

A STUDY OF ATTITUDES TOWARD THE PROBLEM OF FREE ENROLLMENT OF UNDERGRADUATE STUDENTS AT THE FIRST YEAR OF THE COLLEGE OF LOGISTICS AND SUPPLY CHAIN SUAN SUNANDHA RAJABHAT UNIVERSITY

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ABSTRACT

The purpose of this research was to study students' attitude toward self-registration problems. To study students' self-registration problems. And for students to be responsible. enthusiasm Can plan for self study until graduation. Students by gender, age, educational level Fields / Fields Both regular and special students. Year of study The sample consisted of first year students, colleges, logistics and supply chain in 3 disciplines and 4 disciplines in the academic year 2016. The researchers used this data collection. A questionnaire, which looks like a closed-end question. The closed-ended question is an open-ended question. Likert's scoring scale is five. The statistics used for data analysis are percentage, mean score Standard Deviation One-way ANOVA, t-test and multiple regression analysis. Validity. (Reliability) Cronbach's alpha coefficient (Cronbach Alpha coefficient)

The results of this research. The study of attitudes toward self-enrollment problems of first-year undergraduate students at the College of Logistics and Supply Chain Suan Sunandha Rajabhat University All Major The mean scores were at the high level (= 3.90, SD = 0.81) and the standard deviation was All received. Considering the details. Each student has a very positive attitude about the problem of registration. The highest mean is

- Academic services. Classified by sex, age, education The subjects were statistically significantly different at .05 level. The knowledge and ability to provide services such as answering questions The second is the courteousness, courtesy of the staff of the service. Or talk with words and polite tone. And with equal service in the first order, such as before, must be served first. At the high level, respectively.

Keyword: Demography, Academic services, Online registration system

INTRODUCTION

Currently, Suan Sunandha Rajabhat University Has a policy for students to register by themselves (Free Enrollment) By starting the 1st semester of the academic year 2015 onwards Enrollment is an important activity that students must complete in every semester. Throughout the course until graduation It must study and understand the methods and procedures of enrollment carefully and practice correctly. Which the student registration information is accurate and complete, only the university can accept registration for students

Currently, tertiary education or bachelor's degree In a bachelor's degree, a university or institution has different faculties and programs, with the details of the course being compulsory, major, and free elective. In some subjects, students think that it is not necessary to study Because it is not used for living and for future work after graduation

This research is quantitative research. (Quantitative Research) by surveying the attitudes about students' self-enrollment problems The scope of the research is This research explores the attitudes about student registration problems. 1st year bachelor degree, College of Logistics and Supply Chain Suan Sunandha Rajabhat University Which is a teaching and learning organization Undergraduate And graduate level In order to develop the curriculum to be in accordance with the national higher education qualifications framework College of Logistics and Supply Chain Assigned from the university According to the 4th regulation, namely, the internal work of the university with equivalent status to the faculty The objective is to organize teaching and learning, research, promote academic and provide academic services in logistics and supply chain. It is a center for research and professional experience training for teachers and students in logistics and supply chain. And preserving national arts and culture Operations to achieve objectives The College is an independent, streamlined, and efficient administration organization under the supervision of the University. According to the said mission College of Logistics and Supply Chain Have organized undergraduate studies, both regular and special programs, in 3 disciplines and 5 branches, namely the Bachelor of Business Administration Program Logistics Management Program Business Supply Chain Management Program Marine Merchant Business Retail Business Management Transportation Management Air Cargo Management And the Department of Logistics Management (International program) In accordance with the research results of Sudarat Phimonratanakarn Narumonchit-u and Theerawat Chantuek studied Motivation factors for saving Saving environment And the attitude of saving affecting the saving behavior of students in the College of Logistics and Supply Chain. Suan Sunandha Rajabhat University found that the results of study of motivation factors for saving Saving environment And the attitude of saving affecting the saving behavior of students in the College of Logistics and Supply Chain. Suan Sunandha Rajabhat University found that variables that have the most direct influence on saving behavior the most.

