

A STUDY OF SATISFACTION WITH EQUIPMENT BORROWING AND RETURNIN SERVICES OF MULTIMEDIA PRODUCTION LABORATORIES COLLEGE OF LOGISTICS AND SUPPLY CHAIN SUAN SUNANDHA RAJABHAT UNIVERSITY

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ABSTRACT

Abstract— This research aims to study the satisfaction of equipment borrowing and returning services of multimedia production laboratories. College of Logistics and Supply Chain Suan Sunandha Rajabhat University by the population used in this research including academic personnel and academic support College of Logistics and Supply Chain, 100 students used to collect data with questionnaires and statistics used to analyze the data, including percentage, mean and standard deviation. It was found that

Most personnel who use multimedia production laboratories of the College of Logistics and Supply Chain Academic personnel and academic support personnel Student of the College of Logistics and Supply Chain The overall level of satisfaction is high. In the service of borrowing and returning the equipment of the multimedia production laboratory The number of equipment provided is mostly 6 hours per week. The equipment is used correctly. Accuracy and completeness of information, including a form of easier and faster service.

Keywords— satisfaction study, multimedia production laboratory

INTRODUCTION

Nowadays, due to the advancement in technology that can be extended in all directions, be it travel, medicine, communication, and education as well. And today there will be a saying that Education is not just inside the classroom. current student Students can learn by themselves at home. Both in the form of E-learning systems or various distance education systems. through interesting multimedia However, knowledge transfer by professors or speakers The dissemination system of lectures or teaching, it is necessary to use the availability of the filming system, equipment, location, as well as the production process of various multimedia media, it is still necessary to use a complete system or equipment. In order to get quality materials and ready for learning as much as possible Multimedia production laboratory means a place that consists of installing equipment and tools suitable for multimedia production. Whether it is recording images on a tape recorder or whether it is broadcasting the program live directly to the audience. In another case, it might be recording part of the show on tape to edit in the room. post-production in order to be a complete multimedia medium The multimedia production lab's design and furnishings are similar to and influenced by a film studio. But there will be some special differences in order to produce multimedia materials specifically for education.

Satisfaction refers to the emotional state of a person when their needs are met according to their expectations. Job satisfaction is the worker's attitude towards the work he does, which is expressed as a liking or disliking of the job attributes in the performance rewards. and in a work environment that fosters quality work and cooperation. The work system runs smoothly. Have a good working atmosphere and impressive appearance Especially the service recipients are satisfied. Components of job satisfaction consisted of satisfaction resulting from fulfilling physical, mental and learning needs. Job satisfaction assessment was a feeling assessment. thoughts and behavior It can be assessed by means of observation, interviewing and questioning. A popular questionnaire is carefully constructed and properly based on the theory of measurement and evaluation. and interpret the results for utilization to continue to operate as needed

Therefore, the researcher realized the importance of this issue. As an audiovisual provider which must be aware of satisfaction, suggestions, including problems encountered in the operational process To cause an orderly operation in every step of the use of this laboratory. The suggestions are therefore very important to be regarded as a guideline for the operation and the correction of various deficiencies in this operation. In order to meet the needs and cause satisfaction in the use of the service of the service recipient even more.

LITERATURE REVIEWS

Satisfaction is a word that has various meanings derived from conceptual conceptual views. and the beliefs of each individual upheld Many scholars have given the meaning as follows.

Phanida Chaipanya (1998) said that measuring that satisfaction This can be done in several ways:

1. Using a questionnaire by the designer Want to know opinions which can be done in the form of selecting an answer. or answer independent questions Such questions may ask preferences in various fields so that all respondents come together as one pattern. It is often used when a large sample size is required. This method is the most commonly used method for measuring attitudes. The questionnaire was used to measure attitude. One of the popular methods currently used is the Likert scale, which consists of a statement showing a person's attitude towards a particular stimulus with five responses indicating a level of feeling, such as very much. The most, the most, the medium, the least, the least

2. An interview is a way for the researcher to ask questions by talking. with a plan prepared in advance to get the most truthful information

3. Observation is a way to measure satisfaction. By observing the behavior of the target person, whether it is expressed from speech, verb, gestures, this method requires serious action. and observed in a systematic way This is an ancient method of education. and is still widely used today

According to the satisfaction measurement study In conclusion, the measure of satisfaction indicates a person's preference for an object. which can be measured in many ways, interviews, opinion questionnaires Using a sentiment survey

Pichsinee Chompookham (2018) has mentioned in the research papers that a questionnaire is a form of a series of questions that have been compiled in a systematic and systematic manner. to measure what the researcher wants to measure from the sample or the target population to derive facts in the past present and future predictions The questionnaire consisted of a carefully constructed list of questions. to collect information about opinions or facts By sending to the sample group on a voluntary basis, using the questionnaire as a tool for collecting that data. Forming questions is an important task for researchers. Because the researcher may not have the opportunity to meet with the respondents to explain the various meanings of the questions. want to collect

Tomani Suksai (2018) Student Satisfaction towards Teaching Methods and Opinions of the Logistics Information Technology Course. to determine the teaching plan and develop teaching and learning to be even better which is important for learners to be knowledgeable people competence and expertise Knowledge of logistics has been developed. Understand and be able to effectively apply information technology to solve logistics problems.

