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# A Study on the Development of the Examination Application Process for Master of Arts Students in Performing Arts, Faculty of Fine and Applied Arts, Suan Sunandha Rajabhat University

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## Abstract

This study examines the development of the examination application process for students in the Master of Arts Program in Performing Arts, Faculty of Fine and Applied Arts, Suan Sunandha Rajabhat University. The research aims to investigate the current conditions, challenges, and factors influencing the effectiveness of the process, as well as to propose improvements that enhance clarity, efficiency, and student support. A quantitative research design was employed, using a questionnaire administered to 15 graduates who completed their studies prior to Semester 3/2024. Data were analyzed using frequency, percentage, mean, and standard deviation. The findings reveal that respondents rated the examination application process at a high to very high level across five key dimensions: clarity of procedures, convenience of the process, support from faculty and staff, process efficiency, and overall satisfaction. The highest ratings were found in the areas of staff support and operational transparency. Respondents also recommended enhancements such as clearer timelines, reduced redundancy in documentation, and greater integration of digital tools to facilitate communication and status tracking. The results highlight the importance of systematic academic management and digital transformation to ensure a more streamlined, accessible, and effective examination application process for graduate students.

**Keywords:** Examination Application Process, Graduate Students, Performing Arts, Process Development

## 1. Introduction

### 1.1 Background and statement of the problem

Graduate-level education plays a significant role in enhancing advanced knowledge and professional skills. For students pursuing a Master of Arts in Performing Arts, the thesis examination application process serves as a crucial step toward completing their degree. A clear, systematic, and efficient application process ensures that students can progress smoothly through proposal defense, thesis defense, and graduation requirements. However, the existing process has presented challenges, such as unclear timelines, inconsistent documentation, and difficulties faced by both Thai and international students—particularly those who struggle with Thai-language forms. These challenges can delay graduation and increase administrative workload. Therefore, this study explores guidelines for improving the examination application process for students in the Master of Arts Program in Performing Arts, Faculty of Fine and

Applied Arts, Suan Sunandha Rajabhat University. The goal is to identify practical solutions that enhance clarity, convenience, and overall efficiency.

### 1.1 Research Objective

To study approaches for developing the examination application process for Master of Arts students in Performing Arts, Faculty of Fine and Applied Arts, Suan Sunandha Rajabhat University.

## 2. Literature Review

### 2.1 Concepts of Organizational Development

According to Wirat Wiratchanipawan (2009), organizational development refers to the improvement of work processes to achieve maximum efficiency, continuity, and verifiability. Therefore, academic procedures within higher education institutions should be designed with clear steps and minimized complexity.

### 2.2 Knowledge Management in Educational Institutions

Phrapanomphorn Thanissaro et al. (2020) propose that knowledge management is a crucial mechanism that enables personnel to conveniently access information, resulting in more agile and accurate work processes. This is an essential component in enhancing the application process for examination requests.

### 2.3 Factors Influencing Changes in Work Processes

Wachirawat Ngamlamaom (2015) identifies technology, demographic changes, and organizational structures as major driving forces that require educational institutions to adjust their systems to align with the current context. This includes the development of information systems within educational institutions, especially in units responsible for large-scale data management and complex procedures. These findings highlight that efficient technologies and data management systems are key factors that enhance the quality of work operations and allow students to carry out academic procedures more smoothly (Punsiri & Wararatchai, 2024).

### 2.4 Regulations on Qualifications and Examination Application Procedures in Graduate Studies

The Suan Sunandha Rajabhat University Announcement (2024) clearly specifies the qualifications required for examination applications, such as course completion, plagiarism verification, approval from academic advisors, and meeting language and computer proficiency requirements. These regulations reflect the importance of an operational system that supports and enables students to comply with the criteria accurately.

### 2.5 Related Studies

Phichit Ritjaroon (2020) confirms that collaboration among faculty members, program staff, and students is a crucial factor influencing the success of thesis completion. Meanwhile, Almeida et al. (2022) indicate that examination processes are complex and require digital systems to manage information in order to increase accuracy and reduce processing time.

### 3. Methodology

This study employed a quantitative research design using questionnaires as the primary instrument. The population consisted of graduates from the Master of Arts Program in Performing Arts who completed their studies before Semester 3/2567. A sample of 15 respondents provided data. The questionnaire contained three parts:

- 1) Demographic information
- 2) Evaluation of the examination application process (five categories)
- 3) Open-ended suggestions

Data were analyzed using frequency, percentage, mean, and standard deviation. Reliability and content validity were tested prior to data collection. The analysis focused on five key areas: clarity of procedures, convenience, support from faculty and staff, process efficiency, and satisfaction with suggestions for improvement.

