

THE STUDENT OF HOME ECONOMICS'S SATISFACTION TOWARD THE SERVICES AND FACILITIES IN LABORATORY: A CASE STUDY OF FACULTY OF SCIENCE AND TECHNOLOGY SUAN SUNANDHA RAJABHAT UNIVERSITY.

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ABSTRACT

The purpose of this research is to study of the home economics's satisfaction toward the services and facilities in laboratory: A cases study of Faculty of Science and Technology Suan Sunandha Rajabhat University which consists of 3 aspects as following first, the satisfaction with internal - external facilities in food laboratories, second, the satisfaction with materials and equipment, and third the satisfaction of the staff service. The research will be done through studying from document and by collecting data for qualitative research by using designed questionnaire. The volunteer testing was random from 239 personnel of home economics undergraduate students in year 2th-4th.

The result of respondents were females studying in year 3, level of frequency using food laboratories in home economics branch 2 - 3 times/week 75.7 percent. By the time person using the food laboratories service is in the period 16.00 -19.00 equal to 54 percent. The objectives of those who use the food laboratories services of home economics students mostly for teaching and learning 89.5 percent. The satisfaction with internal and external facilities and satisfaction of the staff service satisfied at a high level, satisfaction with materials of overall, the satisfaction was much.

Keywords: Satisfaction, Home economics, Laboratory

INTRODUCTION

Home Economics Program, Faculty of Science and Technology, Suan Sunandha Rajabhat University is an institution that provides academic services in both teaching support and supports research of teachers, students and users. In each academic year, the home economics program has organized courses on subjects related to Thai desserts and professional skills such as Royal Thai cuisine, European cuisine, Thai desserts, bakery and fruit and vegetable carving etc. Therefore, causing problems in requesting food laboratories, such as inadequate equipment in the laboratory, inability to service the lab, delays in service and equipment repairs.

Satisfying refers to the feeling of likes or dislikes, which is the perception of customers who receive a response from service [1]. The service recipients are happy and satisfied when they receive the service and achieve their goals or exceed expectations [2].

Satisfaction assessment is one way to increase the worker's efficiency. In addition to creating benefits for discovering weaknesses that should be improved, it also helps operators

to discover ways or ways of developing themselves more clearly when development personnel eventually lead to organizational development.

Therefore, the researcher who operates in the food service laboratory is interested, therefore studying the assessment of satisfaction with the services and facilities of students. Home Economics Program, Faculty of Science and Technology, Suan Sunandha Rajabhat University in order to be used as a guideline in the development of services to be more efficient.

OBJECTIVES

2.1 To study the level of satisfaction with the facilities in the laboratories of home economics students.

2.2 To study the level of students satisfaction in materials and equipment in laboratories.

2.3 To study the level of student satisfaction in service staff in food laboratories

METHODOLOGY

3.1 Population and Sample

The population used in this research was the students from the Faculty of Home Economics, 2nd - 4th year of the Faculty of Science and Technology, studying in the amount of 239 people [3].

3.2 Research Tools

The tools used in the research were divided into 3 sections as follows: Section 1 Personal Factors, Section 2 Satisfaction in the service and facilities, the satisfaction assessment is divided into 3 aspects: internal - external facilities in food laboratories, materials and equipment, satisfaction in service staff. 3 Open Questionnaire to collect the comments, problems and suggestions.

3.2 Data analysis

Data analysis used frequency, percentage, mean, standard deviation [4]. Descriptive statistics was used to analyze data in the form of descriptive characteristics of the collected data.

RESULTS

From the results of student of home economics's satisfaction toward the services and facilities in laboratory a cases study of Faculty of Science and Technology Suan Sunandha Rajabhat University. The research indicated as the following.

4.1 The personal factors information of the respondents.

The results of the data analysis showed that most people who use the home economics laboratory were female or 73.2 percent and male or 26.8 percent. Users are studying at the level of the 3rd year is 39.9 percent, followed by the 2nd year students are 36 percent and the 4th year students are 24.7 percent. The frequency of use of most food laboratories was 2-3 times per week, accounting for 75.7 percent, followed by daily use of 22.2 percent and the frequency 2-3 times per month, representing a percentage of 2.1 percent. The duration of most food laboratory services is between 16.00-19.00 hours, accounting for 54 percent, followed by 12.00-16.00 hours, accounting for 27.2 percent and between 08.00-

12.00 hours, representing 18.8 percent. The requests to use the food laboratories of the Home Economics Program were mainly for teaching and learning, accounting for 89.5 percent, followed by research projects at 8.4% and activities of the branches representing 2.1 respectively.

4.2 The Satisfaction with the services and facilities in the food laboratory.

4.2.1 Internal - external facilities in the food laboratory.

From Table 1, it is found that the satisfaction of the food laboratory users Home Economics Program Faculty of Science and Technology Suan Sunandha Rajabhat University, in terms of internal - external facilities in the food laboratory, overall a high level ($\bar{x} = 3.83$) and when considering each topic, it was found that the satisfaction of users in the laboratory has clear rules and regulations, rules and regulations on the use of laboratory services, the highest average ($\bar{x} = 3.99$) Satisfaction in the lighting inside the food laboratory is bright enough. ($\bar{x} = 3.95$) The storage and waste management in the food laboratory is clean and tidy ($\bar{x} = 3.92$) Utilities such as air conditioners, ventilators, water supply systems, etc. can be used ($\bar{x} = 3.82$) Satisfaction in the arrangement of cooking tables and other equipment for use is appropriate ($\bar{x} = 3.77$) The surrounding environment of the operating building is beautiful ($\bar{x} = 3.76$) Satisfaction in the arrangement and decoration of the building is appropriate, modern, beautiful. ($\bar{x} = 3.72$) and the satisfaction with the laboratory has a fire protection system and fire escape facility is the least satisfied ($\bar{x} = 3.69$)

Table 1. Mean and standard deviation of satisfaction with internal - external facilities in the food laboratory, Department of Home Economics, Faculty of Science and Technology, Suan Sunandha Rajabhat University.

