

Heading to the benefits of understanding problems occurring within an organization towards an organizational development, the researchers conducted this study to investigate problems occurring in an administrative division of the Faculty of Architecture, King Mongkut's Institute of Technology Ladkrabang. The investigated problems were behaviors of faculty facilitators, materials and facilities, as well as the administrative management. In so doing, the questionnaires were sent to 211 faculty members and 153 of the questionnaires were completed and returned.

After those questionnaires were analyzed, three types of problems were commonly found. There were (1) 85% of the participants reported that the information and communication technology materials were insufficient and defective. Not only that, (2) 64.8% of the participants thought their administrators were ineffective in management. Additionally, (3) 63.3% of the participants also reported inappropriate behaviors of the faculty facilitators. All these problems probably caused by a lack of effective managements concerning appropriate and regular materials check up, materials examining, and materials fixing. As well as, this educational context probably lacked of an effective administrative policy, strong sense of leadership of administrators, and efficient communication among the faculty members. Regarding to these problems, the researchers suggested further study on the needs of faculty members in various aspects such as an arrangement of funding, a providing of faculty resources, and the development of working atmosphere. Equally important, the findings of such a research also called for the faculty trainings concerning administrative readership, and performance management system for every administrators and these training should be done regularly. Besides, there should be more training for faculty members to cultivate their senses of facilitating. On top of these, to get rid of all the problems mentioned above, a more in dept research on particular aspects of each problem are needed to be conducted.