

# THE PERCEPTION AND PARTICIPATION INTERNAL 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 internal quality assurance of personnel at Demonstration School of Suan Sunandha Rajabhat University. 2) to study the level of participation internal educational quality assurance of Personnel at Demonstration School of Suan Sunandha Rajabhat University. The samples of this study were 83 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 internal quality assurance of personnel was totally an average at  $\bar{x} = 1.00$ , S.D. = 0.00. When considered the results individually item, this finding found that the internal quality assurance process means the internal evaluation, monitoring of educational quality and standards of educational institution. Internal quality assurance was accomplished by personnel within institution or by original affiliation of the institution which was responsible for the supervision. Internal quality assurance of educational institutions was critical mechanism for improving the quality of education. Internal quality assurance within institution provided confidence of students or parents in the school and great internal quality assurance system will support schools that were ready to be assessed at all times. All of items was an average at  $\bar{x} = 1.00$ , S.D. = 0.00. 2) level of participation internal educational quality assurance of Personnel was totally an average at  $\bar{x} = 4.42$ , S.D. = 0.56. When considered the results individually item, this finding found that personnel participated in the internal educational quality assurance planning was totally an average at  $\bar{x} = 4.48$ , S.D. = 0.72. Personnel participated in meeting plan and conveying strategic plans for internal educational quality assurance was an average at  $\bar{x} = 4.48$ , S.D. = 0.72. Personnel participated in performing activities related to student activities according to the determined strategic plan of institution was an average at  $\bar{x} = 4.48$ , S.D. = 0.72. Personnel participated in Identity-based project/activity performance and identity in accordance with the strategic plan was an average at  $\bar{x} = 4.48$ , S.D. = 0.72, and personnel participated in assignments related to management work in various areas according to the determined strategic plan of institution was an average at  $\bar{x} = 4.48$ , S.D. = 0.72, respectively.

**Keywords:** perception, participation, internal quality assurance

## INTRODUCTION

Educational quality assurance was the developing quality of the education system by improving and developing education at all levels were quality meets the determined standards to in accordance with adaptation in educational development and the global situation in terms of technology, society and economy. Developing quality was emphasized in the specified direction to achieve the goal of effective education reform, and to have a distinctive identity aimed at responding to the development of the organization.

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.

Internal educational quality assurance means evaluating and monitoring of educational quality and standards of educational institutions from within by using the PDCA (Plan-Do-Check-Act) process, which was performed by educational institution personnel who responsible for supervising that educational institution. (Phibool,2018) said that internal quality assessment was the examination and evaluation of work process according to procedures. Internal educational quality assurance was a composing the educational organization process that required continued doing. An annual report was provided and submitted to the affiliation or related agencies combined with disseminating empirical evidence lead to the development of educational quality and standards and to support external quality assessments.

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 quality assurance systems at all levels both internally and externally. Therefore, the school provided internal quality assurance systematically and concretely following the aim of developing systems and mechanisms for educational quality assurance. Especially, educational quality assurance was needed and critical importance during the changing various gold standard leading guideline for the preferment of the Demonstration School by using components and indicators in accordance with the internal quality assurance manual of the office for educational standards and quality assessment (ONESQA). Previously, although the demonstration schools had implemented educational quality assurance, but the gold standard of the office for educational standards and quality assessment (ONESQA) frequently changed indicators resulting in some personnel still lack knowledge and comprehension of the internal quality assurance performing of the school. According to the study (Parichut, 2015) the result of the study revealed that Professor at the Faculty of differing opinions on the success factors in the management of the quality of the course of Suansunandha Rajabhat University have opinion vary. This is probably because of the faculty are teaching different. The aim was different. The students look different. As a result, a professor at the Faculty of differing opinions on the success factors in the management

of quality assurance in education in course level of Suansunandha Rajabhar University was different.

From the background and importance of internal educational quality assurance mentioned above. Therefore, the researcher aims to study the perception and participation internal quality assurance of personnel at Demonstration School of Suan Sunandha Rajabhat University. Since personnel were involved in the internal 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 internal quality assurance system and to determine the performing guidelines for the internal 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 internal quality assurance of personnel at Demonstration School of Suan Sunandha Rajabhat University.

2) to study the level of participation internal 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 internal quality assurance performing of Demonstration School of Suan Sunandha Rajabhat University.

## **RESEARCH METHODOLOGY**

### **1. Population and sample**

The population used in this research was 104 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 83 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 age education level position and work experience.

