STUDENT'S SATISFACTION OF SUAN SUNANDHA RAJABHAT UNIVERSITY'S ACADEMIC RESOURCE CENTER

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ABSTRACT

This research objected to study the Students' satisfaction with the academic resource center, Suan Sunandha Rajabhat University in order to establish the recommendations from the results of the study to improve and develop the services of the academic resource center, Suan Sunandha Rajabhat University. The target group is undergraduate students in years 1-4, semester 1, academic year 2023, from a population of 26,629 people. The sample size of 400 people was obtained by selecting Taro Yamane's ready-made tables with a confidence value of 95 percent of the population. The tools used in this research study were: Questionnaire regarding student satisfaction with academic resource center Suan Sunandha Rajabhat University all 5 aspects are 1) buildings and premises, 2) services, 3) information materials, 4) equipment, and 5) public relations. Once the data was obtained, the data was analyzed using the SPSS for Windows computer program.

The results of the study found that students at Suan Sunandha Rajabhat University There is satisfaction with the use of academic resource center by students of Suan Sunandha Rajabhat University. Overall, all 5 aspects are at a high level. When considering each aspect, it was found that Suan Sunandha Rajabhat University students' Satisfaction with the services of Suan Sunandha Rajabhat University Library was at a high level in 2 areas: building and service. And students of Suan Sunandha Rajabhat University are satisfied with the services of the Suan Sunandha Rajabhat University library at a high level in 3 areas: information materials, equipment, and public relations.

Keywords : Satisfaction, Using library services, Suan Sunandha Rajabhat University

INTRODUCTION

The library is a source of information that provides information resources in various forms, such as books, journals, newspapers, pamphlets, tape materials, television, CD-ROM, DVD, and VCD, with a librarian as the operator, and manages various tasks in the library by organizing them into categories and in an orderly manner. To make library service users feel convenient and easy to search for and meet their needs, the library is currently responsible for collecting and organizing systems to provide various communication services as well as computer technology and communication technology. It also has tools for searching and provides various media services. To create the greatest benefit for library users. The library also has many other names, such as leather information center, leather materials center, leather education materials center, and book resource institute. Book Document Center and Information Center, etc. The current educational arrangement of libraries has played an important role. That will help organize education to achieve the desired goals. Roles that help

in education include both direct roles and indirect roles. This depends on the type of library, such as a school library. College and university libraries, or libraries used in the study of various educational institutions These libraries have a direct role in teaching and learning in those educational institutions. As for public libraries, specialized library National Library It also plays an indirect role in organizing education. Because this latter type of library provides services to the general public. Both those in school and outside of school, students, teachers, have opportunities that can be used for research. Find additional knowledge beyond the library in your educational institution. Kritsanaphong,S.(2016). The most common problem encountered in most libraries is the lack of support from organizational administrators, the shortage of professional personnel, the lack of budget for operations, and the inability to apply information technology in operations, Siriporn,P. (2016). As for a good-quality library, it will have the following characteristics: It is organized to use various materials in the library, not just to keep them for looking at them for beauty. There are librarians who have sufficient knowledge, ability, or efficiency to manage the administration within the library. There are open shelves for storing books so that library users can search for books easily and quickly. There are buildings and locations that are hygienic. There is good ventilation. There is enough light, and it is in a calm place. The various materials within the library are organized into categories. There are enough books for the research of users using the service. There is definitely a budget for operations and complete media facilities for those using the service. Today, learning is an important tool in changing global society and Thai society because the world is currently becoming smaller. as a result of technological advancements, especially information and communication technology. Therefore, it is important to give importance to learning and wider knowledge acquisition. Educational reform is therefore necessary so that education can truly develop people so that they can be knowledgeable and keep up with current world trends. "National Education Act 1999," which was later amended No. 2 in 2002. It was the first education law that led to reform. (National Education, 1999: 4–9) Education in various fields, with libraries playing an increasing role and participating. Especially as a source of lifelong learning and as the center of local learning networks. But because the Thai library system is extremely worrisome, because it is a place where only some people see the value and go to use its services. Most of them are the same group of people, such as students, teachers, and people living in the vicinity of the library. Although the library is an important source of knowledge, it is like the brain of Thai youth and the general public in searching for knowledge on many different subjects and is a source of lifelong research. But the library is a place that ordinary people pay very little attention to.

