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THE PERCEPTION AND PARTICIPATION EXTERNAL QUALITY ASSURANCE OF PERSONNEL AT DEMONSTRATION SCHOOL OF SUAN SUNANDHA RAJABHAT UNIVERSITY

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ABSTRACT

The objectives of this research were 1) to study the level of the perception external quality assurance of personnel at Demonstration School of Suan Sunandha Rajabhat University. 2) to study the level of participation external educational quality assurance of personnel at Demonstration School of Suan Sunandha Rajabhat University. The samples of this study were 81 personnel at the Demonstration School of Suan Sunandha Rajabhat University. The data were collected by questionnaires and were analyzed statistically using percentage, mean and standard deviation.

The research results were as follows: 1) the level of knowledge and comprehension of external quality assurance of personnel was yes as 98.03%, no as 1.48%, and not sure as 0.49%. 2) level of participation external educational quality assurance of personnel was total average at \bar{x} = 4.63, S.D. = 0.59. When considered the results individually item, this finding found that personnel participated in the external educational quality assurance planning was total average at \bar{x} = 4.62, S.D. = 0.66. Personnel participated in meeting plan and conveying strategic plans for external educational quality assurance was an average at \bar{x} = 4.60, S.D. = 0.70. Personnel participated in performing activities related to student activities according to the determined strategic plan of institution was an average at \bar{x} = 4.62, S.D. = 0.66. Personnel participated in assignments related to management work in various areas according to the determined strategic plan of institution was an average at \bar{x} = 4.66, S.D. = 0.63, and personnel participated in Identity-based project/activity performance and identity in accordance with the strategic plan was an average at \bar{x} = 4.66, S.D. = 0.65, respectively.

Keywords: perception, participation, external quality assurance

INTRODUCTION

From the current situation of globalization (Globalization) creates borderless communication or is it the era of information (Information Technology) causing rapid changes in various fields? In terms of economy, society, politics, education, and culture, such changes cause people to have to learn to adapt to the times and times. That people will learn and adapt well as a result of receiving quality education. And quality education requires a good education system and system management. There is quality and efficiency in every aspect, including teaching curriculum management, teacher development, media development, and learning resources. as well as creating cooperation and public relations between educational institutions, parents, communities and various organizations. Good are strategies for make quality education available depends on the educational quality assurance system (Prasongsuk, 2021).

Educational quality assurance (Quality Assurance) means carrying out activities or performing main missions systematically according to a set plan. There is quality control

(Quality Control), quality inspection (Quality Auditing) and quality assessment (Quality Assessment) until it creates confidence in quality. and standards for system and production process indicators Outputs and results of educational management

Educational quality assurance was a mechanism for controlling, investigating and evaluating the performance of each activity in accordance with determined indicators, It was confirming for colleague, the community and society that the institution produces quality educational products that met the determined educational standards and that the quality has been continuously improve (Chawanee, 2007). Educational quality assurance caused efficient management with targeted work and a clear action plan.

External Quality Assurance Section 49 stipulates that there should be an Office for Accreditation and Educational Quality Assessment. It has status of a public organization Responsible for developing external quality assessment criteria. and evaluate educational management in order to inspect the quality of educational institutions. Taking into account the aims and principles and guidelines for organizing education at each level as specified in the Education Act. There must be an external quality assessment of every educational institution at least once every five years. According to (Parichut, 2015), an external quality assessment is an evaluation of educational management to check the quality of an educational institution by Agencies or people outside the educational institution aiming to develop the quality and educational standards of the educational institution even further.

Therefore, from the above statement, it can be concluded that external quality assessment It is an assessment of the quality of educational provision, monitoring, and quality inspection. and educational standards to further develop the quality of education for students and educational institutions.

Demonstration School of Suan Sunandha Rajabhat University was concerned the importance of educational quality assurance and to follow with the requirements in the national education act with stated that educational institutions developed educational an external quality assessment is conducted at least once every five years. which external quality assessment It is an assessment that is continuous with the internal quality assessment of the educational institution. It confirms the results of the internal evaluation. What is the quality of educational provision. When compared with the specified standards Internal quality assurance and external quality assessment are therefore linked primarily by educational standards. Therefore, the school provided external quality assurance systematically and concretely following the aim of developing systems and mechanisms for external quality assurance (ONESQA).