METHODS

1. Population determination and sample selection

The population used in this study were professors, staff and students of the Logistics and Supply Chain College. fiscal year The researcher has used such information to define a sample group. To be used to collect data of 100 people using the principle of Krejcie and Morgan, which sets the size of the sample from equal to 100.

2. Creation of research tools

2.1) Tools used in this research It is a questionnaire divided into 4 parts:

Part 1 General information of respondents

Part 2 studied the satisfaction of equipment borrowing and returning services of multimedia production laboratories.

Part 3 Comments and Suggestions

2.2) Tool Creation

This opinion measurement questionnaire The researcher created it himself. by studying from relevant documents and research brought to define the question to be measured And grouping the questions into a system to answer the research, divided into 3 parts, consisting of

Part 1 General Information of Students, Teachers, Staff

The researcher has studied relevant documents and research reports. To consider the variables likely to play a role in opinions, including gender, type of personnel. Multimedia Production Laboratory User's age

Part 2 studied the satisfaction of equipment borrowing and returning services of multimedia production laboratories. College of Logistics and Supply Chain Suan Sunandha Rajabhat University Which is classified into 10 issues, namely: 1. System for using multimedia production laboratory equipment The format is difficult to access. 2. System for using multimedia production laboratory equipment data accuracy accurate and complete 3. System for using multimedia production laboratory equipment Categorized data Designed for complete use 4. System for using multimedia production laboratory equipment It is convenient to use the program. format and method of presentation 5. System for using multimedia production laboratory equipment The screen is designed to be easy to use. simple menu 6. System for the use of multimedia production laboratory equipment have the ability of the system to be utilized 7. System for the use of multimedia production laboratory equipment is up to date 8. Working process of equipment of multimedia production laboratory is fast in using the service 9. System for using multimedia production laboratory equipment Meets the desired purpose 10. Satisfaction with the overall picture of the use of the multimedia production laboratory utilization system.

Part 3 Comments and Suggestions

3. Data collection

The researcher used a questionnaire to study satisfaction with the use of multimedia production laboratories. College of Logistics and Supply Chain Suan Sunandha Rajabhat University Distributed to students, professors, staff of the College of Logistics and Supply Chain, various departments by themselves. The researcher brought the questionnaire to distribute after using the multimedia production laboratory. College of Logistics and Supply Chain Suan Sunandha Rajabhat University completed of students in various departments, various departments, the researcher has gradually collected data from students in various departments until complete, totaling 100 sets.

4. Data analysis

The researcher processed the data using a computer program for social science research (Statistical Package for the Social Science: SPSS). Data were analyzed using statistical methods. Frequency distribution, percentage, mean (\bar{x}) and standard deviation (S.D.) show the analytical results.

1. Use frequency and percentage distribution methods to show general information of students classified by sex, faculty of study, curriculum, period of study. and use of audio-visual equipment

2. Use the mean (\bar{x}) and standard deviation (S.D.) to show the level of problems with the use of audio-visual services.

3. Use the mean (\bar{x}) and standard deviation (S.D.) to show the level of demand for audiovisual equipment required to be provided for additional services.

4. Use the mean (\bar{x}) and standard deviation (S.D.) to show the level of demand for audio-visual services.

RESULTS

Use satisfaction Multimedia Production Laboratory College of Logistics and Supply Chain Suan Sunandha Rajabhat University

Table 1 Mean and Standard Deviation of Scores service satisfaction Borrow and return equipment Multimedia Production Laboratory College of Logistics and Supply Chain Suan Sunandha Rajabhat University

Satisfaction in borrowing and returning multimedia production laboratory equipment	\bar{X}	S.D.	Level
1. Equipment borrowing and returning system multimedia production practice The format is difficult to access.	4.80	0.42	A lot
2. Borrowing and returning system for multimedia production laboratory equipment data accuracy Accurate and complete	4.60	0.70	Very
3. Borrowing and returning system for multimedia production laboratory equipment There are categories of information designed for complete use.	4.60	0.70	A lot
4. Equipment borrowing and returning system have the convenience of program usage format and method of presentation	4.90	0.32	A lot
5. Equipment borrowing and return system Multimedia Production Laboratory The screen is designed to be easy to use. The menu is not complicated	4.50	0.53a	A lot
6. Equipment borrowing and returning system is capable of the system to take advantage	4.60	0.52	Very
7 Equipment borrowing and returning system Multimedia Production Laboratory is up to date	4.80	0.42	Much
8. Working process of equipment borrowing and returning system Multimedia Production Laboratory is fast in using the service	4.60	0.70	A lot
9. Equipment borrowing and return system Multimedia Production Laboratory according to the desired purpose	4.30	0.67	A lot
10. Overall satisfaction with borrowing and returning equipment Multimedia Production Laboratory	4.50	0.53	High

