

# **Study of the problem of reporting the performance of Suan Sunandha Rajabhat University rankings according to the QS Ranking criteria of the Educational Service Division, Faculty of Fine Arts, Suan Sunandha Rajabhat University**

**Panumas Wadwapee<sup>1</sup> and Peerapol Chatchawan<sup>2</sup>**

<sup>1,2</sup>Faculty of Fine and Applied Arts, Suan Sunandha Rajabhat University, Thailand

E-mail: <sup>1</sup>panamas.wa@ssru.ac.th , <sup>2</sup>peerapol.ch@ssru.ac.th

## **Abstract**

A study on the problem of reporting the performance of Suan Sunandha Rajabhat University's ranking according to the QS Ranking criteria of the Educational Services Division, Faculty of Fine Arts, Suan Sunandha Rajabhat University. Objective 1. To study the problem of reporting the performance of the Suan Sunandha Rajabhat University ranking according to the QS Ranking criteria of the Educational Services Division, Faculty of Fine Arts, Suan Sunandha Rajabhat University. 2. To determine guidelines for collecting and storing data for reporting performance results for driving the ranking of Suan Sunandha Rajabhat University according to the QS Ranking criteria of the Educational Services Division, Faculty of Fine Arts, Suan Sunandha Rajabhat University.

The population used in this study was the heads of 8 departments and those responsible and involved in data collection, Faculty of Fine Arts, Suan Sunandha Rajabhat University. It is used to collect data using questionnaires and statistics used to analyze data include percentage, mean and standard deviation.

## **The results showed that**

Part 1 Results of personal data analysis of 8 department heads and those responsible and involved in data collection, Faculty of Fine Arts, Suan Sunandha Rajabhat University, classified by general data as follows:

1. Gender: It was found that females accounted for 50.00 percent and males accounted for 50.00 percent.
2. Type: It was found that most were academic, accounting for 80.00 percent.
3. Academic position (only for those in the academic field) found that most of them are lecturers, accounting for 62.50 percent.
4. Operational level (only those who are support staff) found that most were at the operational level, accounting for 100 percent.

Part 2 Survey and Indepth Interview, in which the interviewees consisted of the heads of 8 departments and those responsible and involved in data collection, Faculty of Fine Arts, Suan

Sunandha Rajabhat University. The summary of the Faculty of Fine Arts university ranking operations can be summarized as follows:

### **Faculty of Fine Arts University Ranking Operation**

Overall, it was at the highest level,  $\overline{xx}$  equal to 4.65 S.D equal to .444. When considering each item, it was found that there was a clear determination of the person responsible for university ranking at the practitioner level. The faculty has a plan or strategy for collecting ranking data at the department or university level, and collects data in advance, less than 1-2 months before the deadline. And the department has collected data in advance consistently throughout the year, with a value of  $\overline{xx}$  equal to 4.90, S.D equal to .316, followed by a guideline to promote and support to improve the ranking results of faculties/universities, with a value of  $\overline{xx}$  equal to 4.70, S.D equal to .483.

Part 3 Suggestions, problems, obstacles, development and improvement guidelines

### **Problems encountered in the compilation of QS university rankings data and suggestions for resolving them include:**

1. The number of academics from foreign universities who have a relationship with the university found that the most researched issues by the respondents were: no issues, accounting for 70.00 percent.
2. The number of students of the organization and the establishment in the 10 target industries (S-curve) that organize joint teaching and learning, found that the most problematic issues of the research questionnaire respondents were: 60.00 percent, including unclear explanation of criteria, 10.00 percent, and others, 10.00 percent.
3. The ratio between the number of teachers and all students found that the issues that the respondents of the research questionnaire had were equal, which were yes and no issues, accounting for 50.00 percent.
4. The number of foreign students who study at the university found that the issues that the respondents of the research questionnaire had were equal, which were yes and no issues, accounting for 50.00 percent.
5. The number of permanent foreign teachers found that the issues that the respondents of the research questionnaire had were equal, which were yes and no issues, accounting for 50.00 percent.
6. The number of international students who came to exchange at the university for at least 1 semester or 45 hours found that the issues that the respondents of the research questionnaire had equal issues, which were yes and no issues, accounting for 50.00 percent.
7. The number of university students who went on exchange at universities abroad for at least 1 semester or 45 hours found that the issues that the respondents of the research questionnaire had equal issues, which were yes and no issues, accounting for 50.00 percent.
8. The number of teachers who have completed a doctorate degree found that the most researched issues among the respondents were: no issues, accounting for 60.00 percent.

