



**STUDENTS' EXPECTATION OF RAMKHAMHAENG  
UNIVERSITY SPORTS CENTER'S SERVICES**

**BURENG TANAPAN**

**With compliments  
of**  
.....บัณฑิตวิทยาลัย มหาวิทยาลัยมหิดล

**A THEMATIC PAPER SUBMITTED IN PARTIAL FULFILLMENT  
OF THE REQUIREMENTS FOR THE DEGREE OF  
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Thematic Paper

Entitled

**STUDENTS' EXPECTATION OF RAMKHAMHAENG UNIVERSITY  
SPORTS CENTER'S SERVICES**



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SPORTS CENTER'S SERVICES**

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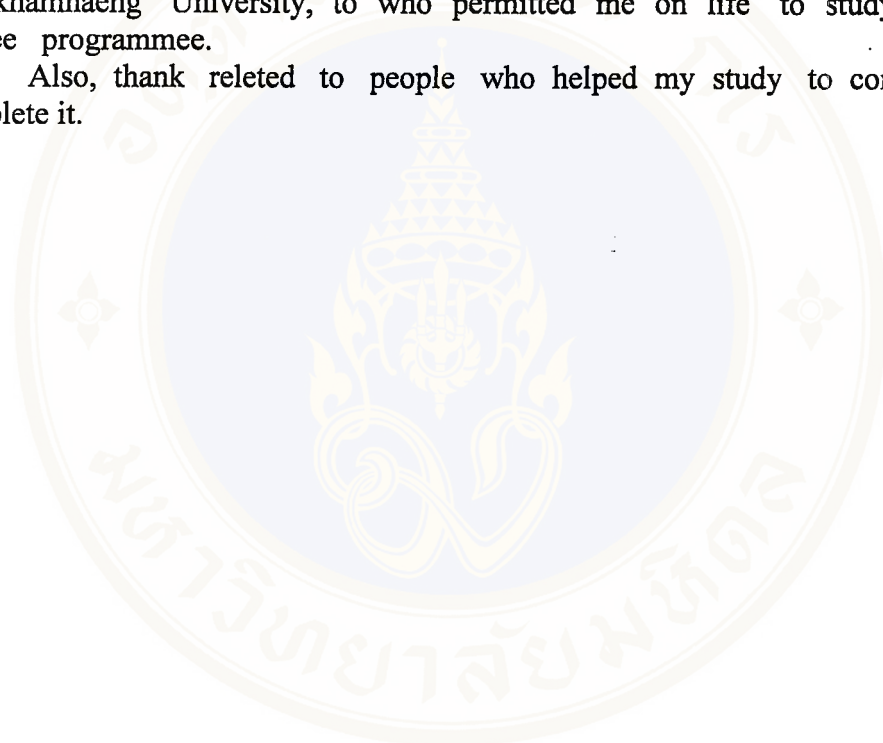
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The purposes of this study were to survey compare students' expectations expectations of Ramkhamhaeng University Sports Center's Services.

The subjects were 800 full - time undergraduate students which consisted of 411 male and 389 female. The instrument of this study was the self - administration questionnaires. The data was analyzed in terms of percentage, mean, standard deviation, t - test, One - way Anova , and the means comparison as the results of the variance through the Least Significant Difference (LSD)

The results of the student's profile were as follow : Approximately, about half of students were male ( 51.4 % ) most of them were 21 years old and lower ( 81.1 % ) enrolled in the University in 2541 B.E ( 40.1 % ) , came to sports center on foot ( 59.5 % ) , had monthly expense more than 4,000 baht ( 72.9 % ) and used to have exercise before ( 52.0 % )

A comparison of expectations of the center's services, showed that most of students had average expectations at a low level. While students who had difference in terms of age, distance between the center and accommodation, and transportation to the center, showed a difference in expectations at the .05 level, respectively.

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บุเรง ณะพันธุ์ : ความคาดหวังของนักศึกษาต่อการให้บริการของศูนย์กีฬามหาวิทยาลัยรามคำแหง (STUDENTS' EXPECTATION OF RAMKHAMHAENG UNIVERSITY SPORTS CENTER'S SERVICES) คณะกรรมการควบคุมสารนิพนธ์ : ประเสริฐไชย สุขสอาด ค.ด., ธวัชชัย ชัยจิระฉายกุล Ph.D., ศักดิ์ชาย พิทักษ์วงศ์ ค.ด. 49 หน้า, ISBN 974-04-1234-3

การศึกษานี้ มีวัตถุประสงค์เพื่อสำรวจและเปรียบเทียบความคาดหวังของนักศึกษาต่อการให้บริการของศูนย์กีฬามหาวิทยาลัยรามคำแหง ที่มีสภาพภูมิหลังต่างกัน กลุ่มตัวอย่างเป็นนักศึกษา ระดับปริญญาตรีที่มาเรียนประจำ จำนวน 800 คน เป็นเพศชาย 411 คน หญิง 389 คน เครื่องมือที่ใช้ในการวิจัย เป็นแบบสอบถาม นำข้อมูลมาวิเคราะห์ โดยคิดค่าร้อยละ ค่าเฉลี่ย ส่วนเบี่ยงเบนมาตรฐาน ค่า "ที" (t - test) วิเคราะห์ความแปรปรวนทางเดียว (One - way Analysis of Variance) และเปรียบเทียบค่าเฉลี่ยภายหลังการวิเคราะห์ความแปรปรวน โดยวิธีผลต่างอย่างมีนัยสำคัญน้อยที่สุด (LSD)

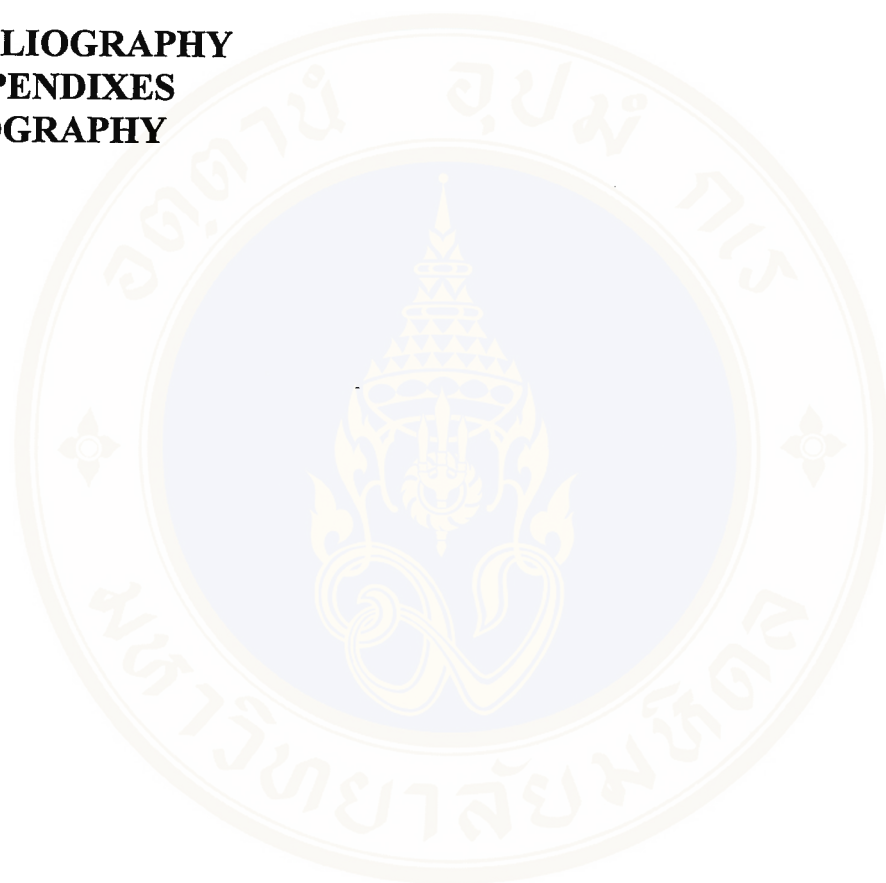
ผลการวิจัยพบว่า นักศึกษาส่วนใหญ่เป็นชาย (ร้อยละ 51.4) มีอายุต่ำกว่า 21 ปี (ร้อยละ 81.1) มีรหัสประจำตัวนักศึกษา (2 ตัวแรก) 41 (ร้อยละ 40.1) ใช้วิธีเดินเท้ามามหาวิทยาลัย (ร้อยละ 59.5) มีรายจ่ายต่อเดือนมากกว่า 4,000 บาท (ร้อยละ 72.9) และมีประสบการณ์ในการออกกำลังกายมาก่อน (ร้อยละ 52.0) สำหรับการเปรียบเทียบความคาดหวังต่อการให้บริการของศูนย์กีฬา พบว่า นักศึกษาส่วนใหญ่มีความคาดหวังโดยเฉลี่ยในระดับน้อย และนักศึกษาที่มีสภาพทั่วไปด้าน เพศ อายุ ระยะห่างของศูนย์กีฬาจากที่พัก และการเดินทางมาที่ศูนย์กีฬาต่างกัน จะมีระดับความคาดหวังต่างกันอย่างมีนัยสำคัญที่ระดับ 0.5