Internal - external facilities in the food laboratory	Satisfaction		
	\bar{x}	SD.	Results
1. The arrangement and decoration of the building is appropriate, modern, beautiful.	3.72	0.85	Much
2. The storage and waste management in the food laboratory is clean and tidy.	3.92	0.86	Much
3. The lighting inside the food laboratory is bright enough.	3.95	0.78	Much
4. Utilities such as air conditioners, ventilators, water supply systems, etc. can be used.	3.82	0.84	Much
5. The arrangement of cooking tables and other equipment for use is appropriate.	3.77	0.84	Much
6. The laboratory has clear rules and regulations, rules and regulations on the use of laboratory services.	3.99	0.75	Much
7. The surrounding environment of the operating building is beautiful.	3.76	0.99	Much
8. The laboratory has a fire protection system and fire escape facility.	3.69	0.97	Much
Overall	3.83	0.86	Much

4.2.2 Materials – Equipment

From Table 2, it was found that the satisfaction of food laboratories in home economics program, Faculty of Science and Technology, Suan Sunandha Rajabhat University on materials and equipment in overall were satisfied at a high level ($\bar{x} = 3.71$) and when considering each topic, it was found that the satisfaction of users of food laboratories in home economics there is a clear procedure for requesting laboratory services (borrowing - returning) highest average ($\bar{x} = 3.99$) Efficiency of the system of use of materials such as ovens, mixers blender etc ($\bar{x} = 3.77$) satisfaction with the equipment provided is in good condition and ready for use ($\bar{x} = 3.71$) satisfaction in the equipment provided is suitable for the purpose of use. ($\bar{x} = 3.67$) convenient in using materials and equipment (with machine manual) ($\bar{x} = 3.57$) and satisfactory the amount of equipment in the laboratory is sufficient for use and up to date with the least satisfaction ($\bar{x} = 3.54$).

Table 2. Mean and standard deviation of satisfaction with materials-equipment in the food laboratory, Department of Home Economics, Faculty of Science and Technology, Suan Sunandha Rajabhat University

Materials - Equipment	Satisfaction		
	\bar{x}	SD.	Results
1. The amount of equipment in the laboratory is sufficient for use and up to date	3.54	0.97	Much
2. The equipment provided is suitable for the purpose of use.	3.67	1.08	Much
3. The equipment provided is in good condition and ready for use.	3.71	0.99	Much
4. There is a clear procedure for requesting laboratory services (borrowing - returning).	3.99	0.78	Much
5. Efficiency of the system of use of materials such as ovens, mixers blender etc.	3.77	0.94	Much
6. Convenient in using materials and equipment (with machine manual)	3.57	0.85	Much
Overall	3.71	0.94	Much

4.2.3 The service staff

Table 3. Mean and standard deviation of satisfaction with the service staff in food laboratory, Department of Home Economics, Faculty of Science and Technology, Suan Sunandha Rajabhat University

The service staff	Satisfaction		
	\bar{x}	SD.	Results
1.1 The staff provide convenience in the service with fast and on time work.	3.92	0.91	Much
1.2 The staff are knowledgeable in providing services.	3.92	0.96	Much
1.3 The staff can help when problems occur when using the service, providing suggestions and answering questions clearly.	3.89	0.96	Much

The service staff	Satisfaction		
	\bar{x}	SD.	Results
1.4 The staff is polite, smiling and friendly.	3.79	0.90	Much
1.5 The staff has to follow up the work and give clear information, providing accurate.	3.73	0.89	Much
Overall	3.85	0.92	Much

From Table 3, it was found that the satisfaction of food laboratories in home economics program, Faculty of Science and Technology, Suan Sunandha Rajabhat University in terms of service staff overall were satisfied at a high level ($\bar{x} = 3.85$) and when considering each topic, it was found that the satisfaction staff provide convenience in the service with fast and on time work and staff are knowledgeable in providing services highest average ($\bar{x} = 3.92$) The staff can help when problems occur when using the service, providing suggestions and answering questions clearly ($\bar{x} = 3.89$) The staff is polite, smiling and friendly. ($\bar{x} = 3.79$) and satisfactory the staff has to follow up the work and give clear information, providing accurate with the least satisfaction ($\bar{x} = 3.73$) Moreover, it is also consistent with the research of [5]. The satisfaction of students and lecturers for educational services of Office of Academic and Registration of Phetchabun Rajabhat University in whole aspects as in high level when considering in each aspect was found that was high in all aspects. The highest average aspect was services, system or processes services.

CONCLUSION

According to this research, the level of satisfaction with service laboratories in the home economics program. Collecting data from respondents to use the service. The satisfaction assessment is divided into 3 aspects: internal - external facilities in food laboratories, materials and equipment, satisfaction in service staff. Overall, the satisfaction of all aspects was at a high level, but when put in order of the average value, there were still issues that need to be improved in order to enable the operations regarding teaching and learning and room services. Development of services to provide satisfaction to academic personnel of Suan Sunandha Rajabhat University is responsible for providing personnel services according to the role of the university [6].

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