### 4. Results

Table 1: Table of Questionnaire Results on the Study of Approaches for Developing the Examination Application Process for Master of Arts Students in Performing Arts, Faculty of Fine and Applied Arts, Suan Sunandha Rajabhat University

Factors related to the development of the examination process.	$\bar{x}$	S.D.	Level of clarity of the procedure.
<b>Category 1: Clarity of Procedures</b>	<b>4.42</b>	<b>0.06</b>	<b>High</b>
The examination application procedures are clear and easy to understand	4.33	0.61	High
Information and schedules are sufficiently and timely publicized	4.44	0.73	High
Required documents for the examination application are complete and non-redundant	4.53	0.63	Very High
<b>Category 2: Convenience of the Process</b>	<b>4.37</b>	<b>0.09</b>	<b>High</b>
Submitting documents is convenient and not complicated	4.33	0.61	High
Online systems/electronic documents genuinely facilitate the process	4.53	0.74	Very High
The time required for each step is appropriate and not delayed	4.26	0.79	High
<b>Category 3: Support from Faculty, Staff, Program Officers, and Advisors</b>	<b>4.77</b>	<b>0.13</b>	<b>Very High</b>
Program staff provide clear information and guidance	4.73	0.59	Very High
Communication and coordination with staff or academic advisors are convenient	4.86	0.35	Very High

<b>Factors related to the development of the examination process.</b>	<b><math>\bar{x}</math></b>	<b>S.D.</b>	<b>Level of clarity of the procedure.</b>
Students receive adequate support and assistance when encountering obstacles during the application process	4.73	0.59	Very High
<b>Category 4: Efficiency of the Process</b>	<b>4.71</b>	<b>0.06</b>	<b>Very High</b>
The examination application process is transparent and verifiable	4.73	0.59	Very High
Time management and scheduling for examinations are punctual	4.66	0.48	Very High
The overall process is efficient and reduces errors	4.73	0.59	Very High
<b>Category 5: Satisfaction and Suggestions for Improvement</b>	<b>4.71</b>	<b>0.11</b>	<b>Very High</b>
Overall satisfaction with the current examination application and graduation process	4.60	0.63	Very High
The examination process should be improved by incorporating more technology	4.73	0.45	Very High
Improving the process will help enhance the quality and effectiveness of student completion	4.80	0.11	Very High

*Source: Sunisa Duangdusan, 2025*

From the above table, the results indicate that:

1) Clarity of Procedures

Respondents indicated that the examination application procedures were clear and easy to understand (4.33). Information and schedules were perceived as sufficiently communicated and timely (4.44). Furthermore, the required documents were viewed as complete and non-redundant, receiving the highest score in this category (4.53)

2) Convenience of the Process

The overall assessment for this dimension was at a high level. Respondents agreed that the submission of documents was convenient and uncomplicated (4.33), and that online systems or electronic documentation significantly facilitated the process (4.53)

3) Support from Faculty, Program Staff, and Academic Advisors

This dimension received the highest overall rating (4.77), indicating a “very high” level. Respondents rated the ease of communication and coordination with staff or advisors the highest (4.86). Additionally, staff provided clear information and guidance (4.73) and offered adequate assistance when respondents encountered difficulties (4.73)

4) Efficiency of the Process

Respondents perceived the examination application process as transparent and verifiable (4.73) and reported that scheduling and time management were punctual (4.66). Overall, the process was viewed as efficient and effective in reducing errors (4.73)

#### 5) Satisfaction and Recommendations for Improvement

Respondents expressed a very high level of satisfaction with the overall examination application process (4.60). They also indicated that the process should be further developed through the integration of additional technological tools (4.73). Moreover, they believed that improvements to the process would enhance the overall quality and effectiveness of academic completion (4.80).

### 5. Conclusion

The study concludes that the current examination application process for Master of Arts students in Performing Arts operates at a high level of effectiveness. Students appreciate the clarity, support systems, and administrative efficiency. However, targeted improvements—such as clearer timelines, streamlined documents, and expanded digital tools—would further enhance the process. These refinements align with modern academic management trends and meet students' expectations for convenience and transparency. The findings also reaffirm the importance of continued collaboration among academic staff, advisors, and administrative personnel to ensure sustainable improvements.

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