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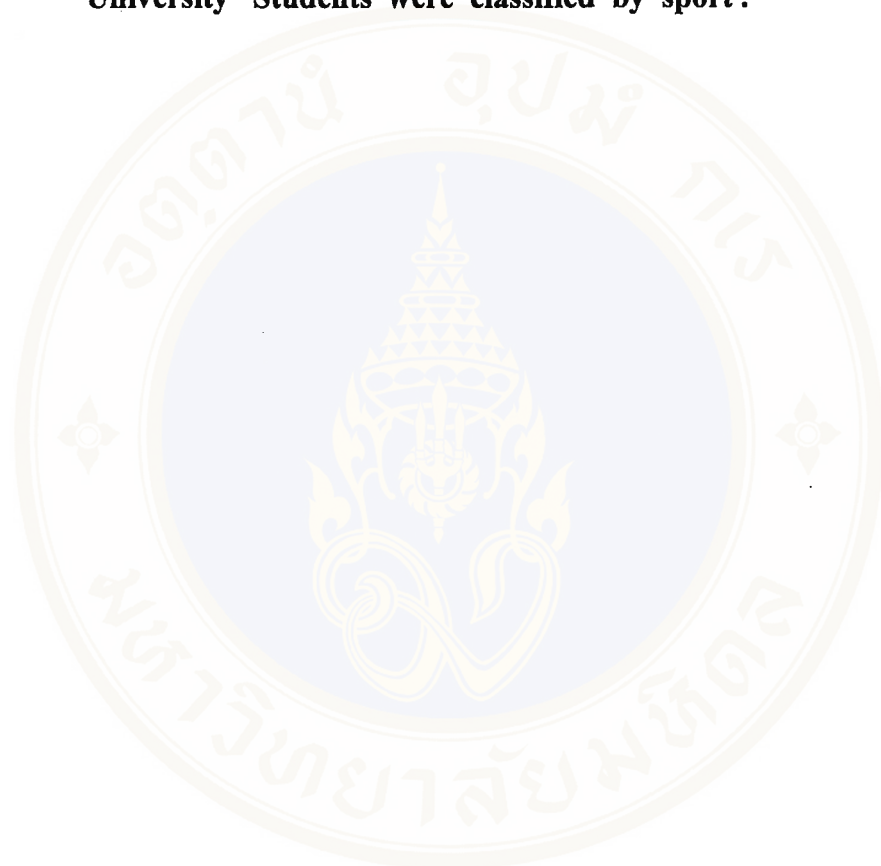


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## CHAPTER I

### INTRODUCTION

Every University has the same duties and responsibilities for the public . They serve the society in many ways . Through these universities students are able to enhance their knowledge in certain fields and become professionals after they complete their course.

Ramkhamhaeng University was founded in accord with the Ramkhamhaeng University Act of 1971 with the aim to serve the public and help alleviate the problem of inaccessible universities. This university is open to anyone who have desire to attend.

Ramkhamhaeng University became the tenth state supported university . The University Offices were the buildings constructed for Thailand' s First International Trade Fair held at Hua Mark subdistrict , Bangkok District, Bangkok and later the government approved the allocation of 300 rais of land at Hua Mark to Ramkhamhaeng University complex. Hence , the first four schools were opened. They were the faculties of Law, Business Administration , Humanities , and Education. In 1974 , three more faculties were added, Science, Political Science and Economics. In 1997, the faculties of Engineering was added .

Because of excellent academic freedom, all students are able to choose the learning system suitable for their needs and situations. The university provides regular lectures in campus for those able to attend classes . Those engaged in their work or duties in remote areas can get access to lectures through handbooks and other media. Lecture series runs on both radio and television for people who choose self study . At Ramkhamhaeng University there is the option of on – Campus and off – Campus study . The students have ability to decide which are the best for them. Currently , Ramkhamhaeng University offers bachelor degrees, master degrees, post – graduate certificates and Ramkhamhaeng University plans to have 11 doctorate degree programs in the year of 2001. There are eight faculties. The graduate school and other offices that support teaching and learning :

1. Faculty of Law
2. Faculty of Business Administration
3. Faculty of Humanities
4. Faculty of Education
5. Faculty of Science
6. Faculty of Political Science
7. Faculty of Economics
8. The Office of the Rector
9. The Office of Measurement and Testing

10. The Central Library
11. The Office of Educational Technology
12. The University Press
13. The Computer Center
14. The Graduate School
15. The Office of Research and Development
16. Faculty of Engineering
17. The Sport Center
18. The Office of Ramkhamhaeng University Chalarmphrakit Culture

Presently, the total number of Ramkhamhaeng University employees is 3,702. There are 852 instructors, 622 academic assistances, 1,213 clerical staff and 970 full-time employees. The number of 329,599 undergraduate, 5,148 graduate and 48 certificate students. Aside from this, Ramkhamhaeng University has 6,850 students who studies specific subjects only.

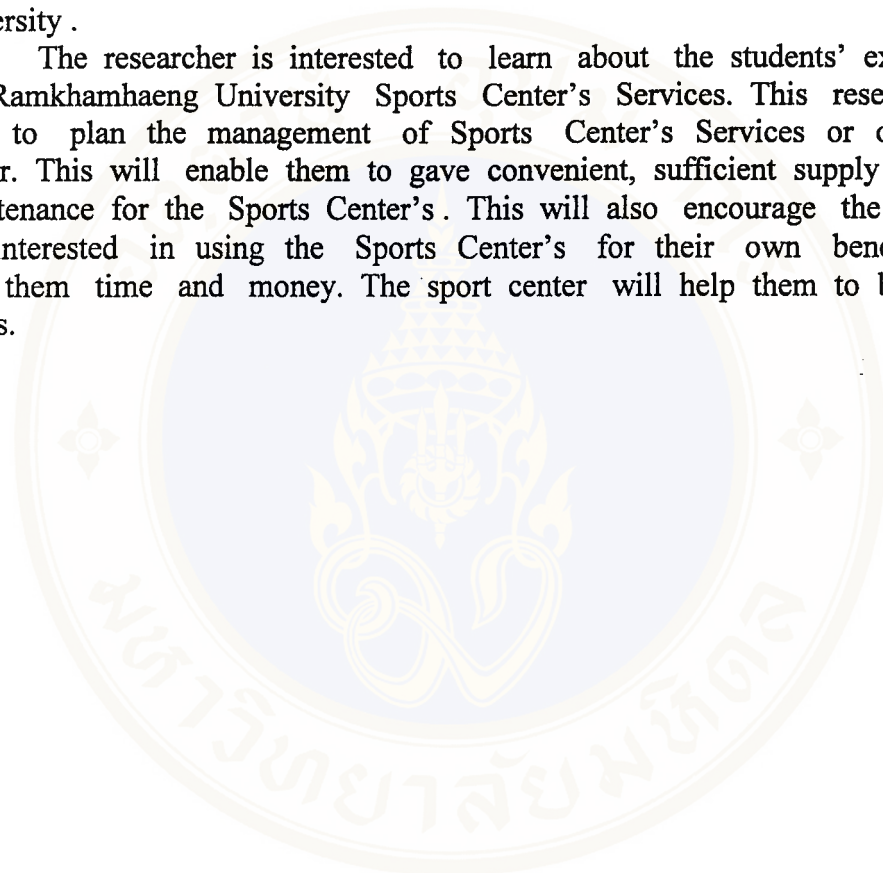
Ramkhamhaeng University offers 23 associate degrees, 48 bachelor degrees, 26 master degrees and 3 post-graduate certificates. Ramkhamhaeng University has been progressively developing their standard of education and teaching. Ramkhamhaeng University plans to bring in 2 courses of physical education. They will be part of the general subjects for a bachelor degree in the "RUSHING PLAN OF SPORT ASSOCIATION". The Congress office brought the new technology to use with the teaching, learning and management to make it work efficiently. The importance of which is to developed and update the knowledge and ability of a person to the changing society. Ramkhamhaeng University produces graduate students suitable to the need of the employer for the development of economy and society in accordance with the nation plan # 8 (1997 - 2001) and the sport developing plan # 2<sup>nd</sup> (1997-2001) this order is addressed to every school at the college level to be part of The National Sports Development Plan. It is not enough that student at college level learn only from textbooks and instructors. Students need to have experience in a variety of fields as well. The perfect graduate is to "have a knowledge with kindness".

His Majesty the King Rama IX mentioned how important sport is (1980) "the nature of the human body to have the energy to work, not just to do anything, but to use the right amount of energy. The body will grow stronger, move faster and live longer. If the body does not use the energy or does not use enough energy, the body cannot be strong. The body will get weaker and expire before the right time. So the people that work without using the energy or use only a little bit, have to find the time to exercise for themselves regularly and everyday. Without exercise they will regret that they cannot use their knowledge and their ability for the society. Because their bodies are getting weaker, they reduce the ability to do their work efficiently".

Ramkhamhaeng University does not have enough space to accommodate the number of students presently due to its location at Hua

Mark subdistricts, Bangkok District, Bangkok . This is the reason why they are planning to expand their facilities. The University is facing space availability problems for the sports activity facilities for its students. To solve this Ramkhamhaeng University came up with solution of building a sports center that is suitable with the eight of college development plan (1997 – 2001) . The plan orders all universities to be a part of the sport development of the whole nation . The center will accommodate all the sport activities of the university .

The researcher is interested to learn about the students' expectation to the Ramkhamhaeng University Sports Center's Services. This research will be used to plan the management of Sports Center's Services or other health center. This will enable them to gave convenient, sufficient supply and proper maintenance for the Sports Center's . This will also encourage the students to be interested in using the Sports Center's for their own benefit . It will save them time and money. The sport center will help them to be active in sports.



## The purpose of the study

1. To Study the students' expectation of Ramkhamhaeng University Sports Center's Services.
2. Compare expectation male and female students of Ramkhamhaeng University Sports Center's Services.