Part 2 Knowledge questionnaires about understanding work of internal 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 internal 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 internal educational quality assurance work of personnel at the Demonstration School of Suan Sunandha Rajabhat University.

Level 5	means the level of participation in internal educational quality assurance work at the highest level
Level 4	means participation in internal educational quality assurance work at a high level.
Level 3	means participation in internal educational quality assurance work at a moderate level.
Level 2	means participation in internal educational quality assurance work at a low level.
Level 1	means participation in internal educational quality assurance work at a lowest level.

The Interpretation of participation Levels in internal 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 internal educational quality assurance work at the highest level.
3.50 - 4.49	means participation in internal educational quality assurance work at the high level.
2.50 - 3.49	means participation in internal educational quality assurance work at the moderate level.
1.50 - 2.49	means participation in internal educational quality assurance work at the low level.
1.00 - 1.49	means participation in internal 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 internal 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 internal 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 52 people representing 62.70%. Most of them were academic personnel amount 55 people representing 66.30%, Aged 31-40 years were 50 people representing 60.20%. There were undergraduate education 59 people representing 71.10% and there were 39 people had worked period for 1 - 5 years representing 47.00%.

As a result, the level of knowledge and comprehension of internal quality assurance of personnel was totally an average at  $\bar{x} = 1.00$ , S.D. = 0.00. When considered the results individually item, this finding found that the internal quality assurance process means the internal evaluation, monitoring of educational quality and standards of educational institution. Internal quality assurance was accomplished by personnel within institution or by original affiliation of the institution which was responsible for the supervision. Internal quality assurance of educational institutions was critical mechanism for improving the quality of education. Internal quality assurance within institution provided confidence of students or parents in the school and great internal quality assurance system will support schools that were ready to be assessed at all times. All of items was an average at  $\bar{x} = 1.00$ , S.D. = 0.00.

As a result, level of participation internal educational quality assurance of personnel was totally an average at  $\bar{x} = 4.42$ , S.D. = 0.56. When considered the results individually item, this finding found that personnel participated in the internal educational quality assurance planning was totally an average at  $\bar{x} = 4.48$ , S.D. = 0.72. Personnel participated in meeting plan and conveying strategic plans for internal educational quality assurance was an average at  $\bar{x} = 4.48$ , S.D. = 0.72. Personnel participated in performing activities related to student activities according to the determined strategic plan of institution was an average at  $\bar{x} = 4.48$ , S.D. = 0.72. Personnel participated in Identity-based project/activity performance and identity in accordance with the strategic plan was an average at  $\bar{x} = 4.48$ , S.D. = 0.72, and personnel participated in assignments related to management work in various areas according to the determined strategic plan of institution was an average at  $\bar{x} = 4.48$ , S.D. = 0.72, respectively.

**Table 1** Participation in internal educational quality assurance work of personnel at the Demonstration School of Suan Sunandha Rajabhat University in the overall by item

Participation in internal educational quality assurance	$\bar{x}$	S.D.	Level of participation
1. Personnel participated in the internal educational quality assurance planning.	4.48	0.72	highest
2. Personnel participated in meeting plan and conveying strategic plans for internal educational quality assurance.	4.48	0.72	highest

<b>Participation in internal educational quality assurance</b>	$\bar{x}$	S.D.	<b>Level of participation</b>
3. Personnel participated in performing activities related to student activities according to the determined strategic plan of institution.	4.48	0.72	highest
4. Personnel participated in Identity-based project/activity performance and identity in accordance with the strategic plan.	4.48	0.72	highest
5. personnel participated in assignments related to management work in various areas according to the determined strategic plan of institution	4.48	0.72	highest
<b>Total</b>	<b>4.42</b>	<b>0.72</b>	highest

## **DISCUSSION OF RESEARCH**

According to the results of the data analysis, the participation level in the internal 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 internal quality assurance. Internal 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 internal quality assurance and provide activities for personnel to participate in more internal quality assessment.

## **RECOMMENDATIONS FOR APPLYING THE RESEARCH RESULTS**

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

2. Understand recognize and participation level of internal 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.

## **ACKNOWLEDGEMENTS**

This article is part of research The Perception and Participation Internal Quality Assurance of personnel at Demonstration School of Suan Sunandha Rajabhat University owes its success to the contributions of many people. Most appreciations go to those experts for their advice

and also to Suan Sunandha Rajabhat University for their valuing this research and funding support. Special thanks also go to participating teachers at Demonstration School of Suan Sunandha Rajabhat University for their questionnaire responses. Utilization of the current research results will be ensured.

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