

# **SATISFACTION WITH BUILDING WORKS AND PLACES COLLEGE OF LOGISTICS AND SUPPLY CHAIN, SUAN SUNANDHA RAJABHAT UNIVERSITY**

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## **ABSTRACT**

Abstract— The study of satisfaction with building works and places College of Logistics and Supply Chain, the objectives are divided in two parts 1) study the satisfaction of users of premise services College of Logistics and Supply Chain, Suan Sunandha Rajabhat University. 2) study and find ways to develop and improve buildings and internal facilities of the College of Logistics and Supply Chain to be more well-organized. The populations in this study were 359 academic and support personnel. The data were collected by questionnaires and statistics were used to analyze data, including percentage, mean and standard deviation.

The results found that the personnel of the College of Logistics and Supply Chain who come to receive the service overall satisfaction was at a high level in all 4 aspects, cleanliness, safety, convenience and facilities within the building and environment which has an overall mean = 3.89 and a standard deviation (S.D.) = 0.95.

Consequently, the satisfaction with the building works and places of the College of Logistics and Supply Chain, Suan Sunandha Rajabhat University in part of planning and designing the processes must focus on the elements of the program that the user can easily to understand. Therefore it is necessary to pay great attention to increase efficiency in use understanding of work systems this is a factor that endorses understanding of the various processes to be accomplished and important driving force for other work systems. There is a consistent relationship that is efficiency and effective for the organization.

Keywords—Satisfaction, Service users, Buildings

## **INTRODUCTION**

There are 4 main important missions of higher education institutions or universities as a source of wisdom for a society that is internationally accepted missions can be divided into (1) production of quality graduates to develop a high level of manpower for society and the nation (2) research to create knowledge to achieve academic excellence (3) academic services to society to create and sustain the progress of the society and improve the quality of life of the people in society using advanced academics as a basis (4) preservation of arts and culture to maintain the Thai national identity.

College of Logistics and Supply Chain, Suan Sunandha Rajabhat University, give importance to teaching and learning facilities which is an intermediary. The students learn according to the objectives of teaching and learning defined easily and quickly. It is an important tool and intermediary in the teaching and learning process. It has the duty to convey the needs of the instructor to the learners accurately and quickly. By relying on various equipments for example, teaching equipment audio-visual equipment educational technology teaching media, educational media.

The importance of managing buildings and premises to be effective must study the satisfaction of current students the problems and needs planning implementation and evaluation from students. Therefore, the researcher was interested in studying the satisfaction with building work and places of the College of Logistics and Supply Chain, Suan Sunandha Rajabhat University. To study the utilization of buildings and facilities of the College to study the satisfaction with building works and places and apply the information obtained as a guideline for improvement and plan the utilization the buildings of the College of Logistics and Supply Chain and premises in order to achieve extreme satisfaction with further use.

## LITERATURE REVIEWS

The research on satisfaction with building works and places of the College of Logistics and Supply Chain Suan Sunandha Rajabhat University and presented the related literature into four part (1) the concepts and theories about development (2) the concepts and theories of satisfaction (3) the concepts and theories about service provision (4) the importance of building and facility management. The details would describe as below;

1. Concept and theory about development, Development is a concept rooted in interest which arises from observing the phenomenon of social and cultural change that clearly explains that society and culture of humanity are constantly changing.

2. The concept and theory of satisfaction, According to Direk Rerksarai, 1885 defined satisfaction as a positive attitude of the people towards something. It is a positive feeling or attitude towards the work done by a person towards the work happiness of a person arising from performance and satisfactory results makes people enthusiastic, happy, determined to work morale and encouragement. Affiliations with the agency take pride in the achievements of the work you do and these will affect the efficiency and effectiveness of work, affecting the progress and success of the organization as well.

3. The concept and theory about service, Service is not a tangible thing but rather a process or activity arising from the interaction between those who want to use the service and service provider in order to meet one's needs to achieve success. The difference between goods and services they both bring benefits and satisfaction to customers who come to buy. The service business will focus on actions that meet the needs of customers. This leads to satisfaction in receiving that service. In this time general business aim to sell products that customers like and create satisfaction in owning that product (Jittinan Dechagup, 2006).