## Scope of the study

This surveys research was the students' expectation of Ramkhamhaeng University Sports Center's Service, about the time, activity, knowledge of exercise, places, facilities, convenience and the personnel attendants service to students.

1. Surveying Ramkhamhaeng University male and female students' expectation in the second semester of year 2000, the regular students (attend the class) only by use the simple random sampling.
2. Surveying Ramkhamhaeng University male and female students' expectation in 329,599 undergraduate level by the researcher have 800 samples

## Variable in the study

### Independent Variable

- Sex
- Age
- Id Code
- Place to live
- Distances from resident
- How to go to university
- Cost of living per month

### Expectation of Sports Center's Services

- Time of exercise
- Activities of exercise
- Facility and Equipment
- Knowledge of exercise
- Sports Center's Services

## **The definition of terms**

Students are undergraduate students ( attend the class ) of Ramkhamhaeng University

Sport Center is the place that have all of the exercise activities and some kinds of sport activities with sport facilities and the things that make it convenient , to serve Ramkhamhaeng University students.

Expectation is the insight of Ramkhamhaeng University students to the sport center service.

## **Research hypothesis**

The expectation to Ramkhamhaeng University Sports Center's Services of students that changed with gender male and female, age, the first two number of student code , distance from resident to university , and cost of living per month .

## **Benefits of the Study**

1. To know the expectation of Ramkhamhaeng University in Ramkhamhaeng University Sports Center's Services and to use the data for management.
2. It will be the guideline to continue proper management of activity and university Sports Center's Services in the future.

## CHAPTER II

### LITERATURE REVIEW

This research, The researcher learning, searching the document about the theories and basic idea of expectation.

1. The meaning of expectation.
2. The meaning, purpose and benefit of exercise.
3. The basic idea of services.
4. The Universities' sports center.
5. The Review of Research.

#### **The meaning of expectation**

Many psychology and students give the definite of expectation :

Prasarn Malakul Na Ayudhaya, ( 2523 : 2 ) : The expectation is the responses of all people that can be expected, what and how much they can do. That are expected from real result from what they done.

Atkinson, ( 1958 : 303 ) : The expectation is the respond to come out of power that build up inside the people.

Cronbach, ( 1963 : 475 ) : The expectation is what happens from the reaction in situation of prediction and expectation.

Hergenhahn, ( 1997 : 322 ) : The expectation is the hypothesis about the situation in future.

Marx, ( 1987 : 329 cited by tolman : 1959 ) : learning the tolman idea that said the expectation is the important need and will use that to make it to reach that purpose.

Beside the expectation meaning above, the expectation is the purpose that people expected, which came from the perception and trying to make it successfully.

## The meaning of purpose and benefit of exercise

Body movement depends on sex, age and body condition. The exercise should begin slow and then become fast. That effects to physical, ability, such as strength flexibility agility. In mental ability is able to confidential, make decision, relax from working.

## The basic idea of services

Giving the services to the employees and students that come to use the services, which is important part to the most satisfy of consumers. The idea or guide line to give the sport services.

The working service needs to have these 3 things :

The quality of facility has choose suitably to user needed and having good quality. The quality of personnel attendant has to have good knowledge in particular services and good communication, which can communicate between consumers, using the language and symbol, and able to understand communication, for each others very well.

Which is the same as Parasurman Zenihal & Barry (1985 : 79 – 81) said : The successful of services need to have all of these qualities :

1. Reliability
  - 1.1 Consistency
  - 1.2 Dependability
2. Responsive
  - 2.1 Willing to give the services
  - 2.2 Ready, effort and devoted the time to give the services
  - 2.3 Continuing have communication with consumers
  - 2.4 Taking care of consumers very well.
3. Competence
  - 3.1 Competent in services
  - 3.2 Competent in communication
  - 3.3 Competent in academic, in order to give the services.
4. Accessible
  - 4.1 The consumer easily to get in, and do not have to complicate steps to the use of services.
  - 4.2 The consumers do not have to wait for a long time
  - 4.3 Giving the time to the services should be convenient to consumers
  - 4.4 The location should be easy for transportation and Communication.
5. Courtesy
  - 5.1 Have to be polite to the consumers
  - 5.2 Giving a good welcome to consumers

- 5.3 Personnel attendants have a good personality.
- 6. The communication
  - 4.1 Explain the limited and service essentially
  - 4.2 Explain the steps services.
- 7. Credibility
  - The quality of services has to be honest and reliable.
- 8. Security
  - Physical safety : such as facility.
- 9. Understanding
  - 2.1 Learning about the consumers
  - 2.2 Giving suggestion and taking care of the consumers
  - 2.3 Paying attention to consumers.
- 10. Tangibility
  - 10.1 Preparing all of the facility and ready for the consumers
  - 10.2 Preparing all of the things that provided convenient to consumers
  - 10.3 Taking care of gyms or place to do exercise to look nice and clean.

### 1. How to give the service to athlete .

Sumana Yoopho : The service of sport depend on other service that mention above, have to be perfect as much as can do for the consumers that

- 1.1 To have sports facility for members to borrow or rent
- 1.2 The gyms have to be in a good location nice environment , fresh air, big area or space for each kind of sport
- 1.3 To provide other services to give a convenient provided : such as locker to keep sport facility, changing room, parking, living room to relax before and after playing sports or watching the games, rest room
- 1.4 Always open to consumers to be a members
- 1.5 Provide doctors, nurses, physical therapist, medicine and the first aids kits
- 1.6 Provide trainers to give the advise about the rule and how to play any kind of sports
- 1.7 Provide public relation, advertisement for the important match to the interest of people to join the match or to be the audiences
- 1.8 The promotion of sport activities should have the competition between the members at least once a year to reunion and make the members to be active and to promote sports club, promoter association
- 1.9 Provide statements or news in the newspapers and magazines in order advertise and spread of any sport activity news.

## **2. How to give services to the Audiences**

- 2.1 Provide public relations, to spread sports news, and sport matches to people who interested in sports, have advertisement in newspapers and sport magazine.
- 2.2 Provide some kind of services that make audience convenience such as blithers for the audiences, score board and parking
- 2.3 Provide promotion by giving the advise how to play sports and giving a regulation of the games to the people that are interested, at events excepted the register for new members.

## **The Universities' Sport Center**

Sports center's : The place that has all kinds of exercise activities, sports with facility and others convenient things that meet the standard level.

The list below are samples of Universities Sports Center's.

**Sports Center of Chulalongkorn University** where is a part of government and open to the public utilization that give the services to the members inside and outside facility in any kind of sports, having activity services for indoor and outdoor sports and have marketing department that adapted to all kind of services such as selling sport facility, food, and drink - besides the center has teaching in individual or groups service and members can choose the days and time for each activity to learn.

By the location and sports facility have 2 types of sports :

1. Indoor sports stadium
  - 1.1 Boxing
  - 1.2 Judo
  - 1.3 Basketball
  - 1.4 Table Tennis
  - 1.5 Sepak Takraw
  - 1.6 Valley - ball
  - 1.7 Badminton
2. Outdoor sports stadium
  - 2.1 Chulalongkorn University Stadium
  - 2.2 Swimming pool
  - 2.3 Tennis Court

The type of activity that management in different departments .

### 1. Development and supporting of health and ability

Exercising plan of specific purpose groups :

1. Weight control program.
2. Development of muscles program.
3. Development and building ability of the heart program.

Purpose, place to practice, how to practice, period to practice, the schedule to accept register the application of the whole year, enrollment fee, and how to follow the rule of consumers.

### 2. Activity Development plan ( Marketing Development )

Seminar and practice of basic sport's skill plan ( whole year program ) which are tennis, badminton, swimming, tekwando, gymnastic, basketball, football, dancing sports, aerobic, golf, karate, table tennis, amateur muay Thai and judo.

Which has a detail, the purpose and place to practice, how to practice, period of time to have basic sport's skill seminar and practice in any kind of sports and have the schedule for the whole year, the enrollment fee and have a meeting to explain how to work condition together in the programs.

### Sports center of Thammasart University Rangsit Campus .

It opens to the public utilization . The purpose is to service of students and faculty by free enrollment but they have to reserve for some kind of sports that have high desertions . Such as Badminton and Tennis courts etc. The Sports center closed at 08.00 p.m.

In each sports will have officer responsible about training course and competition at best 1 time per semester .

Moreover the sport center supports the facilitys, courts etc. For internal organization which want to held the competition. By the way the sports center keeps the free for outsiders.

### Sports center of Kasetsat University .

It is a part of government and open to the public utilization :

1. Sports Department
2. Chakapanpensiri building
3. Chulapornwalailuck swimming pool

Giving services about sports activities to employees and students : tennis, badminton, swimming, basketball, pequaenge but for the outside consumers, sport center only let them rent the place by collecting the fees and use that fund for taking care the place and giving the services.

### **Sports center and Health of Suranaree Technology University**

It opens to the public utilization, the purpose is only giving the service to employees but if some government department asked for using the place to have sports competition such as universities' sport, counties' sport and international's sport, they are willing to cooperate and give them the services. The activities that have in the center : Dancing, Aerobic dancing, basketball, valley ball, Sepak Tadaraw tennis, and sport center will having ability test to the consumers first before they use the services, and make the personal health report card to use for the health history.

### **Sports center of Ramkhamhaeng University**

Sport office of Ramkhamhaeng University have permission from University meeting to establish sport office by Ramkhamhaeng University order statement number 206/2540 Ion February 10, 1997. Sport office has to be responsible for these 5 things :

1. Development of basic sports
2. Development of sports for health
3. Development of sports for competition
4. Development of sports administration department
5. Development of sports cooperation within nation and international.