**Keyword:** University's ranking, Educational Services, population

## 1. Introduction

Suan Sunandha Rajabhat University has transferred indicators and target values from the university's action plan down to the unit level. To jointly drive the operation to achieve the set plan and to monitor the performance of the indicators according to the action plan on a monthly basis. along with progress reports on operating results to the Executive Committee every quarter In addition, there must be continuous development of university quality in various areas and leaps and bounds from the current situation with changes in information technology. Changes in economics, society, politics, entering an aging society and the rate of enrollment in higher education tends to decrease. As a result, many courses had to be closed due to lack of students. It can be said that today is an era of academic competition to attract students to meet the specified goals.

The Educational Services Department is primarily responsible for collecting and reporting performance results to drive Suan Sunandha Rajabhat University's ranking according to the QS Ranking criteria, which is collecting and reporting performance progress every month. A meeting was held to explain the guidelines for collecting data according to The manual explains the meaning of the criteria by which data must be stored. Including forms for the branches and relevant responsible persons to know. The data was collected to drive the ranking of Suan Sunandha Rajabhat University according to the QS Ranking criteria due to the large amount of data and redundancy. As a result, this causes delays in collecting information as well as various obstacles in operations. However, the problems found were divided into various areas as follows. 1. System aspect for collecting data There is still no data reporting system that provides accurate information quickly. Timely for use 2. Information received back from the person responsible It is information that lacks complete accuracy. and does not correspond to the evaluation criteria 3. Knowledge and understanding of those responsible for related work. have different understanding As a result, different data is collected, both usable and non-usable. 4. The guidelines that produce results are not yet clear. For example, there has not been a set of guidelines that will push the university to produce results that meet the evaluation criteria of driving the ranking of Suan Sunandha Rajabhat University according to the QS Ranking criteria.

Therefore, in order to develop, promote and support the branches and those responsible to be able to prepare to gather information efficiently and develop a data collection system to drive the ranking of Suan Sunandha Rajabhat University according to the QS Ranking criteria. To obtain useful, accurate, complete, and most efficient information. The researcher therefore studied the problem of reporting performance to drive the ranking of Suan Sunandha Rajabhat University according to the QS Ranking criteria. of the Educational Service Department Faculty of Fine and Applied Arts Suan Sunandha Rajabhat University To analyze and find ways to develop and improve data collection systems to be efficient and bring long-term results to both data collectors and information providers.

### 1.1 Objective

1. To study the issues related to the reporting of performance in driving the ranking of Suan Sunandha Rajabhat University according to the QS Ranking criteria by the Office of Educational Services, Faculty of Fine and Applied Arts, Suan Sunandha Rajabhat University.

2. To establish guidelines for collecting and storing data related to the reporting of performance in driving the ranking of Suan Sunandha Rajabhat University according to the QS

Ranking criteria by the Office of Educational Services, Faculty of Fine and Applied Arts, Suan Sunandha Rajabhat University.

## **Research Methodology**

### **1. Population and sampling**

#### **Population**

The population used in this research consists of the heads of 8 departments and the individuals responsible for and involved in data collection at the Faculty of Fine and Applied Arts, Suan Sunandha Rajabhat University.

#### **Sample**

Section 1: General Information of the Heads of 8 Departments and the Responsible Persons Involved in Data Collection, Faculty of Fine and Applied Arts, Suan Sunandha Rajabhat University.

Section 2: Issues in Reporting the Operational Results for Advancing the QS Ranking of Suan Sunandha Rajabhat University by the Office of Academic Affairs, Faculty of Fine and Applied Arts, Suan Sunandha Rajabhat University.

Section 3: Recommendations.

## **2. Research Methodology**

### **1.1 Tools Used in the Research and Quality Assessment of the Tools**

1. Survey (Survey Studies) created by the researcher, based on the concepts derived from the analysis of related documents.

