

## ABSTRACT

Thesis Title : Current Situations, Problems and Needs in Educational Service Administration of Administrators and Staff in the state Higher Education Institutions Under the Ministry of University Affairs

Student's Name : Mrs. Urai Suthiyam

Degree Sought : Master of Education

Major : Educational Administration Academic Year 1997

Advisory Committee : 1. Assoc. Prof. Dr. Anchalee Paothong Chairperson  
2. Assoc. Prof. Dr. Somsak Kongtieng  
3. Assoc. Prof. Dr. Ruji Pusara

The purposes of this study were to study the current situations, problems and needs in educational service administration of administrators and staff in the state higher educational institutions under the Ministry of University Affairs.

Research tool for this study was a questionnaire to study current situations, problems and needs in educational service administration. This questionnaire was divided into 3 phases. The first phase was composed of demographic data of questionnaire respondents' status. The second phase was composed of respondents' opinions in Likert-type scale about current situations and their needs, with 0.94 and 0.96 reliability respectively. The last phase was about the problems they were encountering while performing their jobs with 0.95 reliability. The percentage, mean and standard deviation were calculated for demographic data. The t-test was conducted to test significant difference between sex, educations, and positions. The F-test was conducted to test significant differences among ages and institutions.

Research results indicated that administrators and staff viewed current situations and problems they were encountering at the moderate level, but they required the administrators to perform duties in every aspect at the high level, the administration needs were in the higher level than the current situation. The opinions of administrators and staff ages 46 concerning the present situation in managing the organization were in the higher level than those ages between 26 - 35 . The administrators' opinions related to the present situation and needs of the performance in every aspect was higher than the staff's while those working in King Mongkut's Institute of Technology, Thonburi viewed current situation in planning in the higher level than those working in King Mongkut's Institute of Technology, North Bangkok. On the contrary, those working in King Mongkut's Institute of Technology, North Bangkok needed the performance in every aspect in the higher level than those working in Ramkhamhaeng University. In addition, the group that obtained the degree lower than bachelor degree had higher opinions in problems of students admission and credit transfer than the group that obtained bachelor degree or higher than bachelor degree.