### **The purpose ;**

1. Having the department to be responsible to manage, giving services, controlling, taking care the place, facility and others convenient to be efficient to work .
2. Giving sport education to students, employees and others people by having seminar.
3. Promoting and supporting the practicing, inside and outside University, having sport competition .
4. Development sport to the right direction by following the steps, basic sport, sports for health and sports to the competition .
5. Promoting and supporting sport researching .
6. Bring science academic and technology to adapt to use to improve and develop sport ability .
7. Cooperating and exchanging information with sport association or professional inside and outside University also other countries .
8. To have the fund to support sports activities of University .
9. To have a department to support and working behind sports center of University .

Ramkhamhaeng University is an association that is located in the middle of Hua Mark community that has a lot of government offices and private business offices near by and easy to transport, because it is connected to many main streets and free ways and easy to transport by water too.

Presently, everyday Ramkhamhaeng University has to give different kinds of services to students, such as to study in the class rooms. Using the library, and computers, or having activities in each student clubs. In each days have different students take turns coming to use the services approximately 30,000 students in each day, that causes different kinds of problems.

The most important problem is the places to exercise it's not enough for needed of students, that causes some students using the street in University to play sports and exercise.

Because Ramkhamhaeng University has 2 gyms, 1 football field, 6 tennis fields, 1 field for practice volleyball, 2 basketball field for sepa, 6 petanque fields which compare with amount of students its not enough for the students. Then to build the compound of study buildings and sports center office that Ramkhamhaeng University should has some income, so it can support itself, but Ramkhamhaeng University has to be under government management them sport office ask for the permission to build sport center to promote and support sports and exercise, within sport center having variety kinds of sports and others activities that connect it in the circle, the building is tall for use of spaces with sufficiently (the price of the land in Bangkas pi area is 60,000 Bath / Tarangwa) the meeting of Ramkhamhaeng University giving the permitted to sport office to work on it and corporate with faculty of architect education, faculty of factory education of Phrachomklaow Chaokunthaharnladgabag Institute to make a model of sport center building how ever to make this University's sport center to have every thing for the convenience and the services ready and enough to provide the Ramkhamhaeng University population. The researcher though that should do the survey of employee and students expectation to the services of this sport center for the guideline to manage or give the services of Ramkhamhaeng University's sport center and others others sports center to response to the needed of consumers the most.

## **The Review of research**

Jiraporn Siriprasert did the research about "demanding and management exercise for health of the universities' employees" The population samples are the employees that work in universities 720 and returned back 579, they are 80.42 % and being able to learn that the services that they want to have are :

1. The facility : facility and the things that provide a convenience, the place to do the exercise in a good location, near by and easy for transportation, Gyms or places to do the exercise and physical fitness. The facility has the quality to meet the standard level, having nice and clean

changing rooms and shower rooms, having physical fitness facility are enough for the consumers.

2. Exercise activity : want to have swimming , badminton, aerobic, dance , tennis and table tennis .

3. Physical Fitness test : want to have enough facility that have quality to meet the standard level, to use for fitness test such as the cushion to protect the vibration, electrocardiogram machine, sphygmomanometer, body fat analyzer . the place to do activity to build physical ability and the picture with the explanation that tells how to do the physical fitness test.

4. Personnel attendants have to have a good personality, good manners and good conduct with physically healthy and mentally healthy, has to know the principle of how to teach or give the advise and have knowledge about the management of physical education and know how to choose the right activities.

5. Academic : want to learn about the technique and skills of doing exercise, need books, document or hand books about the principle of exercise for health, for members to learn and understand how to use, taking care , choosing the facility and the other things that use for exercise with efficient.

6. The period of time to exercise : want to exercise on Saturdays, Sundays and Fridays between 4.30 p.m. - 6.30 p.m.

Malee Siri did researching about " The problem and needed to do physical education programs of King Mongkut Institute of Technology " that the majority of students like to watch sports if they have a chance approximately 91.63 % and like to exercise or play sports 77.63 % . Students see the importance of exercise by play sports, because effected to build physical ability to be strong and having love to each others within the group, want to have sport competition, indoor and outdoor and want to have physical ability test.

Sangpetch Khooharcung did resarching about " demanded of exercise services of secondary school in Bangkok area" and send questionnaires to sample population that are secondary school teachers in Bangkok area 50 schools each school have 20 persons and have male 20 persons, Female 10 persons : singlemen 5 persons, married 5 persons. All total population in research 1,000 persons, they was returned back questionnaires 930 approximately 93% and the result is :

1. Teacher need exercising services in high level.

2. Teacher need each exercising services in high level : need the kind of exercising activities, need the exercising services of personnel attendants, need the exercising services of places, facility and convenience, need physical fitness test, need academic, need activities, need period of time to exercise.

3. Teacher need each exercising for these :

3.1 Need the exercising services of, facility and convenience : to provide enough and standard facilities for teacher to exercise , to provide the rooms for changing the clothes and bathrooms with locker for teacher to exercise .



3.2 Need the exercising services of personnel attendants that give the personnel have good relationship, good psychology, good suggestion that will suggest and easy to practice.

3.3 Need period of time to exercise : want schools provide exercising in spare time from teach and want to exercise between 4 p.m. - 6 p.m.

3.4 Need form for activities : activities should be economic but useful in health, teacher can participate that don't need more skill.

3.5 Need the Kind of activities in exercise : badminton, Physical exercise, swimming.

3.6 Need physical fitness test : to provide facilities for teacher, standard for physical fitness test that will compare and evaluation himself, provide card record in each person.

3.7 Need academic : to provide Knowledge about exercise for school, to provide movie, Video about education and exercise and provide school to educate about method for exercise in each age.

4. Need the exercising service between teacher who are men and women that different by statistic at level 0.05

5. Need the exercising service between teacher that single and married that do not different by statistic at level 0.05

Petchcharat Hiratchart : did resaching about "demanded of exercise services for health promotion and physical fitness of personnel attendants in non - government office in Bangkok area by himself" this researcher have purpose in order to study about demanded of exercise service. That will health promotion and physical fitness of personnel attendants in non - government office in Bangkok area employee's

Employees' samples are the people that work in 10 kinds of private office in Bangkok by sent the questionnaires to 500 employees' samples and they was returned back 438 approximately 87.60 % and use that information to analyze by statistic method . The result from researching the employees of private offices wanted to have :

1. Personnel attendants that give the services to consumers have a good personality, polite. kindness , good manner and healthy in physically and mentally.

2. Places to exercise , facility and convenience : want to have enough and clean changing rooms , shower rooms. Also want to have separate places or area for each kinds of exercise activity such as basketball field and badminton court .

3. Physical ability test : having check up service by x - rays every bear and need the places to do exercise and activities to build the ability.

4. Academic : need knowledge of diet, first aide and safety, technique and skills of exercise.

5. Exercise activity : swimming , badminton, self defense.

6. Period of time to exercise : want to exercise between 4 p.m. – 6 p.m. on Saturday, Sunday and between 6 p.m. – 8 p.m. on every day.

7. The type of activity : want every type of activity by having 1 – 2 time in one year beside exercise activity and aerobic dancing that have more than 6 times in one year.

8. Compare the demanding of exercise for health and physical ability services between male and female employees do not different in statistic at level 0.05 .

9. From the information that collecting, it showed the employees of 10 kinds of private offices in Bangkok want to have exercise for health and physical ability services in 6 things above that do not different by statistic at level 0.05 .

Ann ( 1977 ) : To learn and to survey about demanded and interested in activities that can play for life time of old age people in the middle of Tennessee, from the survey of activities that can play for life time 36 kinds and separated to 3 groups by survey from 94 old age people, age between 55 – 56 year old . A survey is about the intend to join in activities and the things that received from more practice, the result is colleges. Universities and other departments that taking care the teaching should supporting and promote of activities that can play for life time more, to prepare the youth to grow up and be active adult in the future. The kind of sports that have a team should not cut of from school activities and should be support the activities that can play for life time in the same time.

Mogkol Jidee ( 2539, 2 ) ; To exercise is the practice that made every part of the body working harder than normal by order but the important things are have to realize on the gender, age and condition of the body in each person, until effected to the changing of physically and mentally health the positive way.

Yamaguchi and Okada studied about the participating or joining in health center, according to the consumers, was able to learn that even having more consumers participated or joined in sports and exercise activities but less intending to participate or join in sport programs. The purpose of study is to learn what the consumers want when they participate or joine in health center.

According to consumers, they want to have :

1. Satisfaction in the place to exercise and the facility
2. Satisfaction in personnel attendants
3. Satisfaction in exercise activities

This information collected from 186 members of private health center ( 5 branches ) in Tokyo , Japan, by studied information from relationship between independent, dependent variable, and testing the hypothesis to explain how effected to the participating or joining in health center of consumers.

The consumers are satisfied in exercise activities approximately 23 % and most of them considering about how good of the management in health center.

Weerawat Ptnyaburapa (1994) : did the researching the expectation of exercising for health services that are belong to health center in Bangkok. Doing the survey, by sent the questionnaires to 360 members, returned all 100 % and use that information to analyze percent, median, standard Deviation, t - test and the result is :

1. Male and Female members have an expectation for exercising services about the period of time exercise at high level . The weekdays ( Monday – Friday ) in the afternoon after work ( 4.30 p.m. – 7.00 p.m. ), exercise activity is running, swimming . Also academic ( knowledge of exercising ), places, facility , convenient and personnel attendants, it in the high level too.
2. When compare the expectation of male and female members that do not have any different in statistic at level 0.05.