This research is quantitative research. By surveying the attitudes about the problems Free Enrollment of students With research scope which is This research explores the attitudes about student registration problems. 1st year Bachelor's Degree College of Logistics and Supply Chain Suan Sunandha Rajabhat University Which is a teaching and learning organization Undergraduate And graduate level In order to develop the curriculum to be in accordance with the national higher education qualifications framework College of Logistics and Supply Chain Assigned from the university

OBJECTIVE

- 1) To study the attitudes about the problems of self-enrollment of students
- 2) To be a guideline to improve the quality of the self-enrollment system
- 3) So that students are responsible enthusiasm Able to plan your studies by yourself

LITERATURE REVIEW

A Study of Attitude Towards Free-Enrollment Problems Of 1st year undergraduate students College of Logistics and Supply Chain, Suan Sunandha Rajabhat University The

researcher studied the documents, texts. And related research, then used to define research concepts And conducted the research as follows

1. The concept of attitudes Suraphong Sothanatien (1990: 122) Mentioned The attitude that is the index indicates that that person What do you think and feel about those around you? Objects or the environment as well as various situations In which that attitude has its roots From beliefs that may affect future behavior The attitude is therefore just ready to respond to stimuli. And is the dimension of the assessment to show that Like or dislike about an issue that is considered Interpersonal Communication Is the effect of exposure that will affect Next behavior

2. Concepts of Sakthon Sunthi Seni behavior (1988: 2) Mentioned Attitudes linked to the behavior of individuals that attitude means The complexity of feelings Or the prejudice of a person in order to create a readiness to do something based on that person's experience A tendency to react to something in a positive way or against the coming environment in any way And in terms of behavior Means preparation or being ready to respond

3. Concepts of population characteristics to support To increase credibility in research, communication process There are 2 important components that are related to Sender and receiver The messenger communicates with the receiver more efficiently. The messenger must analyze The characteristics of the receiver in order to convey the content in accordance with the characteristics of the target audience (Daranee Panthong, Phalusuk and Surasek Phongharnyut, 2002, page 26)

4. Concepts of using information technology in educational development Like other administrative tasks The principles of educational administration are similar in the sense that they can use the Man, Money, Management, Information M4I principles. Which must be used in the planning Organization management Staffing, ordering, coordination, reporting and finance and etc. For routine use in administrative tasks, such as the registration of Students, study options Enrollment Academic achievement display Career guidance and further education Parent information Or teacher information, which having information This allows teachers to develop themselves more advanced to the information age that members of society around us need information. Fast news And the faster changes in data indicate the need for Having higher quality human resources Those responsible for the office must be able to Adaptable and able to utilize information to improve one's work The use of information technology in educational administration works both directly and indirectly (Chong Charoen Metta, 1999, page 84).

METHODOLOGY

Population and sample groups

The population of this research is the 1st year undergraduate students College of Logistics and Supply Chain, Suan Sunandha Rajabhat University There are 3 branches of 5 branches which are Logistics Management Program Regular and special, programs Business Supply Chain Management Program Marine Merchant Business, Retail Business Management, Transportation Management, Air Cargo Management, And the Department of Logistics Management (International program)

The sample group is calculated by Use the calculation table to find the sample size of Cochran At a 95% confidence level Tolerance + + 5% Which is the sample size 1,200 people And the researcher will specify the sample size of 300 people. Out of the total number of students of College of Logistics and Supply Chain, Suan Sunandha Rajabhat University, And will randomly sample groups as conveniently

The research tools

The research tools Will use the query Which looks like a closed-ended question Appearance is an open-ended question. Which has 3 major parts as follows

Part 1 : Is a questionnaire about personal factors Include

- sex
- Age
- Branch
- status

Part 2 : Is a questionnaire about attitudes regarding problems with Free-enrollment The questionnaires that were created in accordance with the estimation rating scale As is Likert With answers to choose from 5 levels based on opinions

Likert's rating criteria has 5 levels as follows:

Level Comments	Score
Totally agree	5
Agree	4
Agree some	3
Disagree	2
strongly disagree	1

Interpreting scores The researcher has divided the assessment of the study of attitudes regarding the problems of Free-enrollment. Of undergraduate students (regular program) 1st year College of Logistics and Supply Chain, Suan Sunandha Rajabhat University, Into 5 levels include least, little, moderate, Much, most

From the above criteria The grade level can be divided as follows

Score: 1.00-1.80 points means A Study of Attitude Towards Free-Enrollment Problems Is at the lowest level

Score from 1.81-2.60 points means A Study of Attitude Towards Free-Enrollment Problems Low level

Score from 2.61-3.40 points means A Study of Attitude Towards Free-Enrollment Problems At a medium level

Score from 3.41-4.20 points means A Study of Attitude Towards Free-Enrollment Problems At a high level

Score level 4.21-5.00 score means A Study of Attitude Towards Free-Enrollment Problems Is at the highest level

Part 3 : Is an open-ended question To allow respondents to express their views on problems and suggestions

Finding quality of tools

Level 1 : Study documents and research From relevant books, academic documents, theories, and manuals relating to Free-enrollment

Level 2 : Define boundaries or variable definitions about factors in order to use all the data to create a questionnaire covering the scope of the research.