Suan Sunandha Rajabhat University Library, or the Academic Resources Center of Suan Sunandha Rajabhat University was established in the era that Suan Sunandha Rajabhat University was a Suan Sunandha Teacher Training School. The old library was established next to the classrooms which is not appropriate because there was a noise from teaching. So it was moved to a present location which is separated from the classroom and it has progressed steadily up to the present for more than 80 years. Throughout that time, the Academic Resources Center has provided services to students, teachers, and personnel of the university, as well as outsiders who come to request services. The past has both strengths and weaknesses. Highlights include: more buildings; and receiving a budget to procure more information resources. Disadvantages include a small number of personnel and a lack of efficiency in providing services. And most importantly, there is a lack of serious study of the needs of service users. Kannika, Y.,& Sirichot, P. (2014) Suan Sunandha Rajabhat University Library, or the Academic Resources Center of Suan Sunandha Rajabhat University, is an internal agency with status equivalent to a faculty. and there is an academic resource center building. It is a service. Within, there are many services. Technology has been used to provide services to users with greater convenience. For example, searching for a list of books through the library's internet

system, etc., and also providing convenience. For relaxation for students, for example, there is a karaoke room. Home theater room There are also books and newspapers for students to study and gain knowledge from. However, due to opening hours, there are only a few hours, and the books in the library are quite old and few in number and not suitable for use in student learning, etc.

For the reasons mentioned above, the research team is made up of students who use the services of the Suan Sunandha Rajabhat University library. Therefore, we are aware of the problems that arise in using the academic resource center of Suan Sunandha Rajabhat University. Therefore, we are interested in studying the satisfaction of students in years 1–4 at all faculties of Suan Sunandha Rajabhat University. For access to the Suan Sunandha Rajabhat University academic resource center as well as the needs of students regarding the use of various services of the Suan Sunandha Rajabhat University Library The results of this research are to be used as a guideline for managing and providing academic resource centers in a more modern and efficient manner. So that those who have access to the service will have convenience. Phutthiwat.W.,et al.,(2020) Quick to use the Suan Sunandha Rajabhat University library service and to create greater satisfaction for those receiving services. This is to develop the library. Suan Sunandha Rajabhat University To be more efficient, there is a library that supports teaching and learning for students at Suan Sunandha Rajabhat University. In order to continue developing quality human resources.

OBJECTIVE

1. To study student satisfaction Suan Sunandha Rajabhat University to use the service of the academic resource center

2. To compare satisfaction with academic resource center among Suan Sunandha Rajabhat University students.

3. To make suggestions and use the results of the study to improve and develop the library's services of Suan Sunandha Rajabhat University.

RESEARCH METHODOLOGY

3.1 population

For the population and sample in this research, the researcher has determined the population and sample as follows: Population The population in this research. Bachelor's degree students, years 1-4, semester 1, academic year 2023, of Suan Sunandha Rajabhat University, totaling 26,629 people.

3.2 Sample

The sample group used in this study was undergraduate students, years 1-4, semester 1, academic year 2023, of Suan Sunandha Rajabhat University. This was obtained by selecting a ready-made table from Taro Yamane (Yamane, 1973) with a confidence value of 95 percent of the population from a population of 26,629 people, resulting in a sample size of 400 people.

3.3 Research tools

The instrument used in this research study was a questionnaire regarding students' satisfaction with the use of library services. Suan Sunandha Rajabhat University, which the researcher created according to the research objectives, followed the following steps:.

3.3.1 Creating research tools 1) Study general basic knowledge, principles, concepts, and theories related to satisfaction with service use. Library from related documents and research 2) Define the concept of creating a questionnaire based on the theory and content to be studied. 3) Process information obtained from the study. Determine the purpose of building the machine by asking for advice from experts. 4) Create a 5-level rating scale

questionnaire tool with content covering the issues. 5) Present the draft research instrument to experts to check the validity of the questionnaire. Then find the index of consistency with each objective (the index of item-objective congruence) and improve the tool according to the suggestions of experts. by experts who provide advice on research tools. Concerning students' satisfaction with the academic resource center Suan Sunandha Rajabhat University 6) Test the research tools with a population that is similar to the sample population in which the research will be conducted. To find the reliability coefficient of the questionnaire instrument. 7) Modify research tools according to expert recommendations. 8) Publish complete research tools and use them to collect data. with the sample group.

