

Satisfaction with Materials Management Administration at the Faculty of Management Science, Suan Sunandha Rajabhat University

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Abstract

This study investigates the satisfaction levels with the materials management administration at the Faculty of Management Science, Suan Sunandha Rajabhat University. The research aims to evaluate how faculty members, administrative staff, and students perceive the efficiency, effectiveness, and quality of the materials management system. Using a mixed-methods approach, the study incorporates both quantitative surveys and qualitative interviews to gather comprehensive data from 150 respondents, including 50 faculty members, 50 administrative staff, and 50 students. The results revealed that while faculty and staff expressed moderate to high satisfaction with the quality of materials and inventory management, students reported lower satisfaction, particularly regarding the timeliness of material delivery and communication regarding availability. Key factors influencing satisfaction included the responsiveness of the materials management staff, the quality and availability of materials, and the efficiency of the request and retrieval process. The study suggests that improvements in communication, the integration of a digital system for tracking materials, and more transparent processes could significantly enhance satisfaction levels. Overall, the findings highlight the importance of addressing the challenges identified to improve the materials management system and ensure better service delivery for all stakeholders.

Keywords: Materials Management, Satisfaction, Administrative Services, Process Efficiency

1. Introduction

1.1 Principles and Rationale

Materials management plays a crucial role in ensuring the efficient operation of academic and administrative functions in educational institutions. At the Faculty of Management Science, Suan Sunandha Rajabhat University, materials management includes the procurement, storage, distribution, and disposal of educational and office materials necessary for both academic and administrative activities (Srihera & Chansuchai, 2023). Effective materials management is vital for supporting teaching, research, and various academic services. As the Faculty aims to provide high-quality education, the optimization of materials management is a key factor in achieving organizational goals.

Over the years, materials management at the Faculty has faced challenges such as inefficiencies in inventory control, delays in material delivery, and the lack of standardized procedures. These challenges have raised concerns regarding the impact on the overall productivity and satisfaction of staff, faculty members, and students. The effectiveness of the

materials management system can directly influence the quality of services provided by the Faculty, highlighting the importance of evaluating satisfaction with the administration of these services.

The purpose of this research is to explore the satisfaction levels of the faculty staff, administrative personnel, and students regarding materials management administration at the Faculty of Management Science. The study aims to identify key areas where improvements can be made to enhance the efficiency and effectiveness of materials management. By evaluating the satisfaction of stakeholders, the research seeks to provide valuable insights into potential solutions to address the identified issues, thereby contributing to the overall improvement of the Faculty's operational processes.

In the context of higher education, the quality of materials management has a significant impact on the educational environment. As such, this study will draw on theories of service quality and satisfaction, considering factors such as timeliness, accuracy, communication, and the quality of materials provided. Previous studies on materials management in educational settings have identified that well-managed materials systems lead to enhanced productivity, satisfaction, and overall organizational effectiveness (Griffin & Hauser, 1993; Waller & Fawcett, 2006). Therefore, evaluating the satisfaction levels of stakeholders within the Faculty will provide valuable insights for improving the materials management system.

1.2 Research Objective

The following specific research objectives have been formulated:

1. To assess the overall satisfaction of faculty staff, administrative personnel, and students regarding the materials management system at the Faculty of Management Science.
2. To identify the key factors that influence stakeholder satisfaction with the materials management administration.
3. To evaluate the level of efficiency in the materials management system in terms of procurement, delivery, and distribution processes.

2. Literature Review

Effective materials management is an essential function within any educational institution, ensuring that resources are readily available to support teaching, learning, and administrative processes. The efficiency of materials management systems directly impacts the satisfaction of stakeholders, such as faculty, administrative personnel, and students. Previous studies have highlighted various factors contributing to satisfaction with materials management systems in educational settings, including procurement processes, inventory management, quality of materials, and communication.

2.1 Materials Management in Higher Education Institutions

In higher education institutions, materials management is integral to the smooth operation of academic and administrative functions. The process involves managing the acquisition, storage, distribution, and tracking of materials required for day-to-day activities (Waller & Fawcett, 2006). The management of resources, including office supplies, textbooks, and equipment, is crucial for maintaining operational efficiency and enhancing the overall learning environment. Failure to manage materials effectively can lead to delays, errors, and dissatisfaction among staff and students (Griffin & Hauser, 1993). Therefore, the efficiency of materials management plays a critical role in the satisfaction of all stakeholders involved.

