

# A STUDY OF EDUCATION CLINIC SERVICES MODEL AND SATISFACTION OF FACULTY OF SCIENCE AND TECHNOLOGY, SUAN SUNANDHA RAJABHAT UNIVERSITY.

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## ABSTRACT

This research consists of two main objectives: first, to study the satisfaction with the use of education clinic services. And the last, to study satisfaction with the use of academic clinics classified by department and issues requested in the Faculty of Science and Technology, Suan Sunandha Rajabhat University. The research team sampled 336 people from current students who have registered and used the services from the Education Services section.

The results of the research revealed that the most consulted matters were registration and the least consultants were the change of branches and the transfer of faculty. In this regard, the education clinic services can help solve problems and promote knowledge and understanding of education in a good level in both departments. Except for service staff even if high level but each of issues knowledge have not expert because them come from various of sections in Faculty of Science and Technology.

**Keywords:** education clinic services, issues requested, service model

## INTRODUCTION

Currently, education services are another important role for students' education in various educational institutions, both at the tertiary and vocational institutions, in addition to teaching and learning according to the program or program the student is studying.

The provision of educational services is a type of service provided to the learners in terms of giving advice, explanations, or requesting documents as per the needs of the learners. That is to say, to help give advice or clarification about the rules or practices about learning. Such as choosing to study compulsory or elective courses, registration period, requesting funds from internal and external agencies, and requesting documents such as certifications, letters from the department to collect information for study or thesis. Moreover, requesting advice on other matters such as education development, changing study plans, etc. Including the need to publicize news or information about education and careers by using public relations channels other than forums such as the internet because it allows learners to receive news faster [1].

Due to the current educational services provided by the Educational Services Department Faculty of Science and Technology, Suan Sunandha Rajabhat University will provide services during business hours. (Monday to Friday between 8:30 am to 16:30 pm) This is a time that overlaps with the performance of the workload of the staff, so the staff cannot provide detailed advice to the learners or clients or use the time appropriately enough.

From the aforementioned problems, it was found that educational services were only provided during government hours. Although there is some benefit in providing educational

services to students, there are limitations in the case of giving advice, counseling, and suggestions that require a long time from cases of overlapping problems, misunderstandings of education patterns, or learning plans in a student's curriculum. The researcher and the education service department therefore focus on studying the form and satisfaction of the academic clinic services of the Faculty of Science and Technology outside of government hours in order to facilitate the service recipients in providing advice and proposals. Suggesting more efficiently It can also help solve the problems mentioned above.

## **OBJECTIVES**

1. To study the satisfaction with the use of education clinic services.
2. To study satisfaction with the use of education clinics classified by department and issues requested.

## **METHODOLOGY**

This research proposed a Study of Education Clinic Services Model and Satisfaction of Faculty of Science and Technology, Suan Sunandha Rajabhat University, which the methods have been explained into 4 sections below;

### **1. Population and Sampling**

#### 1.1 Population

The population is students who study in Bachelor Degree in Faculty of Science and Technology, Suan Sunandha Rajabhat University for 2,107 people.

#### 1.2 Sample

The sample is students' Faculty of Science and Technology, Suan Sunandha Rajabhat University for 2,107 people, and sampling to be calculated is only 336 people. The calculation referred to [2] at 0.05 significant level of deviation. Researchers selected the sampling by Stratified Random Sampling method with department stratification and randomized by population ratio in Table 1.

**Table 1.** The students' Faculty of Science and Technology, Suan Sunandha Rajabhat University [3]

Department	Population	Sample
Science	436	70
Applied Science	1671	266
<b>Total</b>	<b>2,107</b>	<b>336</b>

### **2. Research Instrument**

Satisfaction Questionnaire: The satisfaction of Education Clinic Services Model and Satisfaction is divided into 2 parts;

Part 1: Users' characteristics by giving basic information by answering 2 questions in the questionnaire

Part 2: Satisfaction of Education Clinic Services Model and Satisfaction as Likert scales which has 5 levels; very good, good, moderate, low, and very low. This part consists of 7 items

Researchers define questionnaire scores in 5 levels respectively as follows; very good = 5, good = 4, moderate = 3, low = 2, and very low = 1.

In term of satisfaction levels has been defined as follows; very good = 4.50-5.00, good = 3.50-4.49, moderate = 2.50-3.49, low = 1.50-2.49, and very low = 1.00-1.49 by Mean [4].

#### Tools Creation Process

1. Study from documents and Literature reviews [5]
2. Created and informed Education Clinic Services Model
3. Created Satisfaction Questionnaire
4. Take Satisfaction Questionnaire presented to advisor to check and further discuss
5. Adjust Satisfaction Questionnaire to completely

### 3. Data Collection

The questionnaire data collected from sampling for 336 people from October to December 2019.

### 4. Data Analysis and Statistics

Researcher checked all questionnaire data have been completed correctly, and statistical analyses with statistical package is satisfaction of Education Clinic Services Model classified by department using independent t-test for 2 groups, Analysis of Variance (ANOVA), and Post Hoc test [6].

## RESULTS

Researcher release an Education Clinic Services to students to feedback then see their answer in the questionnaire, result is comparison of results about of Education Clinic Services.