3.3.2 Characteristics of the tools used in the research

For the nature of the questionnaire this time, the researcher has created it by studying concepts, theories, and related research. Then bring it up to improve. It is separated into different parts as follows: 1) Questionnaire regarding general information of respondents The nature of the questionnaire is Check List 2) Questionnaire regarding satisfaction with the use of academic resource centers by students at Suan Sunandha Rajabhat University in 5 areas: buildings and facilities Information materials, equipment, public relations, and services The questions are based on a 5-point rating scale. 3) It is an open-ended questionnaire (open-ended question) for respondents to express. Additional opinions on problems, obstacles, and suggestions regarding satisfaction with the academic resource center of students at Suan Sunandha Rajabhat University.

3.3.3 Visiting the storage area

It is a collection of data from questionnaires with the sample that was selected. The researcher assessed the quality of the questionnaire. By taking the draft questionnaire to the experts. which has knowledge and experience in logistics Check the index of consistency between the questions and the research objectives (Index of Item-Objective Congruence: IOC). The results of checking the index of consistency between the questions and the research objectives. The value is between 0.60 and 1.00; the appropriate value is 0.50 and above. Turner & Carlson (2003) The researcher then used the questionnaire to try out a population of 30 people with similar characteristics to the population intended for this study in order to analyze and determine the discriminatory power. (Discrimination) obtained a discriminatory power value between 0.58 and 1.93 for the questions that were in the form of a checklist. and questions that were in the form of a rating scale. Find the confidence value of the questionnaire. (reliability) using the alpha coefficient analysis method. Which must have a value greater than 0.8, so confidence is considered to be at a very good level (George & Mallery, 2003). Then use the tool to collect data by asking for help answering questionnaires from the sample group. The statistics used in descriptive data analysis include frequency (frequency) and percentage (percentage), mean (mean), standard deviation (standard deviation), and comparative statistics such as T-tests and one-way ANOVA.

RESULTS

The results of the study of the demographic characteristics of 400 Suan Sunandha Rajabhat University students found that the majority were female, numbering 231, accounting for 66.2 percent, and male, numbering 167, accounting for 33.8 percent. Most of the students are in Year 4, with 169 people, accounting for 34.5 percent, followed by 149 people in Years 1 and 3, with the same number. accounting for 24.5 percent and second year level 82 people, accounting for 16.5 percent according to faculties, most of them are in the Faculty of Humanities, 218 people, accounting for 21.5 percent, followed by 142 people in the Faculty of Management Science, accounting for 21.0 percent and the Faculty of Education, 140 people accounting for 20.0 percent, respectively, the majority of academic results were in the academic performance range of 3.01-4.00, 295 people, accounting for 52.5 percent, followed by being in the academic performance range of 2.01-3.00, 66 people, accounting for 43.6 percent, and

During the academic performance period, there were 39 students, accounting for 1.01-2.00 percent, respectively.

Results of the analysis of students' level of satisfaction with library services. Suan Sunandha Rajabhat University Information materials. It was found that there was the highest overall level of satisfaction (= 4.39, S.D. =.766), and if considered individually, it was found that satisfaction with information materials was at a high level, namely having the internet (Wi-Fi) that is available. Stability (= 3.50, S.D. =.953), and at the highest level, the up-to-dateness of the research. Research reports (= 4.44, S.D. =.933) and the modernity of books, journals, magazines (= 3.42, S.D. =.948) and audiovisual media (CD-ROM, VCD, VDO, tape, and TV) provided are adequate (= 4.32, S.D. =.872). There are enough computers available (= 4.31, S.D. =.983).

Results of the analysis of students' level of satisfaction with library services. At Suan Suan Sunandha Rajabhat University, in terms of equipment, it was found that there was a high level of overall satisfaction (= 3.88, S.D. =.757). And if considering each item, it was found that satisfaction with equipment was at a high level, namely, the library has a number of desks. Sufficient chairs (= 3.53, S.D. =.925).