From Table 1 , it was found that the satisfaction of Borrow and return equipment Multimedia Production Laboratory College of Logistics and Supply Chain Suan Sunandha Rajabhat University has 10 issues, which most personnel are most satisfied with is equipment borrowing and returning system, multimedia production laboratory . It is convenient to use the program. Format and presentation method had an average of 4.90 , followed by equipment borrowing and returning system . Multimedia Production Laboratory It is up-to-date with an average of 4.80, followed by equipment borrowing and return system, multimedia production laboratory. pattern is difficult Easy to access, followed by the equipment borrowing and returning system. Multimedia Production Laboratory The accuracy of the data is accurate and complete with an average of 4.60 . Followed by the system of borrowing and returning equipment. Multimedia Production Laboratory There are data in categories designed to be used in full, with an average of 4.60 , followed by a system for borrowing and returning equipment. Multimedia Production Laboratory The ability of the system to be utilized with an average of 4.60 , followed by the process of the system. Borrow and return equipment Multimedia Production Laboratory There is a speed in service, borrowing and returning equipment with an average of 4.60, followed by the system of borrowing and returning equipment. The multimedia production laboratory has a screen design that is easy to use with an average of 4.50 . followed by satisfaction with the overall Borrow and return equipment Multimedia production laboratories had an average of 4.50 and the lowest satisfaction was the equipment borrowing and returning system. Multimedia Production Laboratory meets the purpose desired have an average of 4.30

CONCLUSION AND FUTURE WORK

From research on A study of satisfaction with equipment borrowing and returning services of multimedia production laboratories College of Logistics and Supply Chain Suan Sunandha Rajabhat University Objective: to study the level of satisfaction in using multimedia production laboratories in order to use the research results to plan and prepare the budget and power rate of the audio-visual work group in supporting the academic service of the College of Logistics and Supply Chain and needs of students, teachers and staff

The samples used in this research were 100 professors, staff and students of the College of Logistics and Supply Chain.

The general characteristics of the sample group, most of the teachers, staff and students were regular students of the Bachelor of Business Administration program who had come to study at the College of Logistics and Supply Chain.

The research tools were questionnaires consisting of 1) General information 2) Satisfaction with equipment borrowing and returning services of multimedia production laboratories. College of Logistics and Supply Chain Suan Sunandha Rajabhat University 3) including comments and suggestions This questionnaire was created by the researcher from studying the structure of the audio-visual work group. Role/Duty/Vision of the College of Logistics and Supply Chain with various changes and roles and responsibilities of the audio-visual unit audio-visual media services in various educational colleges as well as related research in consultation with experts

Data collection and analysis The researcher collected data by himself and analyzed the data. The percentage, mean (\bar{X}) and standard deviation (S.D.) statistics were used by using the SPSS / PC package program.

Satisfaction with borrowing and returning equipment Multimedia Production Laboratory

Satisfaction with borrowing and returning equipment use of multimedia production laboratories College of Logistics and Supply Chain Suan Sunandha Rajabhat University has 10 issues, which most personnel have the highest satisfaction. Is a system to borrow and return equipment Multimedia Production Laboratory It is convenient to use the program. The form and presentation method had an average of 4.90, followed by the equipment borrowing and returning system. Multimedia Production Laboratory It is up to date with an average of 4.80, followed by a system for borrowing and returning equipment. Multimedia Production Laboratory pattern is difficult Easy to access, followed by the equipment borrowing and returning system. Multimedia Production Laboratory The accuracy of the information is accurate and complete with an average of 4.60, followed by the equipment borrowing and returning system. Multimedia Production Laboratory There are categorical data designed for complete use with an average of 4.60, followed by a system for borrowing and returning equipment. Multimedia Production Laboratory The ability of the system to be utilized with an average of 4.60, followed by the work process of the equipment borrowing and returning system. Multimedia Production Laboratory There is a speed in using the service with an average of 4.60, followed by the equipment borrowing and returning system. The multimedia production laboratory has a screen design that is easy to use. Uncomplicated menu with an average of 4.50, followed by satisfaction with the overall image of borrowing and returning equipment with an average of 4.50 and the least satisfied with equipment borrowing and return system Multimedia Production Laboratory Meets the desired objectives with an average of 4.30

Discussion of research results

From the research A study of satisfaction with equipment borrowing and returning services of multimedia production laboratories College of Logistics and Supply Chain Suan Sunandha Rajabhat University Academic personnel and academic support personnel The overall level of satisfaction is high. In providing services for borrowing and returning multimedia production laboratory equipment The number of equipment provided, most of them will use the service 6 hours a week, the equipment is sufficient to meet the demand. Service providers are using technology. Is a borrowing and returning system for multimedia production laboratories. This makes it possible to borrow and return multimedia production laboratory equipment. is correct Accuracy and completeness of information, including a form of service that is easier and faster.

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