From the background and importance of external educational quality assurance mentioned above. Therefore, the researcher aims to study the perception and participation external quality assurance of personnel at Demonstration School of Suan Sunandha Rajabhat University. Since personnel were involved in the external quality assurance performing of the school, this research will facilitate the internal educational quality assurance implementation to use the obtained results from the study to develop an external quality assurance system and to determine the performing guidelines for the external educational quality assurance of the Demonstration School of Suan Sunandha Rajabhat University to be continue efficiently.

OBJECTIVES

1) to study the level of the perception external quality assurance of personnel at Demonstration School of Suan Sunandha Rajabhat University.

2) to study the level of participation external educational quality assurance of Personnel at Demonstration School of Suan Sunandha Rajabhat University

Research hypothesis

The perception of internal quality assurance of personnel related to external quality assurance performing of Demonstration School of Suan Sunandha Rajabhat University.

RESEARCH METHODOLOGY

1. Population and sample

The population used in this research was 101 personnel at Demonstration School of Suan Sunandha Rajabhat University. The sample size was determined by using Taro Yamane's ready-made table for the sample of 81 people

2. Research tools

Tools used for data collection were:

1. A questionnaire to study knowledge, understanding and participation in educational quality assurance of personnel at the Demonstration School of Suan Sunandha Rajabhat University was divided into 3 parts:

Part 1 Personal Information was a record created by the researcher to record the basic information of the sample group such as sex level position education and work experience.

Part 2 Knowledge questionnaires about understanding work of external educational quality assurance. A questionnaire created by the researcher consists of 5 questions which evaluating test was multiple choice yes, no and not sure.

Part 3 Participation questionnaire in external educational quality assurance work that a questionnaire created by the researcher consisting of 5 questions which this form was a 5-level estimation scale ranging from the least 1 to the most 5.

The data measurement was Interval Scale by determining the weight of the participation level in the external educational quality assurance work of personnel at the Demonstration School of Suan Sunandha Rajabhat University.

Level 5 means the level of participation in external educational quality assurance work at the highest level.

Level 4 means participation in external educational quality assurance work at a high level.

Level 3 means participation in external educational quality assurance work at a moderate level.

Level 2 means participation in external educational quality assurance work at a low level.

Level 1 means participation in external educational quality assurance work at a lowest level.

The Interpretation of participation Levels in external educational quality assurance work of personnel at the Demonstration School of Suan Sunandha Rajabhat University in Part 3, the researcher used the average criteria to discuss the results according to the interpretation criteria of the satisfaction level following Best and Kahn method.

4.50 - 5.00 means participation in external educational quality assurance work at the highest level.

3.50 - 4.49 means participation in external educational quality assurance work at the high level.

2.50 - 3.49 means participation in external educational quality assurance work at the moderate level.

1.50 - 2.49 means participation in external educational quality assurance work at the low level.

1.00 - 1.49 means participation in external educational quality assurance work at the lowest level.

3. Data collection

The source of data used in the research was divided into:

1. Secondary data was obtained from studying and researching information gathered.
2. Primary data was obtained by using a questionnaire in all 3 parts with 83 personnel of the Demonstration School of Suan Sunandha Rajabhat University.

4. Data analysis

In analyzing the data for processing and presenting this research, all the received questionnaires were checked for accuracy, and then survey results were analyzed statistically and processed by computer using the SPSS program as follows:

1. General information was analyzed to obtain frequency and percentage.
2. Perception information and involvement in external educational quality assurance of personnel was analyzed to obtain frequency, percentage, mean and standard deviation.

5. Results of Data analysis

According to the analysis of data on perceptions and participation in external quality assurance of the personnel of the Demonstration School of Suan Sunandha Rajabhat University, This research finding summarized as follows:

The analyzed results of personal factor data, most of the personnel data were female amount 42 people representing 51.85%. Most of them were academic personnel amount 57 people representing 70.37%. There were undergraduate education 45 people representing 55.56% and there were 69 people had worked for more than 5 years representing 85.19%.