Results of analysis of students' level of satisfaction with library services. Suan Sunandha Rajabhat University In terms of public relations, it was found that there was a high overall level of satisfaction ($\bar{x}$ = 3.84, S.D. = .783). and if considering each item, it was found that satisfaction with public relations was at a high level, i.e. there were signs giving suggestions. The use of the library is within the library ($\bar{x}$ = 3.56, S.D. = .883) and is at a moderate level, that is, there is outside public relations above the publicity from the library's website ($\bar{x}$ = 3.48, S.D. = .924) The library's website screen is easily accessible, convenient, and fast ($\bar{x}$ = 3.47, S.D. = .938). Information on the library's website is The library has clear accuracy ($\bar{x}$ = 3.47, S.D. = .907) and documents recommending the organization. Recommendations for using the service are complete and clear ($\bar{x}$ = 3.43, S.D. = .940)

Results of the analysis of students' level of satisfaction with library services. Suan Sunandha Rajabhat University In terms of service, it was found that there was a very high level of satisfaction overall (= 4.24, S.D. =.931) and if considered individually. Satisfaction with service At a high level, that is, staff talk to you, speak politely, and show respect to you every time you come to contact us to request service (= 3.72, S.D. = 1.034). The borrowing-return period for books, documents, and audiovisual materials is appropriate (= 3.64, S.D. =.925). There are various types of services provided. completely as specified (= 3.57, S.D. =.950), the opening and closing times for services are adequate (= 3.52, S.D. =.951), and at a high level, that is, the library has air. Transfer of opening and closing times for services as specified (= 3.48, S.D. =.977)

Results of the analysis of students' level of satisfaction with library services. Suan Sunandha Rajabhat University, including all aspects, found that there was a high level of satisfaction in every aspect (= 4.29, S.D. =.703), and if considered individually, each aspect was found to be in the building and service aspect. There is a high level of satisfaction (= 3.56, 3.58, S.D. =.772 and.822) with information materials, equipment, and public relations. There was a high level of satisfaction (= 3.89, 3.86, 3.87, S.D. =.766,.757,.783), respectively.

The results of the comparative analysis of the level of satisfaction with the use of the academic resource center of students at Suan Sunandha Rajabhat University, classified by gender, using the t-test statistic (independent t-test). It was found that in terms of buildings, information materials, equipment, and public relations The service aspect and overall picture have a sig. value of.9435,.876,.750,.596,.758,.895, respectively, which is greater than 0.5, that is, accepting the main hypothesis (H0), meaning that students of different genders There is a level of satisfaction with buildings, locations, information materials, equipment, and public relations. The service aspect and overall picture are no different.

DISCUSSION OF RESULTS

Results from the study of students' satisfaction with library services. Suan Sunandha Rajabhat University There are interesting points, and the results are discussed as follows:.

5.1 From the results of the study, satisfaction level with university students' academic resource centers Suan Sunandha Restaurant Overall, it is at a high level. which shows that the Nakhon Pathom Rajabhat University library developed the library to be more efficient and suitable for needs. In line with the research of Suraphon., K. (2014),. Studying and comparing the satisfaction of service users regarding the services provided by public libraries in Nakhon Nayok Province, it was found that the overall level of satisfaction was at the level due to There is little information service. and there is a lack of cooperation from various agencies. There are few textbooks; they are old and damaged, and there is a lack of personnel to take care of them thoroughly.

5.2 Buildings and locations Satisfaction level of students using the academic resource center Royal University Suan Sunandha Restaurant Building side Overall, it is at a high level. This is because the library area has sufficient light, is spacious, and has appropriate seating arrangements. Including a clean, orderly atmosphere within the library. Conducive to sitting, reading, and researching; no loud noises. It also has good ventilation, which shows that the library of Suan Sunandha Rajabhat Continuously developing the library in terms of buildings and facilities to be adequate and suitable for service users, which corresponds to the Information Services Group. (2008) Conduct a research study on the satisfaction of users of the Academic Resource Center. Mahasarakham University found that in terms of buildings and facilities It appears that service users are satisfied. Satisfied at a high level Because the space is spacious enough, books can be easily moved for work. And there is sufficient light, open and comfortable to the eyes, with atmosphere, light, and various amenities. that is conducive to the learning of service users.