**Table 2.** The satisfaction with the use of education clinic services classified by service process

Service Process	$\bar{x}$	S.D.	Level
Clearly describe, explain, and advise	3.94	.62	High
Service process have simply and easily	4.30	.73	High
Quick and convenient	3.91	.48	High
Services accordingly	4.44	.67	High
Time services have compatibility	3.26	.57	Moderate
<b>Overview</b>	<b>3.97</b>	<b>.44</b>	<b>High</b>

From Table 2, result analysis about The satisfaction with the use of education clinic services classified by Service Process. Researcher found that Service Process overview is High level ( $\bar{x} = 3.97$ , S.D. = .44) and when considered by issues are High level too, which have details as follow. First, Services accordingly ( $\bar{x} = 4.44$ , S.D. = .67), second, Service process have simply and easily ( $\bar{x} = 4.30$ , S.D. = .73), Clearly describe, explain, and advise ( $\bar{x} = 3.94$ , S.D. = .62), and Quick and convenient ( $\bar{x} = 3.91$ , S.D. = .48), respectively. Except, Time services have compatibility as Moderate level ( $\bar{x} = 3.26$ , S.D. = .57).

**Table 3.** The satisfaction with the use of education clinic services classified by service staff

Service Staff	$\bar{x}$	S.D.	Level
Service by gently and friendly	4.54	.65	Highest
Compatibility characteristic	4.49	.59	High
Attend, active, and ready to service	3.97	.39	High
Have knowledge and skill	3.99	.35	High
Officiate as royalty	4.82	.51	Highest
<b>Overview</b>	<b>4.36</b>	<b>.39</b>	<b>High</b>

From Table 3, result analysis about The satisfaction with the use of education clinic services classified by Service Staff. Researcher found that Service Staff overview is High level ( $\bar{x} = 4.36$ , S.D. = .39) and when considered by issues are High to Highest level, which have details as follow. First, Officiate as royalty ( $\bar{x} = 4.82$ , S.D. = .51), second, Service by gently and friendly ( $\bar{x} = 4.54$ , S.D. = .65), Compatibility characteristic ( $\bar{x} = 4.49$ , S.D. = .59), Have knowledge and skill ( $\bar{x} = 3.99$ , S.D. = .35), and Attend, active, and ready to service ( $\bar{x} = 3.97$ , S.D. = .39), respectively.

**Table 4.** The comparison of students' satisfaction classified by departments

Issues	Department	$\bar{x}$	S.D.	T test	P-Value
<b>Service process</b>	Science	4.05	.36	1.725	0.085
	Applied Science	3.95	.46		
<b>Service staff</b>	Science	4.44	.27	2.419*	0.017
	Applied Science	4.34	.42		

\*P < 0.05

Table 4 found that Science department and Applied Science department have satisfaction of Service staff issue significantly different at .005.

**Table 5.** The comparison of students' satisfaction classified by service request

Issues	Service Request	$\bar{x}$	S.D.	F test	P-Value
<b>Service process</b>	Registration and add-drop courses	3.90	.63	1.385	.238
	Recover or retaining student	4.00	.26		
	Entrepreneur or cooperative education	3.98	.33		
	Registration and entrepreneur together	4.03	.20		
	Opening course	4.04	.34		
<b>Service staff</b>	Registration and add-drop courses	4.26	.55	4.708*	0.001
	Recover or retaining student	4.48	.24		
	Entrepreneur or cooperative education	4.33	.37		
	Registration and entrepreneur together	4.45	.15		
	Opening course	4.40	.23		

\*P < 0.05

When researcher considered Table 5 found that Service process issue by service requests have not significantly different at .05. And Service staff issue by service requests have significantly different at .05.

**Table 6.** The comparison of pairs with average of service staff issue classified by service requests

<b>Service Staff</b>	<b>Registration and add-drop courses</b>	<b>Recover or retaining student</b>	<b>Entrepreneur or cooperative education</b>	<b>Registration and entrepreneur together</b>	<b>Opening course</b>	
$\bar{x}$	4.26	4.48	4.33	4.45	4.40	
<b>Registration and add-drop courses</b>	4.26	-	-0.22*	-0.07	-0.19*	-0.14
<b>Recover or retaining student</b>	4.48	-	0.15*	0.03	0.08	
<b>Entrepreneur or cooperative education</b>	4.33		-	-0.12	-0.07	
<b>Registration and entrepreneur together</b>	4.45			-	0.05	
<b>Opening course</b>	4.40				-	

\*P < 0.05

Table 6 display the comparison of pairs with average of service staff issue classified by service requests found that between Registration and add-drop courses, Recover or retaining student, and Registration and entrepreneur together have significantly different at .05. And between Recover or retaining student, and Entrepreneur or cooperative education have significantly different at .05.

## DISCUSSION

Considering the research results, it was found that in the service process, the satisfaction of students was at a high level in both the Science and Applied Sciences department. Since the working procedures have been written directions and working methods by the university already.

While in the aspect of service provided by staff, it was found that although satisfaction levels were very high to very high, there were statistically significant differences when considered by department and request type. That's because each type of request is uniquely complex, including the expertise of staff at one stop services of the Faculty of Science and Technology. Due to the shift of service providers every day, from all staff in the department, there are some staff who are unable to provide the full service. In order to effectively operate at One Stop Services, there should be training, basic academic services, and basic problem solving manuals. This is consistent with the research [7] which states that allowing students or users to solve basic problems on their own will lead to greater satisfaction.

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