

Sirapat Juntamongkol 2011: The Effectiveness of Internal Quality Assurance of the Faculty of Humanities and Social Science, Suan Sunandha Rajabhat University. Master of Education (Educational Research and Evaluation), Major Field: Educational Research and Evaluation, Department of Education. Thesis Advisor: Miss. Warunee Lapanachokdee, Ph.D. 176 pages.

The two objectives of this research were to study the effectiveness of internal quality assurance of the faculty of humanities and social science, suan sunandha rajabhat university and to study the means to improve the effectiveness of internal quality assurance of the faculty of humanities and social science, suan sunandha rajabhat university. The effectiveness was be assessed with the accomplishment of the four internal quality assurance objectives which were 1) the achievement of the operation goals, 2) the improvement of the operation outcomes, 3) the operation outcomes in accordance with the suggestion from the educational quality evaluation, and 4) the quality assurance participation of personnel. The research population were the personnel of faculty of humanities and social science, suan sunandha rajabhat university, which were divided into three groups, namely, the administrative, the academic staffs, and the supportive staffs. The three research instruments consisted of an administrative interview form for collecting of the policy, internal quality assurance participation problems of faculty staffs, and means to improve the effectiveness of internal quality assurance, a personnel questionnaire for collecting of internal quality assurance participation and means to improve the effectiveness of internal quality assurance, and a note form for collecting of internal quality assurance outcomes. The obtained data was be analyzed by frequency, percentage and content analysis.

The research results indicated that 1) in the overall, the effectiveness of internal quality assurance of the faculty of humanities and social science, suan sunandha rajabhat university in the achievement of the operation goals dimension was good, with the means of 3.63, in the improvement of the operation outcomes dimension and the operation outcomes in accordance with the suggestion from the educational quality evaluation dimension were in a fair level, with the means of 3.06 and 2.85 respectively. Concerning the quality assurance participation of personnel, it was found that most of the staffs participated in the quality assurance activities in a moderate level and thank that the faculty had not created abundant innovations for its quality assurance operation; and that 2) the means to improve the effectiveness of internal quality assurance of the faculty of humanities and social science, suan sunandha rajabhat university was to set goals that were suitable to the contexts and natures of the faculty, regarding to the faculty potential, and based on the former operation outcomes. In addition, it was also suggested that the faculty should encourage staffs to operate by following the PDCA quality cycle and integrating the quality assurance operation with their routine tasks so as to continuously improve their operation outcomes and to find new effective ways to boost the effectiveness of the operation.

---

Student's signature

---

Thesis Advisor's signature