5.3 Information materials Satisfaction level of students using the academic resource center Royal University Suan Sunandha Restaurant Information materials Overall, it is at a moderate level. Because the internet (Wi-Fi) is not very stable, theses, reports, books, journals, and magazines are not very up-to-date, old, and damaged. Including audiovisual media (CD-ROM, VCD, VDO, tape, and TV) and computers, the services are not sufficient. Service needs of service users This shows that the Suan Sunandha Rajabhat University Library still lacks development in information materials. Does not meet the needs of accessing the service, which is consistent with research. Mali., K.(2009) A study was conducted on the satisfaction of public library members with the public academic resource center under the Ang Thong Province Non-Formal Education Center. It appears that service users are satisfied at a moderate level because of various books, journals, and newspapers. It is old, damaged, and insufficient to meet the needs of users. There is CD video media. And there are computers available for use. for searching for information But the internet is not very stable, and there are enough computers to meet the needs of users.

5.4 In terms of equipment, the level of satisfaction with the use of academic resources by students at Nakhon Pathom Rajabhat University was overall at a moderate level. Because the library of Nakhon Pathom Rajabhat University has a sufficient number of tables and chairs, There is a book return booth outside of the library outside of hours, and there are enough shelves and lockers that are clean and safe. The library has book shelves arranged. appropriate and sufficient journals Including being separated Korean-new books, which shows that Nakhon Pathom Rajabhat University Library is continuously developing. consistent with research Mali., K.(2009) A study was conducted on the satisfaction of public library members. to provide a public academic resource center under the jurisdiction of the Ang Thong Provincial Non-Formal Education Center. It appears that the service users satisfaction was at a moderate

level. Because there are tables, chairs, and bookshelves, there is sufficient and appropriate service that the user needs.

5.5 Public relations satisfaction level of students using academic resource centers Royal University Suan Sunandha Restaurant Public Relations Overall, it is at a moderate level. Because the Nakhon Pathom Rajabhat University library has a suggestion sign Using the library is stuck inside the library. There is also public relations on the library's website. Accessing the library's website is easily accessible, convenient, and fast, which shows that the library of Suan Sunandha Rajabhat University is continuously developing, which is in line with the research of Suan Sunandha Rajabhat University. Information Services Group (2008) Conduct a research study on the satisfaction of users of the Maha Sarakham University Academic Resource Center. Because there is Access the website of the Academic Resources Center easily, conveniently, and quickly. There are suggestions for various uses. About the library attached to the Academic Resource Center News about various services provided by the Academic Resources Center is publicized. Regularly.

5.6 Service aspect Satisfaction level of students using the academic resource center Suan Sunandha Rajabhat University, services Overall, it is at a high level. Because the library of Suan Sunandha Rajabhat University There are officers who talk to you with polite words and respect. Every time you come to contact us, use the period for borrowing and returning books. Documents and audiovisual materials are appropriate. There are various types of services provided. and the opening and closing times for the service are appropriate and adequate. The library has ventilation during opening and closing hours. which is specified Suan Sunandha Rajabhat University Library There is continuous development, which is consistent with the research of Mali ., K. (2009). A study was conducted on the satisfaction of public library members with public library services. Under the jurisdiction of the Ang Thong Provincial Non-Formal Education Center. Because there is an appropriate opening and closing period for providing services. It is also consistent with the research of the Information Services Group. (2008) Conduct a research study on the satisfaction of users of the Maha Sarakham University Academic Resource Center. The officers provide equal service and talk with polite words. It also honors those who use it every time. Users come to us to request service.

CONCLUSION AND FUTURE WORK

6.1 In terms of services, opening-closing hours should be extended. make an increase. Because the library often closes early and turns off the air conditioning early. Should be open until 10:00 p.m.

6.2 Research should be conducted to monitor and evaluate satisfaction with library services. Suan Sunandha Rajabhat University To apply the results to develop and evaluate the use of library services at Suan Sunandha Rajabhat University.

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