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# A Study on Users' Satisfaction with the Computer Center Services of the Faculty of Fine and Applied Arts, Suan Sunandha Rajabhat University

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## Abstract

The objectives of this research were: 1. To assess the level of satisfaction of users toward various aspects of the computer center services. 2. To compare satisfaction levels in order to improve future services. This study employed a quantitative research methodology. The sample consisted of 73 students from the Faculty of Fine and Applied Arts, Suan Sunandha Rajabhat University. The data collection tool was a questionnaire focusing on user satisfaction regarding the computer center services. The statistical methods used for data analysis included percentage, mean, and standard deviation.

### Research Findings:

1. Overall satisfaction with the computer center services was rated at a high level. When analyzed by category: Personnel received a mean score of  $\bar{x} = 4.46$  o Service process/procedures had a mean score of  $\bar{x} = 4.44$ . Service outcomes received a mean score of  $\bar{x} = 4.36$ . Facilities scored  $\bar{x} = 4.32$

2. Satisfaction with the service process/procedures was also rated at a high level, with the following specific findings: The suitability of service hours to user needs:  $\bar{x} = 4.52$  o Speed of service:  $\bar{x} = 4.47$ . Fairness and equality in service procedures:  $\bar{x} = 4.46$ . Simplicity and flexibility of service process:  $\bar{x} = 4.45$ . Clarity in explaining and guiding users through service procedures:  $\bar{x} = 4.40$

3. Regarding staff performance, satisfaction was also found to be at a very high level, particularly in the following areas: Honesty and integrity in duties (e.g., no bribery or misuse of position):  $\bar{x} = 4.52$ . Appropriate dress and demeanor:  $\bar{x} = 4.47$  o Knowledge and ability to assist users, including answering questions and solving problems:  $\bar{x} = 4.46$ . Courtesy and manners:  $\bar{x} = 4.45$  o Attentiveness and service readiness:  $\bar{x} = 4.40$

### Recommendations

Based on the research findings, the overall satisfaction level with the services of the computer center was high. However, certain areas can still be improved to further enhance service efficiency. Therefore, the researcher offers the following recommendations:

#### 1. Service Personnel

1.1 Provide training for staff to develop strong service skills, interpersonal communication, and technical assistance capabilities.

1.2 Increase the number of staff during peak hours to ensure smooth and efficient service.

## 2. Equipment and Facilities

2.1 Repair or replace damaged equipment to maintain readiness at all times.

2.2 Increase the number of computers or service points to meet user demand.

2.3 Improve internet speed and stability.

3. Environment and Physical Space  
2.4 Improve the environment to support usability, such as cleanliness, ventilation, and appropriate furniture arrangement.

2.5 Expand service areas to accommodate users during peak usage times.

**Keywords:** Satisfaction, *Service / Services*, Computer Center

## 1. Introduction

At present, information technology plays a vital role in teaching, learning, and working processes within educational institutions. The Computer Center of the Faculty of Fine and Applied Arts serves as a key unit providing technological services and computer equipment to support learning for students, lecturers, and staff. However, the efficiency of service provision, including user satisfaction, is an important factor in evaluating the quality of the Computer Center. Current issues may include the adequacy of equipment, accessibility of services, convenience of facilities, internet speed, and the quality of services provided by staff. If these issues are not addressed, they may adversely affect the effectiveness of learning and work performance of service users.

Therefore, studying satisfaction with the use of Computer Center services in the Faculty of Fine and Applied Arts is essential, as it helps to understand users' opinions and needs. The information obtained can be used to improve and develop service quality, ensure that services appropriately meet the needs of students and staff, and enhance the efficient utilization of technological resources within the faculty to achieve maximum benefit.

The Faculty of Fine and Applied Arts, Suan Sunandha Rajabhat University, is responsible for teaching and providing services related to arts, digital media, and design, which require the use of specialized software such as Adobe Creative Suite, three-dimensional design programs, and video editing software. Having a Computer Center that can support high-resource-demand software, provide high-performance computers, and ensure stable internet connectivity is therefore essential for students' learning and skill development. Nevertheless, based on users' experiences, various problems may arise, such as an insufficient number of computers, slow internet connectivity, a lack of technical support personnel, or limited service hours. These issues may negatively affect the efficiency of students' and staff's work performance. Consequently, assessing user satisfaction is an important approach to improving the quality of Computer Center services.

Based on these circumstances, the researcher is interested in developing a questionnaire to study satisfaction with the use of Computer Center services in the Faculty of Fine and Applied Arts, Suan Sunandha Rajabhat University. The findings will be used to improve equipment and technology, enhance service systems and accessibility, and develop work processes that effectively respond to user needs. In addition, the study aims to promote efficient access to information systems and strengthen institutional capacity in alignment with the goals, vision, mission, and strategic plans of Suan Sunandha Rajabhat University.

## 1.1 Research Objective

1.1.1 To evaluate the level of satisfaction of users with the Computer Center services in various aspects.

1.1.2 To compare user satisfaction with Computer Center services in order to improve service quality in the future.

## 1.2 Research Methodology

This study employed a quantitative research design. The population consisted of undergraduate students at Suan Sunandha Rajabhat University, while the sample comprised 73 undergraduate students from the Faculty of Fine and Applied Arts who had used the Computer Center services. The sample size was determined using the Krejcie and Morgan (1970) table, based on a population of 87 students in the academic year 2024.

The research variables included independent variables, which were students' general characteristics such as gender, year of study, student status, and service usage, and dependent variables, which were satisfaction with Computer Center services in four aspects: equipment and facilities, network and internet services, staff services, and service hours and accessibility.