Thongsuk Sompahungsit (1988) did the researching about “using the free time to exercise of Srinakarintharavirod Prasarnmit’s students” by use 913 sample, the result of researching is :

1. The majority of students use free time to exercise and exercise on school day by using school gym to exercise between 4.00 p.m. – 6 p.m.
2. Male students are most interested in soccer , but female students are most interested in swimming.
3. Female students are most joined in activity of fresh men students.
4. The students are facing the problems of places to exercise that are temperature to hot inside the gym. The facility not enough and the personal problem is most of them do not have enough time to exercise because they have to taking care of their education.
5. Need the exercising services of places, facility and convenience, of male and female students are the same which they are really need all of those
6. Need the exercising services of personnel attendants of male and female students are the same , which majority of students very much .
7. Need the exercising services of places , facility and convenience, of each faculties that the needed of the physical education students different from Science students, that it’s in statistic at level 0.01 . Also the Physical education students need more places , facility , convenience than Science students but other faculties the needed of students are almost the same.
8. Need the exercising services of personnel attendants in each faculties that the needed of Physical education students different from Human students , Science students, Education students and Social students in statistic at level 0.01. Beside that the Physical education students want to have more personnel attendants to give the advice and other services than other faculties’ students.

## CHAPTER III

### PROCEDURES

This research the researcher use the survey researching by use the questionnaires to collected information from the population samples to find out the information that the most accurate and direct to the purpose of consumers that used the sports center's services .

#### Subjects

To study this researching the researcher studied the finite population ( The Institute of research, the officer of the Ramkhamhaeng University Rector, 1999 ) the population contented of Rankhamhaeng University' s students presently, is the year of 1999. The researcher did the sample random 800 population from 329,599 population in 8 faculties and separated male and female by the ratio of population in each faculties.Update data from random sampling table of Sirichai Karnjanavasri, Direk Srisukkho and Thaweewat Pitayanon ( 1994 ) in standard level 95% and have standard error  $\pm 10\%$  of high ratio. Ratio of male and female random population of different faculties follow by this table.

Undergraduate students population of different faculties of Ramkhamhaeng University

Faculty Of	Total	Male Population	Male Samples	Female Population	Female Samples	Total of Samples
Law	60,477	44,233	76	16,214	28	104
Business Administration	84,322	20,985	26	63,337	81	107
Humanities	49,291	14,176	30	35,115	73	103
Education	13,771	4,289	43	9,482	55	98
Science	19,326	11,811	61	7,515	39	100
Political Science	91,586	51,260	64	40,326	51	115
Economics	10,293	5,325	49	4,968	46	95
Engineering	563	497	62	66	16	78
Total	329'599	152,576	411	177,023	389	800

## Instrumental for Research

1. Magazines, documents, text books, the researching about expectation of the sports center's service.
2. Collecting all of the information for the guideline to make the questionnaires that have to cover all of these headline :
  - 2.1 The days and the time that want to exercise
  - 2.2 The exercise activities
  - 2.3 The academic ( Knowledge of exercising )
  - 2.4 The facilities, equipment, convenience to exercise
  - 2.5 The personnel attendants to give the services.
3. Bring a consultant the questionnaires to review and change some part to make it better after that let five expert people to review again.
4. Changing and fixing the questionnaires by passed the opinion of consultant and 5 expert people in that field .
5. Try out those questionnaires with employees and students of Ramkhamhaeng University that not in the groups of the sample , for 30 people to check the reliable of questionnaires.
6. Changing and fixing those questionnaires that already tried out and give to the group of population sample.

## Collection of Data

1. A researcher train the assistants, explain how to answer the questionnaires to understand then the assistants can explain to students to learn how to answer the questionnaires the ways that wanted to be.
2. A researcher asked a permission from an Associate Rector of Administration of University to hand out the questionnaires to students.
3. The questionnaires that hand out have to be reserved for choosing the groups of sample by the numbers of each faculties that wanted .

## Analysis of Data

1. A researcher collect the information from the questionnaires and summary by frequency , percent , table and content.
2. Expectation of students to sports center's service'

The researcher gives and set points as followed .

Expectation		
the most	4	points
more	3	points
less	2	points
the least	1	points

Expectation of students to sports center's service of Ramkhamhaeng University.

Mean ( $\bar{X}$ ) of points	3.50 - 4.00	refer to the most expectation.
Mean ( $\bar{X}$ ) of points	2.50 - 3.49	refer to more expectation.
Mean ( $\bar{X}$ ) of points	1.50 - 2.49	refer to less expectation.
Mean ( $\bar{X}$ ) of points	1.00 - 1.49	refer to the least expectation.

3. A researcher collection of data and summary by Compare mean ( $\bar{X}$ ) in order to find level expectation of mean ( $\bar{X}$ ) that students expect the sports center's service of Ramkhamhaeng University t - test , One - way Analysis of Variance and compare mean after analysis of Variance by method of LSD that have significant .05 . A researcher calculate data by use the computer program SPSS for windows ( Statistical Package for the Social Science / for windows ).

#### Statistical analysis

1. Percent
2. Mean ( $\bar{X}$ )
3. Standard Deviation ( S.D.)
4. t-test
5. One-way Anova
6.  $\alpha$  Coefficient

## CHAPTER IV

### RESULT OF DATA ANALYSIS

The study of "The expectation of Ramkhamhaeng University students to sports Center Service". The questionnaires were returned 800 ones (94.2 %) cents after they had been sent 850 ones to samples. But there were 50 ones (5.8 %) group didn't answer all of questions. The researcher didn't analyze these questionnaires because they were lack of significance and completion. The researcher used SPS for windows for analyze the data to present in table and explanation as following :

- Part 1 To present demographic information of sample such as sex, age, ID (The first two number of student code), residence, distance from sports center to residence, how to go to sports center, expansion per mouth, and used to be athletic or usually exercise
- Part 2 To present the total expectation of Ramkhamhaeng University students to Sports center Service which were desire days and time to exercise, activities, knowledge of exercise, places, equipment's, facilities and personnel to give service.
- Part 1 To present general demographic information  
These information was analysed from the answers of sample group; Ramkhamhaeng students 800 persons.

Table 1 Numbers and percentage of characteristic of Ramkhamhaeng University student were general qualification by demographic information.

General Qualifications	Number ( person )	Percentage (%)
1. Sex		
- Male	411	51.4
- Female	389	48.6
2. Age		
- below 21 years old	649	81.1
- more than 21 years old	151	18.9
3. Student Identification ( The first two number of student code )		
- 39	50	6.3
- 40	187	23.3
- 41	321	40.1
- 44	242	30.3
4. Residence		
- Own	29	3.6
- Rent	100	12.5
- Dormitory	671	83.9
5. Distance from Sports Center to Residence		
- less than 1 K.M.	282	35.2
- 1 - 5 K.M.	330	41.3
- More than 6 K.M.	188	23.5
6. How to go to Sports Center		
- On foot	476	59.5
- By Transportation ( personal car, train , or bus )	324	40.5
7. Expansion per month		
- less than 4,000 baht	217	27.1
- More than 4,000 baht	583	72.9
8. Experience in sports and exercise		
- experience	416	52.0
- Non experience	384	48.0

From Table 1 Showed that the most of general qualification were male ( 51.4 % ), most of them were 21 years old and lower ( 81.1 % ), enrolled in the university in 2541 B.E. ( 40.1 % ), dormitory resident ( 83.9 % ), distance from Sports Center to residence 1 - 5 K.M. ( 41.3 % ), came to sports center on foot ( 59.5 % ), had monthly expense more than 4,000 baht per month ( 72.9 % ), and used to have exercise before ( 52.0 % )

Part 2 To present The total expectation of Ramkhamhaeng students to Sports Center's Services.

The expectation in desire days and time to exercise these information was analyzed from the answers of sample group ; Ramkhamhaeng of students 800 persons.

Table 2 Numbers and percentage of Ramkhamhaeng University students divided to expectation in desire days and time to exercise at Ramkhamhaeng University Sports center.

The order	Desire days and Time to exercise	Level of expectation			
		the most	more	less	the least
1	Ordinary days ( Monday - Friday ) 07.00 – 09.00 A.M.	50 (6.3 %)	125 (15.5%)	282 (35.3%)	343 (42.9%)
2	09.00 – 12.00 A.M.	-	-	188 (23.5%)	612 (76.5%)
3	12.00 – 01.00 P.M.	-	-	150 (18.7%)	650 (81.3%)
4	01.00 – 3.00 P.M.	-	36 (4.5%)	243 (30.4%)	521 (65.1%)
5	03.00 – 5.00 P.M.	169 (21.1%)	262 (32.7%)	231 (28.9%)	138 (17.3%)
6	06.00 – 9.00 P.M.	335 (41.9%)	259 (32.4%)	149 (18.6%)	57 (7.1%)
7	Public holidays 08.00 – 12.00 A.M.	241 (30.1%)	328 (41.0%)	157 (19.6%)	74 (9.3%)
8	12.00 – 3.00 P.M.	87 (10.9%)	164 (20.5%)	332 (41.5%)	217 (27.1%)
9	3.00 – 6.00 P.M.	-	30 (3.85%)	255 (31.9%)	515 (64.3%)
10	6.00 – 9.00 P.M.	173 (21.6%)	315 (39.4%)	170 (21.3%)	142 (17.7%)

From Table 2 Showed that the most of Ramkhamhaeng University students expected to exercise in ordinary day at 6 P.M. - 9 P.M. ( 41.9 per cent ), and the lest at 12 A.M. - 1 P.M. ( 81.3 % ) . By the way in public holidays The most was at 8 A.M.- 12 A.M. ( 41 % ) and The lest was 3 P.M. - 6 P.M. ( 64.3 % )

### The Expectation in Exercise Activity

Table 2.1 Number and percentage of Ramkhamhaeng University students sample group divided to the expectation in Individual Exercise Activity.