4. The importance of building and facility management, building and premises management means that management uses available resources to operate buildings and premises. Collaborate with school personnel to achieve the goals set. Types and scope of building works and locations for executives to be able to manage buildings and premises effectively, it is necessary to know the scope of work that.

## METHODS

The study of satisfaction with building works and places College of Logistics and Supply Chain, the objectives are divided in two parts 1) study the satisfaction of users of premise services College of Logistics and Supply Chain, Suan Sunandha Rajabhat University. 2) study and find ways to develop and improve buildings and internal facilities of the College of Logistics and Supply Chain to be more well-organized. The population used in this research was 359 people including academic personnel and academic support personnel of the College of Logistics and Supply Chain, Suan Sunandha Rajabhat University. Study method will focus on (1) study and research documents examine relevant documents, books, textbooks, articles, research papers and analyze the nature of the required information. 2. Compile the knowledge studied into the concepts defines the scope and tools for use in the research. 3. Create a draft questionnaire defines the purpose of the questionnaire and defines research tools. 4. Check the correctness and comprehensiveness of the question edit as instructed. 5. Print questionnaires according to the number of target population to prepare for data collection.

## RESULTS

Part 1 presents the results of the general data analysis of the respondents.

**Table 1.1 Gender**

Gender	Amount	Percentage
Male	95	26.50
Female	264	73.50
Total	359	100.00

From Table 1 classified by gender, it was found that the respondents classified males as 95 people, representing 26.50% and females, 264 people, representing 73.50%.

Part 2 presents the results of the analysis of data on the attitudes of service users towards service providers of the College of Logistics and Supply Chain.

**Table 2.1 Aspect cleanliness, standard deviation and customer satisfaction level of the College of Logistics and Supply Chain.**

Cleanliness	$\bar{x}$	S.D.	Level
1. bathroom	4.12	0.88	High
2. corridor	3.61	1.05	High
3. classroom	3.62	0.90	High
4. lecturer and office room	3.89	1.11	High
5. laboratory, warehouse	3.99	0.92	High
Total	3.85	0.97	High

From Table 2.1 It was found that overall customer satisfaction of the College of Logistics and Supply Chain, services cleanliness. It was at a high level with the mean = 3.85 and the standard deviation (S.D.) = 0.97, sorted from the mean with the highest value to the lowest value, respectively. When considering each item, It was found that the cleanliness of the bathroom had an average = 4.12, at a high level, followed by the cleanliness of the warehouse laboratories, had an average = 3.99, at a high level. The cleanliness of room both office and teacher had an average = 3.89, in a high level. The cleanliness of the classroom, mean = 3.62, in a high level. And the cleanliness of the corridor had an average = 3.61, in a high level.

**Table 2.2 Aspect safety standard deviation and customer satisfaction level of the College of Logistics and Supply Chain.**

Safety	$\bar{x}$	S.D.	Level
6. Safety system in case of fire	2.68	1.18	Moderate
7. Safety in the using of elevators	3.99	0.92	High
Total	3.34	1.05	Moderate

From Table 2.2 It was found that overall satisfaction of service users safety. It was at a moderate level, the mean = 3.34 and the standard deviation (S.D.) = 1.04, sorted from the mean with the highest value to the lowest value, respectively. When considering each item, It was found that safety in using the lift had an average = 3.99, at a high level, followed by safety in the case of fire, having an average = 2.68, at a moderate level.

**Table 2.3 Aspect convenience and facilities within the building standard deviation and customer satisfaction Level of the College of Logistics and Supply Chain.**

Convenience and Facilities	$\bar{x}$	S.D.	Level
8. Infrastructures such as air conditioners, elevators, electricity	4.25	0.90	Highest
9. lighting	4.04	0.90	High
10. Amount of classroom	4.17	0.88	High
11. Sign	3.98	0.89	High
12. A cultural space and prayer room	4.07	0.86	High
Total	4.10	0.89	High

From Table 2.3 It was found that overall customer satisfaction convenience and facilities within the building It was at a high level, mean = 4.10 and standard deviation (S.D.) = 0.89, sorted from the mean with the highest value to the lowest value, respectively. Considering each item It was found that infrastructures such as air conditioners, elevators, electricity with an average of 4.25, in the highest level, followed by the amount of classrooms with an average of 4.17, at a high level. The lighting were adequate with an average of = 4.04, at a high level and signs the inside of the building was clear, with an average = 3.98, in a high level.

