

A STUDY ON SATISFACTION OF ONLINE PROJECT SUBMISSION: GEN0301 INFORMATION TECHNOLOGY FOR COMMUNICATION

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ABSTRACT

The objectives of this research are 1) to study the satisfaction of the online project submission system of GEN0301 Information Technology for Communication Course in 2nd semester, 2021 and 2) to improve the efficiency of the online project submission system of GEN0301 Information Technology for Communication Course. Descriptive research is used as research method. The population and sample groups are students enrolled in the GEN0301 course of Information Technology for Communication, 2nd semester, 2021; Suan Sunandha Rajabhat University. The questionnaire is used as a tool to collect data.

The result shows that overall, the students' satisfaction towards online project submission is at the most appropriate level ($\bar{x} = 4.64$, S.D. = 0.483).

Keywords: Satisfaction, Project Submission, Online system

INTRODUCTION

The Office of General Education and Innovative Electronic Learning, Suan Sunandha Rajabhat University has the main mission of learning in general education subjects for undergraduate. It is large group learning. A teaching assistant (TA) is responsible for managing the classes and facilitating learning course. According to the classroom management indicators, there are 3 indicators: 1) learning atmosphere arrangement is a flexible classroom arrangement. There are informational signs or academic corners that encourage students to help each other and good interaction between lecturers and learners. 2) Class information preparation is the classification of necessary information and class documents. 3) Class supervision is creating a coexistence agreement. The supervision of the learner's conduct is in accordance with the agreement and can adjust the learner's behavior to learn together smoothly.

In the academic year 2021, the GEN0301 course: Information Technology for Communication has an online learning method. Students are required to submit their projects online on the course website of The Office of General Education and Innovative Electronic Learning, Suan Sunandha Rajabhat University which has a large number of processes and steps. Therefore, it still has encountered some problems and errors, so the Office of General Education and Innovative Electronic Learning has collected data on such problems and errors. In order to improve and develop efficiency in preparing the online project submission process on the course website.

RESEARCH OBJECTIVE

1. To study the satisfaction towards online project submission in the GEN0301 course: Information Technology for Communication, 2nd Semester, 2021.
2. To improve and develop efficiency in submitting projects online in the GEN0301 course: Information Technology for Communication.

METHODOLOGY

Sample is students who enrolled in the GEN0301 course: Information Technology for Communication, 2nd Semester, 2021, Suan Sunandha Rajabhat University.

The researcher defines the details of the study method into 3 steps as follows;

Step 1: Study and find a method to assess the satisfaction toward the online project submission of the GEN0301 course: Information Technology for Communication.

Step 2 Conducting research

Step 3 Reporting of research findings

A questionnaire is a tool for collecting data, details are as follows:

Part 1 General Information: this section present and describe the respondent's characteristics such as gender, study year.

Part 2 Information on satisfaction toward the online project submissions, this section presents the level of satisfaction toward the online project submission. The characteristics of the questionnaire according to Likert's scale are as follows:

- 1) The highest level of satisfaction score equal to 5.
- 2) The level of satisfaction is very high, equal to 4 points.
- 3) Moderate level of satisfaction, score equal to 3
- 4) Low level of satisfaction, score equal to 2
- 5) The lowest level of satisfaction, score equal to 1.

Part 3: Suggestions for improvement the online project submission in which this is an open-ended question.

Data analysis, this research consists of analyzing key data as follows:

1) General information of respondents using descriptive statistics such as frequency, percentage, mean, standard deviation.

2) Data obtained from the satisfaction questionnaire, descriptive statistics are used, including mean, standard deviation. In terms of satisfaction level criteria used to interpret the mean, the study has set the criteria as follows (Boonchom Srisaard. 2002 : 100)

- 1.00 - 1.50 means having the lowest level of satisfaction.
- 1.51 - 2.50 mean satisfaction at the low level
- 2.51 - 3.50 mean satisfaction at the moderate level
- 3.51 - 4.50 mean satisfaction at a high level
- 4.51 - 5.00 mean satisfaction at the highest level.

RESULTS

General information of students who enrolled in the course GEN0301 Information Communication Technology is found. The results of the study on the satisfaction towards online project submission, GEN0301: Information Technology for Communication, 2nd semester, 2021, show that the students most satisfied with the overall online project submission ($\bar{x} = 4.64$).

Table 1 mean, standard deviation and the level of the satisfaction assessment suitability results toward online project submissions, GEN0301: Information Technology for communication, 2nd semester, 2021

satisfaction toward the online project submissions	\bar{x}	S.D.	Clarify
1. Instructors set a framework for creating projects in line with content and learning objectives.	4.60	0.492	Highest
2. Individual project statements are clear and easy to understand.	4.58	0.496	Highest
3. Explain projects submission clarity.	4.55	0.501	Highest
4. The project submission process is simple and easy.	4.67	0.471	Highest
5. Media/learning is consistent with the project preparation.	4.63	0.486	Highest
6. The weight of the project score is appropriate (30 points)	4.66	0.476	Highest
7. Determine the assessment criteria according to actual conditions using Rubric score, easy to understand and practice.	4.63	0.510	Highest
8. Measure and evaluate results according to the content of the assessment criteria according to the actual conditions by using Rubric score.	4.57	0.521	Highest
9. The project submission time is appropriate	4.78	0.411	Highest
10. Have the freedom to choose the topic of the project.	4.67	0.470	Highest
11. Be able to apply the knowledge gained from the project to be useful in everyday life	4.66	0.476	Highest
Total average	4.64	0.483	Highest

DISCUSSION

The study and evaluation of the satisfaction towards the online project submission in the GEN0301: Information Technology for Communication found that students are satisfied with the overall online project submission. The appropriateness is at the highest level ($\bar{x} = 4.64$, S.D. = 0.483).

SUGGESTION

Suggestions for this research

Based on the findings of the relevant research and literature studies, the researcher has suggestions for this research as follows:

1. This research is a study of satisfaction towards online submitting projects in the GEN0301: Information Technology for Communication. Other courses may be used immediately or some activities may be adjusted according to the context of each course.

2. Learning in general education subjects is an online learning method. Therefore, online submitting projects form has also been set. It is found that students are not yet familiar, especially, first-year students who often submit assignments incorrectly. Therefore, the problem solution has been determined by allowing students to edit their project submission once per subject.

Suggestions for future research

To reduce problems and errors in online submitting projects, for example, there are channels or forms of presentations on how to prepare and submit projects that students can easily understand and able to respond to student inquiries regarding project delivery quickly. There are various communication channels, etc.

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