

THE STUDY ON SATISFACTION OF GEN0201 ONLINE TEACHING MANAGEMENT: THAI LANGUAGE USAGE COURSE

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ABSTRACT

The objectives of this research are 1) to study the satisfaction of online learning management for the GEN0201: Thai language course, 1st semester, 2021 and 2) to improve the efficiency of online learning management of the GEN0201: Thai language Usage Course. The sample group is 400 students at Suan Sunandha Rajabhat University. The questionnaire is used to collect data. The statistics use to analyze the data are percentage (%), mean (\bar{x}) and standard deviation (S.D.).

The results show that The students who answered the questionnaire are 54 male (13.50%) and 346 female (86.50%), 211 1st year students (52.75%), 89 2nd year students (22.25%), 3rd year 51 people (12.75%), and 4th year 49 people (12.25%). Students are from 8 departments; Faculty of Education, 92 people (23.00%), Faculty of Science and Technology, 75 people (18.75%), Faculty of Humanities and Social Sciences 58 people (14.50%), Faculty of Management Science 47 people (11.75%), Faculty of Industrial Technology 41 people (10.25%), Faculty of Fine and Applied Arts 29 people (7.25%), College of Innovation and Management, 32 people (8.00%) and College of Architecture, 26 people (6.50%). For an overview of the students' satisfaction towards the GEN0201: Thai Language Usage Course online learning management, 1st semester, 2021, they are at a high level ($\bar{x} = 3.94$, S.D. = 0.5830). Therefore, in term of ability to answer questions clearly and to the point of the course instructors is the most satisfaction. In term of, details and clarity of exam schedule data ($\bar{x} = 4.21$, S.D. = 0.4094), course information ($\bar{x} = 4.14$, S.D. = 0.5028), and time table course ($\bar{x} = 4.13$, S.D.= 0.5184)

Keywords: Satisfaction, Learning Management, Online Course

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.

Online learning management in GEN0201: Thai language usage, 1st semester, 2021, there is many processes and steps that experiencing some issues and errors. The Office of General Education and Innovative Electronic Learning has collected data on such problems and errors in order to improve and develop the efficiency the iSpring online learning format.

OBJECTIVE

1. To study the satisfaction toward online learning management GEN0201 course: Thai language usage, 1st semester, 2021.

2. To improve and develop the efficiency of online learning management GEN0201 course: Thai language usage.

LITERATURE REVIEW

Management theory

Administration mainly indicates public administration. There are 2 terminology used: administration is commonly used with government administration or policy management. Another term is management, commonly used with private business administration or implementation of the established policy. However, the word management can be used interchangeably in which it has the same meaning (Somkid Bangmo, 2003, page 60), the following important elements:

1. Man is an important factor in the administration of agencies or organizations. It is necessary to have someone working. In this regard, good works must be composed of qualified persons who are responsible for that organization or unit.

2. Money: agencies need to have a budget for administration. If the budget is lacking, it will result in the administration of the agency being difficult to achieve.

3. Material: administration requires materials or resources in the administration. If an agency lacks materials, equipment or resources in administration, it will inevitably be an obstacle or cause problems in the administration.

4. Management is the mission of executives or direct supervisors is the most important mechanism and interface in processing, pushing and control all 3 factors to be able to proceed with efficiency until achieving the goals of the agency as desired. Administrators and academics define the word administration or management according to the views of each person who is important.

METHODOLOGY

Population and sample

The population is 27,217 students at Suan Sunandha Rajabhat University.

The sample is 400 students at Suan Sunandha Rajabhat University by using the purposive sampling method.

Method

It is a qualitative research by using questionnaire for collecting data. It is divided into 3 sections as follows: Section 1: General information such as gender, year level, and faculty/college. Section 2: Student's satisfaction with teaching assistants' classroom management, 10 items, and Section 3: Suggestions and comments. The survey is a 5-level rating scale according to the Likert Scale approach as follows:

5 means having the highest level of satisfaction

4 means very satisfied

3 means moderate level of satisfaction

2 means low level of satisfaction

1 means lowest of satisfaction

Data analysis

Statistics use in data analysis are percentage (%), mean (\bar{x}) and standard deviation (S.D.) using the criteria of Best (John W. Best) as a measure as follows.

The average score 4.51 - 5.00 means the highest level.

The average score 3.51 - 4.50 means at a high level.

The average score 2.51 - 3.50 means moderate level.

The average score 1.51 - 2.50 means low level

The average score 1.00 - 1.50 means the lowest level.

RESULTS

The general information's results show that in term of gender is found the most respondents is 346 females (86.50%) and 54 males, respectively. In term of study year is found that 211 students is 1st year (52.75%), 89 2nd year students (22.25%), 51 3rd year students (12.75%), and 49 4th year students (12.25%, respectively. For faculty/college is found that there are 400 people from 8 departments as follows: Faculty of Education 92 people (23.00%), Faculty of Science and Technology 75 people (18.75%), Faculty of Humanities and Social Sciences 58 people (14.50%), Faculty of Management Science 47 people (11.75%), Faculty of Industrial Technology 41 people (10.25%), Faculty of Fine Arts 29 people (7.25%), College of Innovation and Management 32 people (8.00%) and College of Architecture 26 people (6.50%).

