

Jintana Khongsipan 2010: The Satisfaction of Students toward the Management of Academic Environment in Term of Services, Faculty of Medicine, Thammasat University. Master of Education (Business Education), Major Field: Business Education, Department of Vocational Education. Thesis Advisor: Associate Professor Yot Subyen, M.A. 112 pages.

The objectives of this study were to survey and measure how satisfied medical students toward the management of academic environment in term of services, Faculty of Medicine, Thammasat University.

The sampling group consists of medical students from the 2nd to 6th years, with a total of 214 students. The students were asked to answer questionnaire about how satisfied they were to management of academic environment in term of services. The questionnaire measures overall and specific performance of three divisions: Academic Services Division, Student Activity Support and Services Division, and Building and Transportation Services Division. The specific performance areas include the following: (1) building and accommodations, (2) academic counseling services, and (3) personnel's qualification and willingness to help. The questionnaire consists of 53 questions with the reliability of 0.98, which be analyzed by Frequency, Percentage, Mean, and Standard Deviation. Each question has five ratings (1 to 5) with 1 being the least satisfactory, and 5 being the most satisfactory.

The results of this study showed that the sampling group was satisfied with management of academic environment in term of services, ($\bar{X} = 3.86$, S.D.= 0.53). Student Activity Support and Services received the best score ($\bar{X} = 3.89$, S.D.= 0.60), followed by Building and Transportation Services ($\bar{X} = 3.86$, S.D.= 0.59), and Academic Services ($\bar{X} = 3.83$, S.D.= 0.56). In the three specific areas of each division, the sampling group was satisfied with all of them, with the best score in Area 3 (personnel's qualification and willingness to help), followed by Area 2 (academic counseling services) and Area 1 (building and accommodations), respectively.

Student's signature

Thesis Advisor's signature