**Table 2.4 Aspect environment standard deviation and customer satisfaction level of the College of Logistics and Supply Chain.**

Environment	$\bar{x}$	S.D.	Level
13. Disposal of rubbish	4.19	0.86	High
14. College environment orderly	4.12	0.88	High
15. Energy Safe	4.14	0.90	High
Total	4.15	0.88	High

From Table 2.4, it was found that overall customer satisfaction environment It was at a high level, mean = 4.15 and standard deviation (S.D.) = 0.88, sorted from the mean with the highest value to the lowest value, respectively. When considering each item It was found that the rubbish disposal with an average = 4.19, at a high level, followed by the college environment orderly with an average = 4.12, at a high level and energy saving with an average = 4.12, at a high level.

### CONCLUSION

According to the study of satisfaction with building works and places College of Logistics and Supply Chain, Suan Sunandha Rajabhat University the results of the analysis are presented in 2 parts as follows:

Part 1 presents the results of the general data analysis of the respondents. From Table 1.1 classified by gender, it was found that the respondents classified males 95 people, representing 26.50% and females, 264 people, representing 73.50%. From Table 1.2 classified by years of work of respondents' job positions in the College of Logistics and Supply Chain found those 58 professors, 8.10 percent, 29 officers, 8.10 percent, 266 students, 74.10 percent, and 6 executives, representing 74.10 percent. 1.70 percent.

Part 2 presents the analysis of data on the attitudes of service recipients towards service providers of the College of Logistics and Supply Chain, consisting of 4 aspects; (1) cleanliness (2) safety (3) convenience and facilities within the building (4) environment All of Aspects can describe as below;

From Table 2.1, It shows that the overall satisfaction of service users cleanliness It was at a high level with the mean = 3.85 and the standard deviation (S.D.) = 0.97, sorted from the mean with the highest value to the lowest value, respectively. When considering each item, It was found that the cleanliness of the bathroom had an average = 4.12, at a high level, followed by the cleanliness of the warehouse laboratories, had an average = 3.99, at a high level. The cleanliness of the office and teacher room both had an average = 3.89, in a high level. The cleanliness of the classroom, mean = 3.62, in a high level and the cleanliness of the corridor had an average = 3.61, in a high level.

From Table 2.2, It shows that overall satisfaction of service users safety It was at a moderate level, mean = 3.34 and standard deviation (S.D.) = 1.04, sorted from the mean with the highest value to the lowest value, respectively. When considering each item It was found that the safety in using the lift had an average = 3.99, at a high level, followed by safety in case of fire, having an average = 2.68, at a moderate level.

From Table 2.3, It shows that overall satisfaction of service users convenience and facilities within the building It was at a high level, mean = 4.10 and standard deviation (S.D.) = 0.89, sorted from the mean with the highest value to the lowest value, respectively. Considering each item It was found that public utility systems such as air conditioners, elevators, electricity, water supply worked well with an average of 4.25, in the highest level followed by the number of classrooms sufficient for use, with an average of 4.17, at a high level. The lighting in the building, classrooms, teachers' quarters, and offices were adequate with an average of = 4.04, at a high level and road signs. The inside of the building was clear, with an average = 3.98, in a high level.

From Table 2.4, It shows that overall satisfaction of service users environment It was at a high level, mean = 4.15 and standard deviation (S.D.) = 0.88, sorted from the mean with the highest value to the lowest value, respectively. When considering each item It was found that the garbage disposal inside the building was clean and tidy with an average = 4.19, at a high level, followed by the environment inside the college building. There is orderliness with an average = 4.12, at a high level and energy saving with an average = 4.12, at a high level.

## Suggestion

From the study of satisfaction with building works and places of the College of Logistics and Supply Chain, Suan Sunandha Rajabhat, University. Planning and designing the process of using the program should take into account the elements of the program that the user can easily understand. Therefore It is necessary to pay great attention to increase efficiency and understanding of work systems. The factor promotes an understanding of the various processes to be accomplished and important driving force for other work systems. That has a consistent relationship that is effective and effective for the real agency.

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