The order	Individual expectation Activities	Level of expectation			
		the most	more	less	the least
1	Swimming	147 (18.4%)	313 (39.0%)	210 (26.3%)	130 (16.3%)
2	Golf	- -	24 (3.0%)	297 (37.1%)	479 (59.9%)
3	Bowling	25 (3.1%)	185 (23.1%)	299 (37.4%)	291 (36.4)
4	Squat	- -	118 (14.8%)	303 (37.9%)	379 (47.3%)
5	Aerobic	225 (28.1%)	122 (15.3%)	285 (35.6%)	168 (17.6%)
6	Physical fitness equipment	141 (17.6%)	309 (38.7%)	225 (28.1%)	125 (15.6%)
7	Gun Shooting	106 (13.2%)	219 (27.4%)	220 (27.5%)	255 (31.9%)
8	Gymnastic	9 (1.1%)	260 (32.5%)	296 (37.0%)	235 (29.4%)
9	Saunas	64 (8.0%)	180 (22.4%)	238 (29.8%)	318 (39.8%)
10	Others ( Archery , Ice skating, Roller Blade )	272 (34.0%)	330 (41.3%)	101 (12.6%)	97 (21.1%)

From Table 2.1 Showed that the most of Ramkhamhaeng University students expected to Ramkhamhaeng University Sports Center's Services in Individual Exercise Activity was the others sports such as Archery, Ice Skating ,Roller Blade ( 41.3 % ) . The least was Golf ( 59.9 % )

Table 2.2 Number and percentage of Ramkhamhaeng University students sample group divided to the expectation in Double Exercise Activity.

The order	Individual expectation Sport Activities	Level of expectation			
		the most	more	less	the least
11	Snooker	- -	91 (11.4%)	315 (39.4%)	394 (49.2%)
12	Judo	152 (19.0%)	284 (35.5%)	270 (33.7%)	94 (11.8%)
13	Thai self defenses	152 (19.0%)	350 (43.7%)	156 (19.5%)	142 (17.8%)
14	Badminton	202 (25.2%)	264 (33.0%)	191 (23.9%)	143 (17.9%)
15	Table tennis	153 (19.1%)	355 (44.4%)	190 (23.7%)	102 (12.8%)
16	Tennis	150 (18.8%)	274 (34.3%)	223 (27.8%)	153 (19.1%)
17	Dancing	110 (13.8%)	192 (24.0%)	239 (29.8%)	259 (32.4%)
18	Others	69 (8.6%)	169 (21.1%)	320 (40.0%)	242 (30.3%)

From Table 2.2 Showed that The most of Ramkhamhaeng University students expected to Ramkhamhaeng University Sports Center's Services in Double Exercise Activity was Badminton (25.5 %). The least was Snooker (49.2 %)

Table 2.3 Number and percentage of Ramkhamhaeng University students divided to the expectation in Team Exercise Activity

The order	Individual expectation Sport Activities	Level of expectation			
		the most	more	less	the least
1	Sepak Takraw	111 (13.9%)	245 (30.6%)	223 (27.9%)	221 (27.6%)
2	Volleyball	202 (25.3%)	359 (44.8%)	134 (16.8%)	105 (13.1%)
3	Basketball	224 (28.0%)	348 (43.5%)	132 (16.5%)	96 (12.0%)
4	Soccer	149 (18.6%)	225 (28.1%)	233 (29.2%)	193 (24.1%)
5	Others	345 (43.1%)	288 (36.0%)	90 (11.3%)	77 (9.6%)

From Table 2.3 Shown that the most of Ramkhamhaeng University students expected to Ramkhamhaeng University Sports Center's Services in team Exercise Activity was the others such as football team. ( 43.1 % ). The least was Sepak Takara ( 27.6 % ).

The expectation in Scientific Exercise ( the Knowledge of exercise )

Table 3 Number and percentage of Ramkhamhaeng University students divided to the expectation in Scientific Exercise ( the Knowledge of exercise )

The order	Expectation of academic ( knowledge of exercising ) that provide	Level of expectation			
		the most	more	less	the least
1	Making exercise Guidebook	175 (21.9%)	441 (55.1%)	136 (17.0%)	48 (6.0%)
2	Publishing and exhibiting Sports news for students	254 (31.8%)	403 (50.3%)	102 (12.8%)	41 (5.1%)
3	Training cover in each Sports Activity	265 (33.1%)	384 (48.0%)	130 (16.3%)	21 (2.6%)
4	Making Video Tape and Computer / Internet about exercise	167 (20.8%)	407 (50.9%)	204 (25.5%)	22 (2.8%)
5	To counsel in scientific exercise	167 (20.8%)	405 (50.6%)	210 (26.3%)	18 (2.3%)
6	Advise Physical Fitness test	239 (29.8%)	392 (49.0%)	146 (18.3%)	23 (2.9%)
7	Health Identity for estimating Physical Fitness	213 (26.6%)	396 (49.5%)	112 (14.0%)	79 (9.9%)

From Table 3 Shown that the most of Ramkhamhaeng University students expected to Ramkhamhaeng University Sports Center's Services in Scientific Exercise ( the knowledge of exercise ) was training course in each sports activity ( 33.1 % ), publishing and exhibiting sports news for students was 31.8 % Advise Physical Fitness test was 29.8 % . The least expectation was Health Identity for estimating Physical Fitness ( 19.9 % )

Table 4 Number and percentage of Ramkhamhaeng University students divided to the expectation in Place and facility

The order	Place and Facility	Level of expectation			
		the most	more	less	the least
1	Changing room and Bathroom with Locker	465 (58.0%)	234 (29.3%)	78 (9.8%)	23 (2.9%)
2	Nursing room with facilities	406 (50.7%)	316 (39.5%)	52 (6.5%)	26 (3.3%)
3	Parking lot	229 (28.6%)	333 (41.6%)	184 (23.0%)	54 (6.8%)
4	Modern exercise facilities	461 (57.6%)	247 (30.9%)	68 (8.5%)	24 (3.0%)
5	Cafeteria and Convenience Store	207 (25.9%)	388 (48.5%)	165 (20.6%)	40 (5.0%)
6	Laundry room service	227 (28.4%)	167 (20.9%)	293 (36.6%)	113 (14.1%)
7	Public Telephone	339 (42.4%)	315 (39.4%)	88 (11.0%)	58 (7.3%)
8	Separately standard venue	489 (61.0%)	250 (31.3%)	42 (5.3%)	19 (2.4%)
9	Having outdoor / indoor venue And swimming pool	521 (65.1%)	229 (28.6%)	35 (4.4%)	15 (1.9%)

From Table 4 Showed that the most of Ramkhamhaeng University students expected to Ramkhamhaeng University Sports Center's Services in place and facility was having outdoor/ indoor venue and swimming pool ( 65.1 % ), Separately standard venue was 67 % , Changing Room and Bathroom with Locker was 58 % . The least expectation was Laundry room service ( 14.1 % )

**The expectation in Service officer**

Table 5 Number and percentage of Ramkhamhaeng University students divided to the expectation in Service officer

The order	Service officer	Level of expectation			
		the most	more	less	the least
1	Preparing doctor to check health before exercise ( to be appointed )	266 (33.2%)	306 (38.2%)	186 (23.3%)	42 (5.3%)
2	Having enough officers who have knowledge and expect in sports science for introduction and taking care correctly while using facilities	385 (48.1%)	312 (39.0%)	73 (9.1%)	30 (3.8%)
3	Having safe guards for caring worth things	441 (55.1%)	257 (32.1%)	74 (9.3%)	28 (3.5%)
4	Preparing experience officers for teaching exercise activity	376 (47.0%)	296 (37.0%)	81 (10.1%)	47 (5.9%)
5	Preparing officers for cleaning bathroom, bedroom etc .	431 (53.9%)	260 (32.5%)	76 (9.5%)	33 (4.1%)
6	Preparing officers who Response with using facilities	372 (46.4%)	302 (37.8%)	99 (12.4%)	27 (3.4%)

From Table 5 Showed that the of Ramkhamhaeng University students expected of Ramkhamhaeng University Sports Center's Services in Service officer was having safe guards for caring worth things ( 55.1 % ), preparing officers cleaning bathroom, bedroom etc. was 53.9 % and having enough officers who have knowledge and expect in sports Science for introduction and taking care correctly while using facilities was 48.1 % . The least expectation was preparing experience officers for teaching exercise activity was 5.9 %.

Table 6 Mean, standard Deviation and t- test of expected students of Ramkhamhaeng University Sports Center's Services divided to sex

Sex	Number	Mean ( $\bar{X}$ )	Standard Deviation S. D.	t
Male	411	2.20	0.74	2.32*
Female	389	2.06	0.76	

\*p < 0.05

From Table 6 Showed that male and female students expected of Ramkhamhaeng University Sports Center's Services in low level. By having mean at 2.20 and 2.06

To compare expectation of Ramkhamhaeng University students to Sports Center's Services was found that male and female had different expectation level by significantly at 0.05

Table 7 Mean, standard Deviation and t- test of expected students of Ramkhamhaeng University Sports Center's Services divided to ages.