2. In-depth Interview This consists of open-ended questions created by the researcher based on the survey results regarding the examination process. These questions were then developed into an open-ended interview format to identify issues in data collection for reporting the operational results for advancing the QS Ranking of Suan Sunandha Rajabhat University by the Office of Academic Affairs, Faculty of Fine and Applied Arts, Suan Sunandha Rajabhat University.

### **1.2 Data collection**

The researcher collected data in the following order:

1. The researcher studied relevant documents, concepts, theories, and previous research to establish a framework for the study and to create appropriate surveys and interview guides that align with the content and scope of the research topic.

2. The researcher presented the survey and interview guides to experts for review and revisions, based on the experts' suggestions, to ensure alignment with the research objectives.

3. The researcher developed a complete survey and interview form for data collection.

4. The researcher collected data by distributing the survey to academic staff at the Faculty of Fine and Applied Arts and gathered the responses for frequency and percentage analysis.

5. The data from the survey was then used for interviews, which were analyzed to identify best practices for the development of the selection process for admitting students to the Faculty of Fine and Applied Arts, Suan Sunandha Rajabhat University.

6. Develop guidelines for collecting and storing data for reporting the performance of driving the QS Ranking of Suan Sunandha Rajabhat University by the Educational Services Division, Faculty of Fine and Applied Arts, Suan Sunandha Rajabhat University.

7. Present the process flowchart to experts for evaluating its suitability and feasibility for implementation.

8. Identify issues in data collection for reporting the performance of driving the QS Ranking of Suan Sunandha Rajabhat University by the Educational Services Division, Faculty of Fine and Applied Arts, Suan Sunandha Rajabhat University.

### 3. Data analysis

Data Analysis: The researcher will analyze the data using the following methods:

1. Survey The researcher will review all returned questionnaires to check for accuracy and completeness. Data will be analyzed using the following statistics

1.1. Analysis of the respondents' general status using frequency distribution and percentage.

1.2. Analysis of the research status using frequency distribution and percentage.

2. Interview The researcher will verify the accuracy of the interview data and analyze the content using a content analysis table to summarize the interviews and present them in an essay format. The findings will be used to develop best practices. Experts will then evaluate the suitability of the process for implementation in future operations.

### Results

Part 1: Results of personal data analysis of 8 department heads and those responsible and involved in data collection, Faculty of Fine Arts, Suan Sunandha Rajabhat University, classified by general data as follows:

1. Gender: It was found that females accounted for 50.00 percent and males accounted for 50.00 percent.

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Overall, it was at the highest level,  $\overline{xx}$  equal to 4.65 S.D equal to .444. When considering each item, it was found that there was a clear determination of the person responsible for university ranking at the practitioner level. The faculty has a plan or strategy for collecting ranking data at the department or university level, and collects data in advance, less than 1-2 months before the deadline. And the department has collected data in advance consistently throughout the year, with a value of  $\overline{xx}$  equal to 4.90, S.D equal to .316, followed by a guideline to promote and support to improve the ranking results of faculties/universities, with a value of  $\overline{xx}$  equal to 4.70, S.D equal to .483.

The study of issues in reporting the performance of driving the QS Ranking of Suan Sunandha Rajabhat University by the Educational Services Division, Faculty of Fine and Applied Arts, Suan Sunandha Rajabhat University, is beneficial in creating a correct and clear understanding of how to respond to performance indicators. It will also serve as a guide for the academic staff and relevant personnel to perform their duties accurately and interchangeably. This is consistent with the concept of Chanfoi, P., Thinprapha, T., & Phutthapathimok, W. (2021). The objective of this research is to study the factors affecting learning in the field of mathematics at the Faculty of Education, Suan Sunandha Rajabhat University. The population consists of 327 students enrolled in the mathematics program at the Faculty of Education, Suan Sunandha Rajabhat University, during the first semester of the 2019 academic year. A purposive sampling method was used. Data was collected through a questionnaire, which consisted of three parts: Part 1 gathered general information from the respondents using closed-ended questions; Part 2 focused on the factors affecting learning in the mathematics program, using a Likert scale; and Part 3 sought additional suggestions using open-ended questions. The reliability of the questionnaire was confirmed with a Cronbach's alpha coefficient of 0.952. A total of 293 responses were received.

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