satisfaction, satisfaction is a positive attitude of the people towards something. It is a positive feeling or attitude towards the work done by a person towards the work happiness of a person arising from performance and satisfactory results makes people enthusiastic, happy, determined to work morale and encouragement. Affiliations with the agency take pride in the achievements of the work you do and these will affect the efficiency and effectiveness of work, affecting the progress and success of the organization as well (Noppakate & Aunyawong, 2022).

3. The concept and theory about service, service is not a tangible thing but rather a process or activity arising from the interaction between those who want to use the service and service provider in order to meet one's needs to achieve success. The difference between goods and services they both bring benefits and satisfaction to customers who come to buy. The service business will focus on actions that meet the needs of customers. This leads to satisfaction in receiving that service. In this time general business aim to sell products that customers like and create satisfaction in owning that product (Kerdpitak et al., 2022).

4. The importance of facility management, facility management means that management uses available resources to operate buildings and premises. Collaborate with school personnel to achieve the goals set. Types and scope of learning facilities for executives to be able to manage learning facilities effectively, it is necessary to know the scope of work that.

METHODS

Population and Sample

This research is quantitative in nature and involves academic and academic support staff at the College of Logistics and Supply Chain, Rajabhat Suansunantha University, during the period from October 2022 to July 2023.

Population:

- Academic staff: 64 people
- Academic support staff: 29 people
- Students: 251 people

Sample:

200 Participants

Research Method

The research tool developed for this study is a questionnaire, divided into three parts:

1. **Basic Information:** Includes questions on gender, age, and position.
2. **Facilities and Amenities:** Assesses aspects such as classrooms, safety, convenience, and amenities within the building, using a Likert scale.
3. **Issues and Suggestions:** Open-ended questions about challenges and suggestions.

Tool Development Process

1. **Literature Review:** Studied relevant theoretical concepts and research to create a framework and define terms.
2. **Questionnaire Development:** Consulted with organizational leaders and authorities to create a comprehensive questionnaire.
3. **Expert Review:** Reviewed by three experts to ensure content validity, using the Item Objective Congruence index (IOC).
4. **Adjustments:** After expert feedback, refined the questionnaire, and conducted a try-out with 10 individuals to establish reliability (Cronbach's Alpha coefficient: 0.947).

Data Collection

1. **Quantitative Data Collection:** Coordination with the college dean to gather information from administrators, faculty, and students during December 2565 to January 2566.
2. **Distribution of Questionnaires:** Researchers personally distributed and collected questionnaires, and in cases of non-return, retrieved them.
3. **Data Analysis:** Used SPSS for statistical analysis, including frequency distribution, percentages, means, and standard deviations.

Data Analysis

SPSS for statistical analysis was utilized to present the data through frequency distribution, percentages, means, and standard deviations.

RESULTS

Part 1 presents the results of the general data analysis from the questionnaire respondents.

It is found that male respondents are 87 people, accounting for 43.00%, and female respondents are 113 people, accounting for 57.00%. From Table 1.2, categorized by age, respondents aged 18-29 years are 100 people, accounting for 50.00%; aged 30-40 years are 70 people, accounting for 35.00%; aged 41-59 years are 26 people, accounting for 13.00%; and aged 60 and above are 4 people, accounting for 02.00%. Table 1.3 classifies respondents by their positions, with 50 teachers (25.00%), 34 staff members (17.00%), and 116 students (58.00%).

Part 2 presents the results of the analysis regarding the attitudes of service recipients towards service providers at the Logistics and Supply Chain College.

It includes four aspects: 1) Building and Classrooms, 2) Security, 3) Convenience and Facilities within the Building, and 4) Environmental Conditions.

First, the overall satisfaction with the learning facilities at the Logistics and Supply Chain College is high for Building and Classrooms, with an average score of 4.89 and a standard deviation (S.D.) of 0.28. When considering individual items, items such as chair and desk size for students and teachers have the highest satisfaction with an average score of 4.96, followed by an adequate number of computers for learning and service, which has an average score of 4.93.

Second, the overall satisfaction with the learning facilities is high for Security, with an average score of 4.92 and an S.D. of 0.28. The highest-rated item is the fire safety equipment, which has an average score of 4.92, followed by the safety of elevator usage with an average score of 4.91.

Third, the overall satisfaction with the learning facilities is high for Convenience and Facilities, with an average score of 4.90 and an S.D. of 0.30. Items with the highest satisfaction

include adequate lighting in classrooms, sufficient classrooms for use, clear signage within the building, and good functionality of public utilities.

Forth, the overall satisfaction with the learning facilities is high for Environmental Conditions, with an average score of 4.93 and an S.D. of 0.26. Notable items include cleanliness within the building, well-organized internal environmental conditions, and energy-saving practices.

CONCLUSION

The study results on satisfaction with learning facilities at the Logistics and Supply Chain College, Suan Sunandha Rajabhat University, are categorized as follows:

Building and Classrooms: Overall, service recipients at the Logistics and Supply Chain College are highly satisfied with the buildings and classrooms. When considering the knowledge and abilities of the service providers, it is found that they are highly satisfied. Key points include the providers' enthusiasm, helpfulness, problem-solving skills, ability to handle specific incidents well, provision of good advice on work-related issues, efficient service provision, and emphasis on punctuality and efficiency in their work. Service recipients express moderate satisfaction with the effectiveness and efficiency of service providers in finding solutions to work-related issues.

Safety: Service recipients at the Logistics and Supply Chain College express the highest level of satisfaction with safety. Regarding the inspection process, they are highly satisfied with the understanding and ability of service recipients to perform the required processes efficiently. Service recipients find the process easy, allowing them to efficiently check the services provided. They also appreciate the understanding of the inspection system and the satisfactory service provided.

Convenience and Facilities within the Building: Service recipients at the Logistics and Supply Chain College are highly satisfied with the overall convenience and facilities within the building. They express the highest satisfaction with the guidance provided by service providers for easy communication. Additionally, they believe that service providers have sufficient facilities to meet the needs of service recipients.

Environment: Service recipients at the Logistics and Supply Chain College are highly satisfied with the overall environment. They find the provision of adequate equipment satisfactory, with the highest satisfaction regarding guidance and maintenance of the building's environment, waste disposal, energy conservation, and overall efficiency.

Recommendations:

General Recommendations:

1. **Developing Service and Learning facilities:** The college should prioritize the development of service and learning facilities to enhance the efficiency of student learning and improve the college's teaching and management practices.

Research Recommendations for Future Studies:

1. **Study on Elevating the Status of Learning facilities Groups:** Conduct research to study ways to elevate the status of learning facilities groups, focusing on enhancing the learning experience and knowledge of students.

2. **Study on Systematic Learning facilities Services:** Investigate strategies for organizing systematic learning facilities services to maximize benefits for both educational services and the well-being of teachers, students, and the college's resources. This should be done before any damage or disruption occurs.

3. **Continuous Feedback Collection:** Regularly collect feedback and suggestions from users to continually improve the management system of learning facilities services, ensuring it remains suitable and up-to-date for future needs.

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