The research instrument was a questionnaire using a 5-point Likert scale, consisting of three parts: general information, satisfaction with Computer Center services, and open-ended questions for additional comments and suggestions.

Data was collected through questionnaire surveys administered to the selected sample group. The collected data were analyzed using frequency and percentage for demographic information and mean and standard deviation for satisfaction levels. Independent Sample t-test and One-way ANOVA were used to compare satisfaction levels based on gender, year of study, and field of study, with the level of statistical significance set at 0.05

## 2. Literature review

Kanyarut Thongmak (2013) conducted a study on the use of computer laboratories by secondary school students in schools under the daughters of Our Lady Patronage Network in Nakhon Pathom Province. The results indicated that the overall use of computer laboratories by students was at a high level. When considered by individual aspects, five aspects were rated at the highest level. These included: (1) objectives of computer laboratory use, particularly for supporting teaching and learning in computer-related subjects, which enhanced students' computer skills and encouraged the use of unfamiliar software; (2) students' behavior in using computer laboratories, such as preparing learning materials, selecting seats, and properly operating computers; (3) learning environment management, including appropriate physical space, teachers' knowledge and experience, and positive interaction between teachers and students; (4) tools and equipment, especially the quality of computer mice and the modernity of software; and (5) service provision, where staff provided guidance on computer laboratory usage and high-quality printing services.

However, two aspects were rated at a low level. These were (6) problems related to computer laboratory use, such as limited access opportunities, insufficient interaction between teachers and students, lack of familiarity, and an insufficient number of printers; and (7) students' needs for improvement and development of equipment, facilities, and personnel.

In addition, Thewarit Sitthiwattanakasem (2008) studied the management of computer laboratories in small-sized schools in Mae Tha District, Lampang Province. The findings revealed that effective management involved several key areas, including personnel management through creating a positive learning atmosphere, motivating laboratory supervisors, and establishing clear operational regulations. In terms of budget management, schools developed financial plans, reported budget issues to educational authorities, and received support from local administrative organizations and private sectors. Regarding equipment management, schools organized cleaning schedules, provided security during nighttime, and systematically procured materials and equipment. For overall management, regulations for laboratory use were established, and activities promoting computer laboratory usage, computer instruction, and internet-based information searching were implemented.

### 3. Methodology

#### Instrument Development

The procedures for developing the research instrument were as follows. First, relevant documents, concepts, theories, and previous studies were reviewed to provide guidelines for questionnaire construction. Second, methods of questionnaire development were studied. Third, the information obtained from these steps was used to design the questionnaire. After the questionnaire was completed, its quality was examined. Finally, the revised and finalized questionnaire was prepared for data collection.

#### Instrument Quality

The quality of the research instrument was evaluated by examining its reliability. The questionnaire reliability was tested using Cronbach's alpha coefficient. A pilot test was conducted with 30 undergraduate students who had experience using the Computer Center of the Faculty of Fine and Applied Arts, Suan Sunandha Rajabhat University. According to Nunnally (1978), the acceptable reliability coefficient should not be lower than 0.60. The result of the reliability test showed a Cronbach's alpha value of 0.635, indicating that the questionnaire had an acceptable level of reliability.

#### Data Collection

Data collection for this study was conducted using two main sources. First, questionnaires were distributed to and collected from 301 students from eight academic programs, based on the predetermined proportional allocation. Second, the completed questionnaires were checked for completeness and subsequently coded and analyzed using statistical computer software.

### 4. Results

The results of the study on satisfaction with Computer Center services revealed that users' overall satisfaction was at a **high to moderate level**. This indicates that the Computer Center generally met users' expectations. However, the findings also highlighted several areas that require further improvement to enhance service efficiency and effectiveness.

Regarding **service personnel**, users suggested that staff should receive additional training in service skills, interpersonal communication, and technical support to ensure accurate and prompt assistance. Moreover, increasing the number of staff during peak service hours was recommended to reduce waiting time and improve service continuity.

In terms of **equipment and facilities**, the results indicated a need for regular maintenance and repair of damaged equipment to ensure readiness for use. Users also recommended increasing the number of computers and service points to adequately meet demand. Additionally, improving the speed and stability of the internet network was identified as a key factor in enhancing user satisfaction.

With respect to **facilities and environment**, the findings suggested that improving cleanliness, ventilation, and the arrangement of desks and chairs would create a more supportive environment for users. Expanding service areas during periods of high demand was also recommended to accommodate a large number of users more effectively.

Overall, the results demonstrate that while users expressed a generally positive level of satisfaction with Computer Center services, continuous improvements in personnel, equipment, and physical environment are essential to further enhance service quality.

Based on the research findings, students who participated in active learning demonstrated a high level of learning behaviors, improved academic achievement, and a high level of learning satisfaction. Therefore, active learning should be adopted as a guideline for developing teaching and learning practices in other topics or courses, as it would be highly beneficial for enhancing student learning outcomes. (Kalanyoo Petcharaporn.(2025

## 5. Conclusion

The results of this study indicate that users' overall satisfaction with the computer center services of the Faculty of Fine and Applied Arts, Suan Sunandha Rajabhat University, was at a high level, reflecting the effectiveness of current service management in supporting teaching, learning, and academic activities. Nevertheless, certain aspects, particularly equipment adequacy, internet stability, and service capacity during peak usage periods, were identified as areas requiring further improvement.

Based on these findings, it is recommended that the faculty and relevant administrators prioritize continuous development of computer hardware, software, and network infrastructure to better accommodate users' needs. In addition, enhancing staff competencies through regular training in technical support and service-oriented skills would contribute to improved service quality and user satisfaction. These implications can serve as practical guidelines for improving computer center services and ensuring sustainable support for digital learning and creative activities in higher education.

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