Level 3 : Create a 3-part questionnaire

Level 4 : Bring the questionnaires created for people with knowledge. Expertise, validate and improve

Level 5 : Precision testing (Validity) Include Content accuracy Structural precision And the specified precision

Level 6 : Find confidence (Reliability) Use statistics to find the alpha coefficient In which the researcher will try the questionnaire (try-out) With a population similar to the sample being researched 300 people After that, the questionnaire was analyzed to find the confidence value. By means of Cronbach Alpha coefficient) Which the alpha value obtained Denotes the level of consistency of the query, with values between $0 << 1$ if the value is very close to 1 Shows that he is very confident The result of the confidence evaluation of the whole questionnaire is equal to 0.95 By the confidence value of each question

Data analysis :

After the researcher has compiled the theoretical concepts And related research results to be used as a guideline to create educational tools in accordance with the research conceptual framework The researcher has collected data on this study and research in steps as follows

1. The researcher distributed the questionnaires to students. 1st year bachelor's degree College of Logistics and Supply Chain, Suan Sunandha Rajabhat University According to the sample selected
2. Bring the returned questionnaires to check the completeness and check the correctness of the performance scores with the selected samples for processing.
3. Categorize data in questionnaires To take the data for statistical analysis

Analysis of objective data item 1-3

1. Mean arithmetic to measure the trend towards the middle And standard deviation n order to measure the distribution of the information of the study, the attitudes regarding the problems of Free-enrollment different

2. Multiple regression analysis to test the hypothesis, use the 95% confidence level. Therefore, the primary hypothesis (H0) will be rejected. Secondary assumptions (H1) are accepted if the p value is less than 0.05 The hypothesis test results can be written as statistical assumptions.

RESULTS

The researcher summarized the essence of the study results in a nutshell. Concise and clear work of R2R This research is a study of attitude regarding problems in Free enrollment. Of 1st year undergraduate students College of Logistics and Supply Chain, Suan Sunandha Rajabhat University The sample group consisted of first year undergraduate students, regular program and special program. In the College of Logistics and Supply Chain. Total 3 disciplines, 5 branches using the calculation of the sample size table of Cochran At a 95% confidence level Tolerance + + 5% The sample size was 1,200 people. And the researcher will specify the sample size of 300 people from the total number of students of College of Logistics and Supply Chain, Suan Sunandha Rajabhat University And will randomly select the sample according to convenience which can be summarized as follows

Part 1 : General information of the respondents, mostly women 160 people 53 percent The rest are male students. 140 people Accounting for 47 percent Age between 18-23 years old 220 people Accounting for 73.33 percent Age between 23-28 years old 55 people Which accounted for 18.33 percent And aged 28 years and older 25 people Equivalent to 8.33 percent Classified by Logistics Management Program 93 people (31.00 percent calculated)

Business Supply Chain Management Program Marine Merchant Business 80 people (26.67 percent) Retail Business Management 20 people (Accounting for 6.67 percent) Transportation Management 42 people (14.00 percent calculated) Air Cargo Management 60 people (20.00 percent calculated) And the Department of Logistics Management (International program) 5 people (1.66 percent) Student status Divided into regular semester students Total of 240 people (accounting for 80.00%) 60 special semester students (20.00%)

Part 2 : Study results, attitude regarding problems with Free Enrollment Of first year students College of Logistics and Supply Chain. In various aspects It was found that the average values were at a high level ($\bar{X} = 3.90$, $SD = 0.81$). And the standard deviation is in the criteria That can accept all of the above When considering the details In each aspect, it was found that the students' attitudes regarding the problems of self-registration were at a high level. With the highest average value being Knowledge of service provision For example, can answer questions Can clarify questions, make suggestions ($\bar{X} = 4.11$, $SD = 0.90$) Next is to log in. When not in use for more than 15 minutes, there will be a closing message ($\bar{X} = 4.08$, $SD = 0.88$). And courteous and cheerful, courteous manner of service personnel Or verbal speech and polite tone ($\bar{X} = 4.04$, $SD = 0.91$) And the item with the lowest mean is Sometimes, when logging in to the system, the menu does not appear. Or appear incomplete ($\bar{X} = 3.71$, $SD = 0.83$) Ranked at the high level respectively