Age	Number	Mean ( $\bar{X}$ )	Standard Deviation (S. D.)	t
Less than 21	649	2.11	0.75	-4.50*
More than 21	151	2.41	0.71	

\*p < 0.05

From Table 7 Showed that students who were less than 21 years old and more than 21 years old, expected of Ramkhamhaeng University Sports Center's Services in low level by having mean at 2.41 and 2.11

To compare expectation of Ramkhamhaeng University students to Sports Center's Services was found that the difference of age had different expectation level by significantly at 0.05.

Table 8 Mean, standard Deviation comparison in expectation level of students to Ramkhamhaeng University Sports Center's Services divided to student identification ( The first two number of student code )

student identification ( 2 ID Code)	Number	Mean ( $\bar{X}$ )	Standard Deviation (S. D.)	F
40	50	1.80	0.81	2.26
41	187	2.25	0.73	
42	321	2.12	0.76	
43	242	2.24	0.72	

\* $p < 0.05$  (  $F_{.05 (3,796)} = 2.60$  )

From Table 8 Showed that students who had student identification ( 2 digits ... ) 41, 43, 42, and 40 , expected of Ramkhamhaeng University Sports Center's Services in low level by having mean at 2.25, 2.24, 2.12 and 1.80

To compare expectation of Ramkhamhaeng University students to Sports Center's Services was found that the difference of different expectation level.

Table 9 Mean, standard Deviation comparison in expectation level of students of Ramkhamhaeng University Sports Center's Services divided to residence.

residence	Number	Mean ( $\bar{X}$ )	Standard Deviation (S. D.)	F
Personnel house	29	2.38	0.75	2.14
Rent house	100	2.47	0.71	
Dormitory	671	2.25	0.83	

\* $p < 0.05$  (  $F_{.05 (2,797)} = 3.00$  )

From Tale 9 Showed that students who lived in Rent house, personnel and dormitory , expected of Ramkhamhaeng University Sports Center's Services in low level by having mean at 2.47, 2.38 and 2.25

To compare expectation of Ramkhamhaeng University students to Sports Center's Services was found that the difference of residence hadn't different expectation level .

Table 10 Mean, standard Diviation comparison in expectation level of students of Ramkhamhaeng University Sports Center's Services divided to distance from Sports Center to residence.

Distance from Sports Center to residence.	Number	Mean ( $\bar{X}$ )	Standard deviation (S. D.)	F	Compare mean after analysis of Variance (LSD)
Less than 1 K.M.	282	2.07	0.83	3.29*	-
1 - 5 K.M.	330	2.22	0.69		
More than residence	188	2.21	0.71		

\* $p < 0.05$  ( $F_{.05(2,797)} = 3.00$ )

From Table 10 Showed that students who had different distance from Sports Center to residence , expected of Ramkhamhaeng University Sports Center's Services in low level by having mean at 2.22, 2.21 and 2.07

To compare expectation of Ramkhamhaeng University students to Sports Center's Services found that the difference of distance from Sports Center to residence had different expectation level by significantly at 0.05. By the way when compared mean after analysis of variance by the Least Significant Difference (LSD) was found that had difference of distance from Sports Center to residence but hadn't different expectation level.

Table 11 Mean, standard Deviation , t-test of expected students of Ramkhamhaeng University Sports Center’s Services divided to Travelling

Travelling	Number	Mean ( $\bar{X}$ )	Standard Deviation (S. D.)	t
On foot	476	1.85	0.65	-16.61*
By car, bus and train	324	2.63	0.65	

\*p < 0.05

From Table 11 Showed that students who came to Sports Center by car, bus and train, expected of Ramkhamhaeng University to Sports Center’s Services in high level by having mean at 2.63. By the way students who came to Sports Center on foot expected service in low level at 1.85

To compare expectation of Ramkhamhaeng University Sports Center’s Services was found that the difference of travelling had different expectation level by significantly 0.05.

Table 12 Mean, standard Deviation, " T " of expected students of Ramkhamhaeng University Sports Center’s Services divided to expension per month

expension per month	Number	Mean ( $\bar{X}$ )	Standard Deviation (S. D.)	t-test
less than 4,000 baht	217	2.02	0.81	-3.15*
more than 4,000 baht	583	2.22	0.72	

\*p < 0.05

From Table 12 Showed that students who expended per month more than 4,000 baht and less than 4,000 baht, expected of Ramkhamhaeng University Sports Center’s Services in low level by having mean at 2.22 and 2.02.

To compare expectation of Ramkhamhaeng University Sports Center’s Services was found that the difference of expension per month hadn't different expectation level.

Table 13 Mean, standard Deviation, t-test of expected students of Ramkhamhaeng University Sports Center's Services divided to sport experience

Sport Experience	Number	Mean $\bar{X}$	Standard Deviation S. D.	t
experience	416	2.61	0.57	22.12*
non - experience	384	1.68	0.61	

\*p < 0.05

From Table 13 Showed that students who had sport experience expected of Ramkhamhaeng University Sports Center's Services in high level by having mean at 2.61 . By the way the students who hadn't sport experience expected service in low level at 1.68.

To compare expectation of Ramkhamhaeng University Sports Center's Services was found that experience students and non - experience students hadn't different expectation level.



## CHAPTER V

### CONCLUSION, DISCUSSION AND SUGGESTION

In study "The expectation of Ramkhamhaeng University students to Ramkhamhaeng University Sports Center's Services" was the quantitative Research Questionnaires was the equipment to collected information by using sample of 800 Ramkhamhaeng University students. Destination of study was as follow :

- 1) To Study the Students' expectation of Ramkhamhaeng University Sports Center's Services .
- 2) To compare expectation of Ramkhamhaeng University Sports Center 's Services of students.

#### Conclusion

1. The most of students were male ( 51.4 % ), most of them were 21 years old and lower ( 81.1 % ), enrolled in the university in 2541 B.E. ( 40.1 % ), dormitory resident ( 83.9 % ), distance from Sports Center to residence 1 - 5 K.M. ( 41.3 % ), came to sports center on foot ( 59.5 % ), had monthly expense more than 4,000 baht per month ( 72.9 % ), and used to have exercise before ( 52.0 % )

2. Result of expectation to Sports Center's Services was found that

2.1 The expectation to Sports Center's Services in aspect of day and time to exercise.

The most of students wanted to exercise in ordinary day ( Monday - Friday ) between 6 p.m. - 9 p.m. ( 41.9 % ), The least was between 12 a.m. - 1 p.m. ( 81.3 % ). By the way the most in holidays was between 8 a.m. - 12 a.m. ( 41 % ), the least was 3 p.m. - 6 p.m. ( 64.3 % )

2.2 The expectation to Sports Center's Services in aspect of Individual Exercise Activity. Others sport were the most of Individual Exercise Activity ( 41.3 % ), The least was Golf ( 59.9 % ) . In aspect of Double Exercise Activity the most expectation was Badminton ( 25.2 % ), the lest was Snooker ( 49.2 % ). In aspect Team Exercise Activity the most expectation was others team ( Football ) ( 43.1 % ), the least was Sepak Takara ( 27.6 % ).

2.3 The most expectation of Ramkhamhaeng University Sports Center's Services in aspect Scientific ( Knowledge of exercise ) was Trading course in each Sports Center's Services Activity ( 33.1 % ), Publishing and exhibiting Sports Center's Services news for students ( 31.8 % ) and advise

Physical fitness test (29.8 %) Health Identity for estimating fitness was the least expectation (9.9 %)

2.4 The most expectation of Ramkhamhaeng University Sports Center's Services in aspect of place and facility was having outdoor / indoor venue and swimming pool (65.1 %) Separatly standard venue (61 %) and changing room and bathroom with locker (58 %) laundryroom Service, was the least expectation (14.1 %)

2.5 The most expectation of Ramkhamhaeng University Sports Center's Services in aspect of Service officer was having safe guards for caring worth things (55.1 %) preparing officers for clearing bathroom , bedroom etc. (53.9 %) , having enough officers who have knowledge and expert in Sports science for introduction (48.1 %) preparing experience officers for teaching exercise activity was the least expectation (5.9 %)

3. Average in five expectations of The most Ramkhamhaeng University students of Ramkhamhaeng University Sports Center's Services was in low.

4. The student who had different aspect of age, sex, distance from Sports Center's to residence and how to go to Sports Center's had difference expectation level. In aspect of students identification ( The first two number of student code ), residence, expansion per mouth and , sport experience or hadn't difference expectation level.

## Discussion

Researcher will discuss the result study along with objective.

The object is the study expectaion of Ramkhamhaeng University students to Sports Center's Services and compare expectation of students in different condition.

1. The most of Ramkhamhaeng University students expectation were low level because sample group thought that Ramkhamhaeng University had stadium and to place under students who went to exercise .

Moreover Ramkhamhaeng University was near at Hua Mark Stadium. That was large stadium and could place under many students. Ramkhamhaeng University student trended to increase in every years and Ramkhamhaeng University was open university . The most of students were worked man that their residence were in many area of Bangkok and boundary. So they would like to exercise at Sports Center in the nearest their house, office or convenience place . That was in line of Jiraporn Siriprasert's study (2525 , ๑ - ๓) . Her study about " Reguirment and service to exercise for supporting faculties' health " was found that everyone required to exercise at suitable ;place; near and comfortable.