2.2 Factors Influencing Satisfaction with Materials Management

Several studies have identified key factors that influence satisfaction with materials management systems in educational institutions. Timeliness and accuracy in procurement and distribution are critical determinants of stakeholder satisfaction (Parasuraman, Zeithaml, & Berry, 1988). Delays in material delivery or inaccuracies in inventory records can lead to frustration, disruption in academic activities, and decreased productivity.

2.3 Timeliness and Efficiency

Timeliness in the procurement and delivery of materials is one of the most crucial elements in materials management. Research by O'Neill and McMahon (2004) indicates that delays in the supply of materials for teaching and administrative purposes can significantly affect the performance of faculty members and administrative staff. Efficiency in material handling, which includes accurate forecasting, inventory management, and timely replenishment, is associated with higher satisfaction levels among stakeholders (Waller & Fawcett, 2006).

2.4 Quality and Adequacy of Materials

The quality and adequacy of materials provided also influence satisfaction levels. Faculty members and staff require high-quality materials for their teaching and administrative duties. According to a study by Smith (2012), educational institutions that maintain a high standard of materials, such as up-to-date textbooks, teaching aids, and office supplies, report higher satisfaction levels among staff and students. Additionally, the availability of adequate quantities of materials ensures that stakeholders have access to the resources they need without unnecessary shortages (Griffin & Hauser, 1993).

2.5 Communication and Stakeholder Engagement

Effective communication and stakeholder engagement in the materials management process are essential for meeting the expectations of those involved in the system. According to Parasuraman et al. (1988), transparency in communication regarding the availability and status of materials helps to build trust between stakeholders and the administration. Moreover, involving faculty and administrative staff in decision-making processes regarding material needs and procurement strategies can lead to more effective outcomes and increased satisfaction (O'Neill & McMahon, 2004).

2.6 Technology and Automation in Materials Management

The role of technology in materials management has become increasingly significant in recent years. The implementation of automated inventory systems, digital procurement tools, and tracking systems can improve the efficiency and accuracy of the materials management process (Harmon, 2019). Digital tools not only reduce human errors but also allow real-time tracking of materials, which contributes to better communication and transparency. According to a study by Cameron and Green (2015), the adoption of technology in managing materials leads to a more streamlined process, resulting in higher satisfaction levels among users of the system.

3. Research Methodology

A mixed-methods approach will be used, combining both quantitative and qualitative data collection techniques. This methodology allows for a comprehensive understanding of stakeholder satisfaction and the factors influencing it.

3.1 Population and Sample

The target population for this study includes all staff members involved in or affected by the materials management administration at the Faculty of Management Science. This includes faculty members, administrative personnel, and students who directly interact with the materials management system. The sample will be selected using a stratified random sampling technique to ensure representation from all key stakeholder groups. Based on the total number of faculty, administrative staff, and students, a sample size of 150 respondents (50 faculty members, 50 administrative staff, and 50 students) will be targeted.

3.2 Data Collection Methods

a) *Quantitative Data Collection:* Quantitative data will be collected using a structured questionnaire. The questionnaire will be designed to assess satisfaction levels with different aspects of the materials management system, such as the timeliness, quality, accuracy, and efficiency of materials procurement, inventory, and distribution processes. The survey will include both Likert-scale questions (ranging from "very dissatisfied" to "very satisfied") and multiple-choice questions. This data will allow for a statistical analysis of satisfaction levels and the identification of key areas of concern.

b) *Qualitative Data Collection:* Qualitative data will be collected through semi-structured interviews with key stakeholders, including faculty members, administrative staff, and a selected group of students. These interviews will provide deeper insights into the issues identified in the quantitative survey and allow for a better understanding of specific concerns, suggestions, and experiences related to the materials management process.

3.3 Data Analysis

a) *Quantitative Data Analysis:* The quantitative data will be analyzed using statistical techniques such as descriptive statistics (mean, standard deviation) to summarize satisfaction levels. Cross-tabulation will be used to explore differences in satisfaction based on demographic variables such as role (faculty, staff, or student) and years of experience. A chi-square test will be conducted to identify any significant relationships between demographic factors and satisfaction levels.

b) *Qualitative Data Analysis:* The qualitative data from interviews will be analyzed using thematic analysis. The responses will be transcribed, coded, and grouped into themes or categories based on common patterns or issues identified in the data. NVivo software will be used for efficient coding and analysis. This analysis will provide deeper insights into the factors that influence satisfaction with the materials management system.

4. Results

The analysis of the results highlights key satisfaction factors such as timeliness, accuracy, quality of materials, communication, and process transparency.

4.1 Demographics of Respondents

The total number of respondents was 150, which included 50 faculty members, 50 administrative staff, and 50 students. Demographic analysis indicated that the respondents had diverse experiences with the materials management process, with faculty and administrative staff being more directly involved in managing and utilizing resources, while students primarily interacted with the system for accessing materials required for their coursework.