Part 3 : Problems and suggestions are as follows

1) Knowledge / understanding

- Should have publicity notification Announcement of accurate, appropriate and up-to-date information
- Training should be provided to educate students about curriculum structure, processes, and procedures for Free-enrollment.
- Creating a manual registration guide By explaining the algorithm for use clearly, easy to understand, not complicated
- Should conduct studies and find ways to communicate between advisors / instructors and students so that students can solve problems immediately
- Advisors are able to provide accurate advice on student studies and enrollment.

2) Academic services

- Signs or announcements should be posted regarding the process. Clear service period
- Should amend the class schedule information, class schedule correctly before registration.
- There should be training for knowledge Understanding of personnel about enrollment can provide answers to questions Can clarify questions and give advice to students
- There should be a study plan for students to download in order to be able to arrange an educational program. Or able to plan your studies yourself
- Should increase the number of seats in courses that are expected to increase enrollment

3) Access to the online registration system

- There should be education and improvement of the web enrollment system. In order to be modern and support the changing technology
- Should be improved Develop a registration system that can be used easily, conveniently, quickly, and precisely.
- Computer lab schedules should be arranged for students in each program to perform their own enrollment with advising service personnel.

- There should be a satisfaction assessment form. Can comment on access to the online registration system.
- Should increase the login time, when not used for more than the specified time, there will be a closing message

CONCLUSION AND FUTURE WORK

In research on "Study of attitudes about problems with Free-Enrollment Of 1st year undergraduate students College of Logistics and Supply Chain, Suan Sunandha Rajabhat University Can discuss the research results as follows

1) Personal data of respondents, including Gender, age, subject area / subject And status It was found that the data analysis of 300 respondents who answered the questionnaires In this research study Most of them are 160 female (53.00%) Were 140 males (47.00%) And most of them are between 18-23 years old (73.33%) Age between 23-28 (18.33 percent) Age between 28 years and over (8.33%) Classified by program

2) Information regarding attitudes regarding problems with Free Enrollment Of 1st year undergraduate students College of Logistics and Supply Chain, Suan Sunandha Rajabhat University Every subject With an average of a high level ($\bar{X} = 3.90$) And the standard deviation is in the criteria That can accept all of the above When considering the details In each aspect, it was found that the students' attitudes regarding the problems of self-enrollment were at a high level. With the highest average value being Academic services Include Knowledge of service provision such as Can answer questions Can clarify questions, make suggestions Providing services with equality, first-come first-served such as Come first, have to receive service first, be polite. Be courteous and courteous by service personnel. Or speaking polite words and voices Ranked at the high level respectively

3) Summary of recommendations in various fields Which allows students to freely express opinions Suggestion table And student opinions College of Logistics and Supply Chain, Suan Sunandha Rajabhat University In relation to Free Enrollment Which can be divided into 3 areas which are Knowledge / understanding Academic services And the use of the online registration system

Suggestions for actual implementation

1. There should be improvement Develop a registration system that can be used easily, conveniently, quickly, and precisely.
2. Study and communication methods should be established between advisors / instructors and students. To be able to solve problems of students in a timely manner And have a systematic advisor meeting
3. Advisors can provide advice About education and student registration is accurate
4. Field of study / Field of study Should give students freedom to choose the study group to enroll Do not force to enter any group
5. There should be a study plan on the website for students to download in order to be able to arrange educational programs. Or able to plan your studies yourself

Suggestions for further research

1. Should add more data to the questionnaire Such as income, occupation, status, qualification etc.

2. Should use data collection methods by other methods consisting of such as interview Group conversation Or in-depth interviews
3. Study and communication methods should be established between advisors / instructors And students in order to be able to solve problems of students in a timely manner
4. Should study the various variables That will deliver student achievement such as Basic knowledge variable Environmental variables and learning atmosphere And teaching and learning variables
5. Research studies should be conducted And ways to motivate students to be More enthusiastic and interested in learning

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