2. The students who had difference in general aspect such as residence and how to go to Sports Center's expected differently to Sports

Center's Services. This result was agreed with Cronbach's hypothesis (1963, 475). He concluded that the expectation to anything was difference in each other. It depended on physical environment and surrounding which effected to him. Moreover it was agreed with Mr. Mongkol Jaidee's research. (2539. 2). The meaning of exercise and his research was the exercise that moved all parts of body by depending on suitable in sex, age, physical condition and kind of activities for good health.

3. The students who had difference in student identification (The first two number of student code), residence, expansion for month and experience in general qualification didn't different expect to Sports Center Service. This result wasn't agreed with Yamakuchi and Okada's hypothesis (1988) that exercise was necessary for all who wanted to have good health and good mind.

Srinakharinwirot University of students activity in their leisure. This result was athletics and who always exercise that didn't difference from who wanted to exercise in generally. By the way the difference in residence and expansion per month didn't different expectation because the most of sample group lived in dormitory (83.9 %) and expended per month more than 4,000 baht (72.9 %). So whoever had similar to in general aspect, the expectation didn't difference.

### **Suggestion from Research**

From study, researcher would like to suggest from study as follow :

1. The low level of expectation of Ramkhamhaeng University Sports Center's Services may be refer to the most of Ramkhamhaeng University students that they don't like Sports Center's Services. Therefore Sport Center executive committee should to consider students's requirement for making decision policy of Sports Center's Services.

2. The most student expected to Preparing peace and facility in ordinary days between 6 p.m. - 9 p.m., in holidays between 8 A.M. - 12 A.M., to having outdoor / indoor venue and swimming pool, to training course in each sports activity and the last one was to having safe guards for caring worth things. These were the most expectation of Ramkhamhaeng University students. The above expectation were important for making decision in service management and development of executive committee or concerning department.

3. The most of students expects to play Team Sports and individual; others sports which were out of consign in questionnaire. If it is agree to establish Sports Center, they should prepare many kinds of sports in Team and individual Sports with enough facilities for students requirement.

4. The executive should consider that what reason student expected low level to Sports Center's Services in the future. It should have many service.

The students have different physical environment may have different or same conception and expectation .

Moreover after Sports Center will be established in the future, it should be followed to assess for solving problem promptly , it make Sports Center's Services and project to be efficiency.

### **Suggestion for future research**

1. Should study others issue for example problem after establish Sport Center ,expos serviced opinion.

2. Using only one sample group, Ramkhamhaeng University students later study should choose may sample group such as faculties or serviced person etc. because will know expectation of each group for comparing result to find balance expectation . It want to know in some issues may use depth interview . For perfection information may use participate interview.

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มหำวิทยำลัย. นครปฐม : สำขำกรจัดกรทงกรกีฬา ภำควิทยำศึกษำศำสตร์ คณะ  
สังคมศำสตร์และมณุษย์ศำสตร์ มหำวิทยำลัยมหิดล.





## **The questionnaires for the researching**

The students' expectation of Ramkhamhaeng University- sports center's services

1. This questionnaire has 7 pages. Divided to 2 sections are :  
Section 1. The questionnaire about the individual status of undergraduate students.  
Section 2. The questionnaire about the expectation of Ramkhamhaeng University sports center's services .
2. This researching want to know the true information, for use in the method that give the services to students and for the benefit to handle University's sports center in the future.

**Please answer the questionnaires every order and every page**



**Section 2.** The questionnaires about expectation of Ramkhamhaeng University Sports center' s services.

Please read and considerate the information and mark  $\checkmark$  in the column that student want the most by use these information below :

1. Which order is the expectation that student wants at least? Please mark  $\checkmark$  in "the least" column.
2. Which order is the expectation that student wants less? Please mark  $\checkmark$  in "less" column.
3. Which order is the expectation that student wants more? Please mark  $\checkmark$  in "more" column.
4. Which order is the expectation that student wants the most? Please mark  $\checkmark$  in "the most" column.

### The expectation of the day and the time to exercise

The day and the time to exercise mean day and time that students can do the exercising regularly, convenient or free of doing study and other activities.

The order	Expectation of day and Time that want to exercise	Level of expectation			
		the most (4)	more (3)	less (2)	the least (1)
	<b>Weekday (Monday – Friday)</b>				
1	07.00 – 09.00 A.M.	.....	.....	.....	.....
2	09.00 – 12.00 A.M.	.....	.....	.....	.....
3	12.00 – 01.00 P.M.	.....	.....	.....	.....
4	01.00 – 3.00 P.M.	.....	.....	.....	.....
5	03.00 – 5.00 P.M.	.....	.....	.....	.....
6	06.00 – 9.00 P.M.	.....	.....	.....	.....
	<b>Saturday – Sunday &amp; Holiday</b>				
1	08.00 – 12.00 A.M.	.....	.....	.....	.....
2	12.00 – 3.00 P.M.	.....	.....	.....	.....
3	3.00 – 6.00 P.M.	.....	.....	.....	.....
4	6.00 – 9.00 P.M.	.....	.....	.....	.....

The suggestion about expectation of the day & the time that want to do the exercise.....  
 .....  
 .....

### The Expectation of Activities provide

Activities are the activities of physical education and relaxation or entertainment in the form of sports and other activities that students might want to have different of activities or in variety, please check under the columns below .

The order	Expectation of Activities provide	The level of expectation			
		the most ( 4 )	more ( 3 )	less ( 2 )	the least ( 1 )
	Individual activities				
1	Swimming	.....	.....	.....	.....
2	Golf	.....	.....	.....	.....
3	Bowling	.....	.....	.....	.....
4	Squat	.....	.....	.....	.....
5	Aerobic	.....	.....	.....	.....
6	Physical fitness equipment	.....	.....	.....	.....
7	Gun Shooting	.....	.....	.....	.....
8	Gymnastic	.....	.....	.....	.....
9	Saunas	.....	.....	.....	.....
10	Others ( explain .....)	.....	.....	.....	.....
	Double activities				
1	Snooker	.....	.....	.....	.....
2	Judo	.....	.....	.....	.....
3	Thai self defenses	.....	.....	.....	.....
4	Badminton	.....	.....	.....	.....
5	Table tennis	.....	.....	.....	.....
6	Tennis	.....	.....	.....	.....
7	Dancing	.....	.....	.....	.....
8	Others ( explain .....)	.....	.....	.....	.....
	Team activities				
1	Sepak Takraw	.....	.....	.....	.....
2	Volley ball	.....	.....	.....	.....
3	Basket ball	.....	.....	.....	.....
4	Soccer	.....	.....	.....	.....
5	Others ( explain .....)	.....	.....	.....	.....

The suggestion to the expectation of activities provide

.....  
 .....  
 .....

**The expectation of academic ( knowledge of exercising ) that provide**

Academic means the knowledge and understanding of exercising by regulation to benefit the students' physically and mentality health.

The order	Expectation of academic (knowledge of exercising) that provide	The level of expectation			
		the most (4)	more (3)	less (2)	the least (1)
1	To provide textbooks or Documents of exercising.	.....	.....	.....	.....
2	Spread out the news and have exhibition of exercise For students.	.....	.....	.....	.....
3	To provide seminar about the exercise in each activities.	.....	.....	.....	.....
4	To provide Video, Computer/ Internet and Tape, Television, About exercise.	.....	.....	.....	.....
5	To provide the services to give the advice about exercise to students.	.....	.....	.....	.....
6	To provide the knowledge of how to do the physical ability test.	.....	.....	.....	.....
7	Doing the history health to analyze the students ability.	.....	.....	.....	.....

The suggestion to the expectation of academic that provide

.....  
 .....  
 .....

### The expectation of the facilities, equipments and convenience provide

The facilities, equipment and convenience are the things that help the exercise to be efficient.

The order	Expectation of the facilities, equipment and convenience provide	The level of expectation			
		the most (4)	more (3)	less (2)	the least (1)
1	To provide the rooms for changing the clothes and bathrooms with locker.	.....	.....	.....	.....
2	To provide a first aid room with equipment.	.....	.....	.....	.....
3	To provide enough parking for the cars.	.....	.....	.....	.....
4	To provide the fitness Equipment that update and new model.	.....	.....	.....	.....
5	To provide a cafeteria to sell food, drink and stores to sell lotion, soap, shampoo, towels.	.....	.....	.....	.....
6	To provide a dry clean shop to clean sport clothes.	.....	.....	.....	.....
7	To provide public telephones.	.....	.....	.....	.....
8	To provide sport fields that met the standard and separate from each other.	.....	.....	.....	.....
9	To provide Indoor sport fields / Outdoor fields / Swimming pools.	.....	.....	.....	.....

The suggestion to expectation of the facilities, equipments, convenience provide.

.....

.....

.....

### The expectation of the personnel attendants

The personnel attendants are the people that have the duty to give the services about exercising such as administrators, trainers, doctors, nurses and service people.

The order	The Information	The level of expectation			
		the most (4)	more (3)	less (2)	the least (1)
1	To provide the doctors to check up before exercise ( with the appointment )				
2	To provide enough peoples that have knowledge and expert to helping and advising how to use the equipment while exercise.				
3	To provide the security guard to protect the consumer's things.				
4	To provide enough personnel attendants that have experience to teach and train how to do the activities and exercise.				
5	To provide enough peoples that cleans the bathrooms, living rooms and other places.				
6	To provide people to withdrawn and supplied all of the sports equipment to exercise.				

The suggestion to the expectation of personnel attendants.....  
 .....  
 .....

Thank you very much to every body that please answered the questionnaires and returned them back to the workers.

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