The student's satisfaction towards the teacher evaluation and analysis development of general education subjects, 1st semester, 2020, is found that the student satisfaction with supervision of teaching assistant (TA) have overall high satisfaction level (\bar{x} = 3.94, S.D.= 0.5830). The course instructors' ability to answer questions clearly and directly to the point and clarity of examination schedule (\bar{x} = 4.21, S.D.= 0.4094), the course information clarity (\bar{x} = 4.14, S.D.= 0.5028), and the time table information clarity (\bar{x} = 4.13, S.D.= 0.5184) are satisfied.

DISCUSSION

The general information's results show that in term of gender is found the most respondents is 346 females (86.50%) and 54 males, respectively. In term of study year is found that 211 students is 1st year (52.75%), 89 2nd year students (22.25%), 51 3rd year students (12.75%), and 49 4th year students (12.25%, respectively. For faculty/college is found that there are 400 people from 8 departments as follows: Faculty of Education 92 people (23.00%), Faculty of Science and Technology 75 people (18.75%), Faculty of Humanities and Social Sciences 58 people (14.50%), Faculty of Management Science 47 people (11.75%), Faculty of Industrial Technology 41 people (10.25%), Faculty of Fine Arts 29 people (7.25%), College of Innovation and Management 32 people (8.00%) and College of Architecture 26 people (6.50%).

The student's satisfaction towards the teacher evaluation and analysis development of general education subjects, 1st semester, 2020, is found that the student satisfaction with supervision of teaching assistant (TA) have overall high satisfaction level ($\bar{x} = 3.94$, S.D.= 0.5830). The course instructors' ability to answer questions clearly and directly to the point and clarity of examination schedule ($\bar{x} = 4.21$, S.D.= 0.4094), the course information clarity ($\bar{x} = 4.14$, S.D.= 0.5028), and the time table information clarity ($\bar{x} = 4.13$, S.D.= 0.5184) are satisfied which is consistent with the research of Thanapan Subthanadol (2011) studies on factors affecting the online learning management, Nakhon Ratchasima Rajabhat University, is found that 1) administrative factors affecting online learning management, Nakhon Ratchasima Rajabhat University. In terms of learning activities, media quality and equipment usage and the number of courses offered through the Internet. This is because the administrators encouraged the incentive to create a home page for online learning. In order to students and those who are interested, online learning management is an opportunity for students who want to continue studying or who are interested in studying more using a personal computer from home, Internet centers in various learning centers and various academics institutions or general Internet cafe service centers. Moreover, administrators support training on the use of online lessons for all students and all study fields. 2) Lecturer factors affecting online learning online, Nakhon Ratchasima Rajabhat University according to students' perceptions in terms learning activities, media quality and equipment usage, measurement and evaluation and the number of courses offered through the Internet. This is because lecturers give time to organize online learning because it takes time to respond to e-mails, chatrooms, ICQs and web boards, etc. Lecturers have the ability to use hyperlink programs and hypermedia. 3) The student factor affected online learning, Nakhon Ratchasima Rajabhat University according to the students' perceptions. It is found that the student factor has an effect on learning in terms of lesson content, learning practices, learning activities, media quality and equipment usage, measurement and evaluation, and the number of courses offered through the Internet. This is because the learners have the ability to use chat room, search engines, and Microsoft Office programs. 4) Factors related to education found that it affecting the online learning, Nakhon Ratchasima Rajabhat University, in terms of lesson content, learning activities, and media quality and equipment usage. This is due to the high efficiency of computers which quick and efficient access to online lessons. Academy institutions that offer online learning must set up

an office to develop online learning and provide online lesson design services for lecturers and students who are interested in creating online learning.

In addition, online learning is flexible model, diverse and responsive to learners' needs. Conducive to learners can learn according to their aptitude and self-interest. The aforementioned educational model is suitable for online learning in Rajabhat Universities. Because of the policy and mission of Rajabhat University is to develop people to have the ability to work. Along with creating knowledge that is academically useful and can be used for local, social and national development. In fact that Rajabhat University has organized for teaching. Therefore, University arranges for students to choose according to their opportunities. It is the knowledge and abilities development. In order to career's benefited and to increase educational qualifications. However, the educational model is important and suitable for learning in Rajabhat University, due to limitations in the subject of a course's variety. The number of practical subjects in the curriculum is large, so Rajabhat University considers it appropriate to introduce online lessons. Because of the aforementioned educational model is suitable for large classrooms learning. For this reason, online lessons should be used in learning so students can learn at their own pace, any time and any place. Therefore, it is suitable for the educational model of Rajabhat University and in accordance with the research of Suwat Bunlue (2018) has studied the appropriate online learning management model, Ubon Ratchathani Rajabhat University, found that 1. online learning management model, Ubon Ratchathani Rajabhat University, it consists of 3 steps: 1) Pre-study steps which consists of sub-steps 1.1) Learner analysis 1.2) Content analysis. 2) Inter-learning steps, it consists of sub-steps, namely 2.1) course orientation, 2.2) instructional management, and 3) evaluation process. 2. Efficiency finding of the online learning model. The research result shows the difference is not statistically significant at the .05 level.

Suggestion

1. The online learning efficiency of the course GEN0201: Thai language usage should be studied.
2. The online learning process of the course GEN0201: Thai language usage should be improved and developed.

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