

Thesis Title : The Satisfaction of Students and Teachers Towards the performance of Sripatum University Registration and Evaluation office.

Student : Mrs. Ubonrat Jawjit

Thesis Advisor : Asso. Prof. Chalermpong Mee-somnai

Level of Study : Master of Arts (Organization Management)
Graduate School

Year : 1999

ABSTRACT

The objectives of this research were to study the satisfaction of students and teachers towards the performance of Sripatum University Registration and Evaluation Office. The questionnaire were administered to collect the data from 421 students and 166 teachers who came to contact the office in the 2nd semester of Academic year 1998. Arithmetic means, standard and deviation, T-test, and One Way Analysis of Variance were utilized for the Analysis of the data.

The findings revealed that the satisfaction of students and teachers in general was at moderate level. Female students indicated higher level of satisfaction towards the university regulation and public relation than male students. There was no statistically significant difference of the satisfaction of male and female teachers towards the service at .05 level. There was statistically significant difference of the satisfaction of students and teachers in each faculty at .05 level. The satisfaction of the 1st year and the 2nd year students was at higher level on pleasant manners those who were in the 3rd year and the 4th year. There was no statistically significant difference of satisfaction for the teachers who responsible to teach in different courses at .05 level. All teachers was satisfied towards the service in general at moderate level. And there was statically different in knowledges of rules and regulation among group of students and teachers in different faculties by department, sex, class and subject conducted by teachers.