EXPECTATION AND SATISFACTION TOWARD EDUCATIONAL ADMINISTRATION OF MAHACHULALONGKORNRAJAVIDAYALAYA UNIVERSITY

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ABSTRACT

This research used quantitative methods. The objectives of the research were to: 1) to study the level of expectation and satisfaction towards the educational administration in MCU of Cambodian students. 2) to compare expectation and satisfaction in the educational administration in MCU among the students. 3) recommend ways of improving the educational administration to meet the expectation and satisfaction of the Cambodian students. The sample group of this study were Cambodian monk students comprising of 84 people. The research instrument was a Questionnaire. Statistics of the study were frequency, percentage mean S.D. and pair sample t-test.

The research outcome showed the sample group of Cambodian monk students are between the ages of 26-31 years in majority, most of them got a G.P.A. of 1.91-2.90, most of them studied in the faculty of Buddhism, in the first and third years of a Bachelor degree. The sample group has a total expectation towards educational administration in MCU at a high level. When considered by field it can be seen that monk students have expectations on curriculum subjects, learning and lectures, lecturers, learning and lecture activities, supporting factors for learning and lectures, and evaluation from totally agree to do not agree. Regarding satisfaction, it can be seen that monk students express satisfaction of curriculum subjects, supporting factors for learning and lectures, and valuation were at a high level, evaluation of lecturers are at on average level, and the fields of learning and lecture activity was at a low level. When it was compared with the mean of expectation and satisfaction, it can be seen that expectations were a lot higher than the satisfaction. When considered by field, it can be seen that Cambodian monk students have satisfaction in the fields of curriculum subjects, which were higher than their expectation. For the other 3 remaining fields, students have expectation which were higher than their satisfaction.

KEY WORDS: EXPECTATION / SATISFACTION / EDUCATIONAL ADMINISTRATION

82 pages