

ABSTRACT

Thesis Title : Opinions of Administrators and Instructors towards Academic Administration Operating System Concerning Educational Standard Quality (ISO 9000) of Education Faculty in the State Higher Education Institutions Under the Ministry of University Affairs in Bangkok Metropolis.

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The purpose of this research was to study opinions of administrators and instructors towards academic administration operating system concerning educational standard quality (ISO 9000) of education faculty in the state higher education institution under the ministry of university affairs in Bangkok comparing opinion of administrators and instructors towards academic administration operating system concerning educational standard quality (ISO 9000) and problems about academic administration operating system concerning educational standard quality (ISO 9000) classified by sex, age, working experience, level of education and current position.

Eighty – six administrators and three hundred and ten instructors who operated in the faculty of administration in state higher education institution under the ministry

of university affairs in Bangkok were drawn for the study. The tools for study was the rating scale questionnaires developed by the researcher. Two hundred and eighty questionnaires or 70.70 percent were returned. The statistical analysis of data was conducted by utilizing the mean score, standard deviation, t-test and F-test.

Research Results :

1. Opinions of administrators and instructors towards academic administration operating system concerning educational standard quality (ISO 9000) of education faculty in the state higher education institutions under the Ministry of University Affairs in Bangkok were at the high level in many aspects such as aspects of academic administration of responsibilities system, work storage operating system, the term of inspection and examination operating system. While the aspects of quality system, contract consideration system, designing control operating system, file and data control operating system, tools buying system and quality human resources availability operating system, work inspection method determination, inspection tools control operation system, deficient work control operating system, solution operation system, operating quality recording system, organizational supervision operating system, training system, administration system, statistical method operation system, were at the moderate level.
2. Opinions of administrators and instructors, at different sexes, towards academic administration operating system concerning educational standard quality (ISO 9000) of education faculty in the state higher education institutions under the Ministry of University Affairs in Bangkok were not different in all aspects at the level of 0.05.

3. Opinions of administrators instructors, at different ages, towards academic administration operating system concerning educational standard quality (ISO 9000) of education faculty in the state higher education institutions under the Ministry of University Affairs in Bangkok were not different at the level of 0.05 in the aspects of academic administration of responsibilities system, quality system, contract consideration system, designing control operation system, file and data control operation system, tools buying operation system and quality human resources availability operating system, work inspection method determination inspection tools control operating system, solution operation system, deficient works control operating system, work storage operating system, organizational supervision operating system. While the aspects operating quality operating system, training system, service system and statistical method operating system were different at the level of 0.05.
4. Operating of administrators and instructors, at different level of education, towards academic administration operating system concerning educational standard quality (ISO 9000) of education faculty in the state higher education institutions under the Ministry of University Affairs in Bangkok were not different at the level of 0.05 in the aspects of academic administration of responsibilities system, quality system, contract consideration system, designing control operating system, file and data control operating system, tools buying system and quality human resources availability operating system, work inspection method determination, The term of inspection and examination operating system, inspection tools control operating system, solution operating system and organizational supervision operating system. While the aspects of data recording system, operating

control system, deficient works control system, operating quality recording system, training system, service system, and statistical method operating system were different at the level of 0.05.

5. Opinions of administrators and instructors, at different level of working experiences, towards academic administration operating system concerning educational standard quality (ISO 9000) of education faculty in the state higher education institutions under the Ministry of University Affairs in Bangkok were not different at the level of 0.05 in the aspects of academic administration of responsibilities system, quality system, contract consideration system, designing control operating system, file and data control operating system, tools buying system and quality human resources availability operating system, work inspection system, data recording system, operating control system, The term of inspection and examination operating system, inspection tools control operating system, deficient works control system, solution operating system, work storage operating system, and organizational supervision operating system. While the aspects of operating quality recording system, training system, service system, and statistical method operating system were different at the level of 0.05.
6. Opinions of administrators and instructors, at different level of current position, towards academic administration operating system concerning educational standard quality (ISO 9000) of education faculty in the state higher education institutions under the Ministry of University Affairs in Bangkok were different at the level of 0.05 in the aspects of work inspection method, data recording system, operating control system, The term of inspection and examination operating system and deficient work control operating system.