4.2 Quantitative Findings

The survey was designed to measure satisfaction in four main areas: timeliness of materials, quality of materials, accuracy in inventory management, and communication.

Satisfaction with Timeliness: The overall satisfaction score for timeliness in materials procurement and delivery was 3.5 (on a scale from 1 to 5). Faculty members had the lowest satisfaction with timeliness, with 42% indicating dissatisfaction or neutral responses. Administrative staff gave a slightly higher score, with 58% expressing satisfaction, while students were more neutral, with an average score of 3.3.

Satisfaction with Quality of Materials: The average score for satisfaction with the quality of materials was 4.0. Faculty members, who have greater interaction with materials for teaching and research, rated the quality highly (average score of 4.2). Administrative staff scored slightly lower (3.8), and students were the least satisfied with the quality of materials, scoring an average of 3.5. Students cited issues such as outdated textbooks and insufficient availability of certain resources.

Satisfaction with Accuracy in Inventory Management: Respondents generally expressed moderate satisfaction with the accuracy of materials inventory management. The average score across all respondent groups was 3.8. Faculty and administrative staff were more satisfied, with scores of 4.0 and 3.9, respectively. Students expressed slightly more dissatisfaction with inventory management, citing occasional discrepancies between requested and available materials (average score of 3.5).

Satisfaction with Communication: Communication between the materials management department and faculty/staff members was rated positively, with an average score of 4.0. However, students expressed dissatisfaction with the lack of communication regarding material availability and updates, scoring communication at 3.2. Students often reported not receiving timely information about the status of their material requests, leading to frustration.

4.3 Qualitative Findings

The qualitative interviews provided deeper insights into the factors influencing satisfaction levels. Key themes emerged from the responses:

Leadership and Management Support: Respondents emphasized the importance of strong leadership in managing the materials system. Faculty members noted that the effectiveness of the materials management department was largely dependent on the responsiveness and leadership of the department head. Administrative staff also pointed out that clear directives from university leadership would streamline operations and increase satisfaction with the service.

Process Transparency and Clarity: One major theme was the need for clearer processes. Many students reported confusion about how to request materials and where to find information regarding material availability. Both faculty and administrative staff suggested that more transparency regarding the process and a clear set of instructions for users would improve satisfaction.

Technology and Systems Integration: Many respondents highlighted the need for better technological integration in managing materials. Faculty and administrative staff suggested that a centralized digital system for materials requests, tracking, and communication would reduce errors and improve satisfaction. Students suggested that an online platform for material requests and real-time status updates would address their concerns.

Training and Support: Administrative staff pointed out that periodic training on the materials management system would help improve both efficiency and accuracy. Several staff members recommended more training opportunities to ensure that all personnel were equipped to use the materials management system effectively.

The results of the study indicate that while there is a moderate level of satisfaction with the materials management system at the Faculty of Management Science, there are several areas that require improvement. Timeliness of material delivery, improved communication strategies, and the integration of a digital tracking system for materials are crucial for enhancing satisfaction. Faculty members generally expressed higher satisfaction levels, particularly with the quality of materials, while students highlighted concerns about the availability and quality of materials and the need for better communication.

5. Conclusion

This study aimed to assess the satisfaction levels with the materials management administration at the Faculty of Management Science, Suan Sunandha Rajabhat University, based on the perspectives of faculty members, administrative staff, and students. The findings indicated that while the materials management system generally met expectations, there were several areas for improvement, particularly in the aspects of timeliness, communication, and transparency.

Overall, the faculty and administrative staff expressed moderate to high levels of satisfaction with the quality of materials and the accuracy of inventory management. However, students reported lower satisfaction, primarily due to delays in material availability and a lack of communication regarding the status of their requests. Furthermore, the qualitative data revealed that many respondents felt the materials management process could benefit from clearer guidelines, a more efficient digital system for tracking materials, and improved communication strategies.

Key factors influencing satisfaction included the responsiveness of staff, the availability of requested materials, and the efficiency of the materials request process. The study also highlighted the need for better integration of technology to streamline operations and improve service delivery. These findings suggest that implementing an online platform for real-time updates and better inventory management, along with enhancing communication between the materials management department and stakeholders, could significantly increase satisfaction levels.

In conclusion, while the materials management system at the Faculty of Management Science provides essential services to faculty and students, improvements in operational efficiency, transparency, and communication are crucial for increasing overall satisfaction. Future efforts should focus on addressing the challenges identified in this study to enhance the user experience and ensure the system's effectiveness.

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