

ABSTRACT

Thesis Title : The Opinions of Administrators and Teachers Towards the Educational Quality Assurance System by Using Administrative System ISO 9000 in Secondary Schools of the Department of General Education.

Student's Name : Mr. Wichai Trilek

Degree Sought : Master of Education

Major : Educational Administration

Academic Year : 1999

Advisory Committee :

1. Assoc. Prof. Dr. Somsak Khongtieng Chairperson
2. Assoc. Prof. Dr. Sompis Ho-ngam
3. Assoc. Prof. Dr. Surasak Amornratanasak

The purposes of this research were to study opinions of educational administrators and teachers towards the educational quality assurance system by using administrative system ISO 9000 in these areas: knowledge and understanding in administrative system ISO 9000, school's present situation, readiness and possibility to utilize ISO 9000 system in the school; and to compare educational administrators' and teachers' opinions towards the educational quality assurance system by utilizing administrative system ISO 9000 in secondary schools, Department of General Education. Respondents were divided by rank, sex, age, educational background, and length of time in the career; and to study problems, obstacles and give some suggestions about utilizing administrative system ISO 9000 in secondary schools, Department of General Education.

The sampling group was composed of 36 directors of secondary schools, 144 assistant directors of secondary schools and 656 teachers. They were randomed from population of 9 school groups of secondary schools in Department of General Education in Bangkok Metropolis. Research instruments were self-designed questionnaires asking respondents about educational quality assurance system by utilizing administrative system ISO 9000. Data were analysed by frequency distribution, percentage and standard deviation. A comparison between opinions of respondents from two groups was made by t-test and more than two groups by F-test.

Research Results:

1. Educational administrators and teachers perceived and understood about administrative system ISO 9000 at the moderate level; in the area of school's present situation, readiness and possibility to utilize administrative system ISO 9000 in secondary schools, educational administrators' opinions were at the high level while teachers' opinions were at the moderate level.

2. When comparing educational administrators' and teachers' opinions towards educational quality assurance by utilizing administrative system ISO 9000, their opinions were different as classified by position rank, age and educational background; but their opinions were not different when they were classified by sex and length of time in the career.

3. For the open-ended questions, respondents opined that the most benefit of utilizing administrative system ISO 9000 in secondary schools were the improvement of operational system, they were enabled to manage educational system systematically and continually with high quality. For the disadvantage aspect, utilizing administrative system: ISO 9000 might cause devaluation of learning and teaching activities because of personnel pinpointed their interests towards utilizing administrative system ISO 9000 were wasting budget, personnel, resources and time. Problems and obstacles

which were highly proposed were : lacking of operating personnel, personnel always lacking time available, personnel were not interested in this program and did not co-operate. For the most-suggested item was that administrative system ISO 9000 should be trained for school personnel.