As a result, the level of knowledge and comprehension of external quality assurance of personnel was yes as 98.03%, no as 1.48%, and not sure as 0.49%.

As a result, level of participation external educational quality assurance of Personnel was total average at $\bar{x} = 4.63$, S.D. = 0.59. When considered the results individually item, this finding found that personnel participated in the external educational quality assurance planning was total average at $\bar{x} = 4.62$, S.D. = 0.66. Personnel participated in meeting plan and conveying strategic plans for external educational quality assurance was an average at $\bar{x} = 4.60$, S.D. = 0.70. Personnel participated in performing activities related to student activities according to the determined strategic plan of institution was an average at $\bar{x} = 4.62$, S.D. = 0.66. Personnel participated in assignments related to management work in various areas according to the determined strategic plan of institution was an average at $\bar{x} = 4.66$, S.D. = 0.63, and personnel participated in Identity-based project/activity performance and identity in accordance with the strategic plan was an average at $\bar{x} = 4.66$, S.D. = 0.65, respectively.

Table 1 Knowledge questionnaires about understanding work of external educational quality assurance work of personnel at the Demonstration School of Suan Sunandha Rajabhat University in the overall by item

Knowledge questionnaires about understanding work of external educational quality assurance	percentage of knowledge and comprehension		
	Yes	No	Not Sure
1. external quality assurance is considered a matter of educational quality by the ONESQA.	98.77	1.23	-
2. external quality assurance within the institution creates confidence for students or parents in the school.	98.77	1.23	-

Knowledge questionnaires about understanding work of external educational quality assurance	percentage of knowledge and comprehension		
	Yes	No	Not Sure
3. external quality assurance of educational institutions was critical mechanism for improving the quality of education.	98.77	1.23	-
4. external quality assurance is carried out either by personnel of school or by the affiliated supervisory agency responsible for overseeing the educational institution.	97.54	1.23	1.23
5. great quality assurance system will support schools that were ready to be assessed at all times.	96.30	2.47	1.23
Total	98.03	1.48	0.49

Table 2 Participation in external educational quality assurance work of personnel at the Demonstration School of Suan Sunandha Rajabhat University in the overall by item

Participation in external educational quality assurance	- x	S.D.	Level of participation
1. Personnel participated in the external educational quality assurance planning.	4.60	0.66	highest
2. Personnel participated in meeting plan and conveying strategic plans for external educational quality assurance.	4.60	0.70	highest
3. Personnel participated in performing activities related to student activities according to the determined strategic plan of institution.	4.62	0.66	highest
4. personnel participated in assignments related to management work in various areas according to the determined strategic plan of institution	4.66	0.63	highest
5. Personnel participated in Identity-based project/activity performance and identity in accordance with the strategic plan.	4.66	0.65	highest
Total	4.63	0.59	highest

DISCUSSION OF RESEARCH

According to the results of the data analysis, the participation level in the external educational quality assurance work of personnel at the Demonstration School of Suan Sunandha Rajabhat University caused apprehensive of the guidelines for working in various aspects of management in accordance with the strategic plan of external quality assurance. external quality assurance has been improved and developed of the Demonstration School of Suan Sunandha Rajabhat University beneficial to further develop the efficiency and effectiveness.

RECOMMENDATIONS

1. The institution should manage training or provide knowledge and understanding for personnel to understand external quality assurance and provide activities for personnel to participate in more internal quality and external quality assessment.

RECOMMENDATIONS FOR APPLYING THE RESEARCH RESULTS

1. Understand recognize and participation methods in external educational quality assurance of personnel at Demonstration School of Suan Sunandha Rajabhat University.

2. Understand recognize and participation level of external educational quality assurance of personnel at Demonstration School of Suan Sunandha Rajabhat University.

3. This finding can apply as guidelines for improvement form of perception and participation of personnel at Demonstration School of Suan Sunandha Rajabhat University.

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