

ความคาดหวังและความพึงพอใจของพระนิสิตกัมพูชาต่อการบริหารการศึกษา ของมหาวิทยาลัยมหจุฬาลงกรณราชวิทยาลัย

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บทคัดย่อ

การศึกษาวิจัยครั้งนี้เป็นการวิจัยเชิงปริมาณ วัตถุประสงค์เพื่อศึกษา 1) ระดับความพึงพอใจและความคาดหวังของพระนิสิตกัมพูชาต่อการบริหารจัดการศึกษาของมหาวิทยาลัยมหจุฬาฯ 2) เปรียบเทียบความคาดหวังและความพึงพอใจของนักศึกษาต่อการบริหารจัดการศึกษาของมหาวิทยาลัยมหจุฬาฯ 3) เพื่อเสนอแนะแนวทางการพัฒนาการบริหารจัดการศึกษาของมหาวิทยาลัยมหจุฬาฯ กลุ่มตัวอย่างคือพระนิสิตกัมพูชา 84 คน เครื่องมือในการวิจัย คือ แบบสอบถาม สถิติที่ใช้ในการวิเคราะห์ข้อมูล ได้แก่ ความถี่ ร้อยละ ค่าเฉลี่ย ส่วนเบี่ยงเบนมาตรฐาน และทดสอบค่าเฉลี่ยสองกลุ่ม ใช้สถิติ t-test

ผลการศึกษา พบว่า กลุ่มตัวอย่างมีความคาดหวังโดยรวมต่อการบริหารจัดการศึกษาของมหาวิทยาลัยอยู่ในระดับสูง เมื่อพิจารณาเป็นรายด้าน พบว่า พระนิสิตคาดหวังด้านหลักสูตรมากที่สุด, รองลงมาคือ ด้านการเรียนการสอน, ด้านผู้สอน, ด้านกิจกรรมการเรียนการสอน ด้านปัจจัยสนับสนุนการเรียนการสอน, และด้านการประเมินผลการเรียนตามลำดับ ส่วนความพึงพอใจพบว่า กลุ่มตัวอย่างมีความพึงพอใจโดยรวมอยู่ในระดับสูง เมื่อพิจารณาเป็นรายด้านพบว่า กลุ่มตัวอย่างพึงพอใจด้านหลักสูตรการเรียนการสอน, ด้านปัจจัยสนับสนุนการเรียนการสอน, และด้านการประเมินผลอยู่ในระดับสูง ด้านผู้สอนอยู่ในระดับปานกลาง และด้านกิจกรรมการเรียนการสอนอยู่ในระดับต่ำ เมื่อทำการเปรียบเทียบค่าเฉลี่ยของความคาดหวังและความพึงพอใจ พบว่า ความคาดหวังโดยรวมสูงกว่าความพึงพอใจโดยรวม เมื่อพิจารณาเป็นรายด้าน พบว่า กลุ่มตัวอย่างพระนิสิตกัมพูชามีความพึงพอใจในด้านหลักสูตรการเรียนการสอนมากกว่าความคาดหวัง ส่วนอีก 3 ด้านที่เหลือกลุ่มตัวอย่างมีความคาดหวังมากกว่าความพึงพอใจ

คำสำคัญ : ความคาดหวัง ความพึงพอใจ การบริหารจัดการศึกษา

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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 word: Expectation, Satisfaction, Educational administration

Introduction

Mahachulalongrajavidyalay University (MCU) is the educational institute which organizes higher education for monks and novices. The institution founded by His Majesty King Rama V, (King Chulalongkorn) in Watt Mahadhatuyuvvaraj rangsarith (Watt Mahadhatu) He named it “Mahadhatuvidyalay” later on, it was changed from Mahadhatuvidyalay to “Mahachulalongkornrajavidyalay” on September 13th, B.E 2439 for Pali literature, Dharma, and higher academic subjects till the year of B.E. 2540 there was an enacting a law of MCU.

With the government gazette volume number 114 at 51 k(ก) on October 1st, B.E. 2540 (MCU. 2547: 1-7) with the learning and teaching in full system in 5 faculties, 10 branches, 4 sangha colleges, 12 classrooms, and 3 affiliated institutions. (Passakorn Ungard, 2551)

The main mission of MCU is in producing scholars in Buddhism, researches, academic administration to society, and to preserve the culture. For more than a decade it opened a Bachelor degree level in the faculty of Buddhism as the first faculty on July 18, B.E 2490 named Buddhist Graduated Study, and till the present time it is the centre of various sciences those benefit to human has role to offer education, research, pursuit of knowledge related to Buddhist academy and apply to other modern sciences. Furthermore, it has duty to be source of Buddhist academy both theories and retreats.

From year to year, there are many Cambodian monk students join MCU for their education not only Buddhism but also in any faculties they want because coming to Thailand to study is the good choice for them to earn their degrees and knowledge as well as the way of living in Thailand. Cambodia is very similar especially both monks' lives and ritual ceremonies comparing to other Buddhist countries in the world for example monk is depended on collecting alms every morning to earn his living.

Indeed, in Cambodia, Buddhist education centre is not sufficient to the amount of learners and it is founded only in the city that causes monks to face many troubles such as no place or temple to stay, fare of transportation is expensive, furthermore they have to pay for water and electricity etc. earning life in the city is not easy, and need to spend much money meanwhile, living in Thailand is far better than in Cambodia such as shelter and food.

MCU is the first choice for Cambodian monk students who come to Thailand for their education, meanwhile, in this university; they have grouped to be an association to assist the next generation every year to ease them some troubles like applying for the Non-Immigrant visa, visa extension, finding shelter, and other communication with Thai society because many of them cannot speak Thai fluently otherwise, the university has allowed this group of student to make the associate to help each other who are from the same country moreover, the university comfort to communicate and manage them.

Research Framework

In this research, researcher has used these terms for the scope and definition such as:

1. Expectation means the needs, opinions of students who desire the university to

process relation to supporting factor to educational administration in the field of curriculum, characteristic of lecturers and method of learning and lecture as expected.

2. Satisfaction means the feeling, opinion, satisfaction, and needs of students toward method of lecture and learning of Mahachulalongkornrajavidyalaya, Lumsai sub-district Wangnoi district Phranakornsi Ayutthaya province, that occurred from students those prepare their expectation with learning and lecture experiences which related to curriculum subject, lecture, activity of learning and lecture, supporting factors to learning and lecture, and evaluation of learning and lecture.

3. Educational administration means the preparing of administration resources such as: Man, Money, Material, and Building as the object of education.

Objectives of the study

1. To study the level of expectation and satisfaction toward educational administration of MCU of Cambodian students.

2. To compare expectation and satisfaction in educational administration of MCU among the student.

3. To recommend the way improving educational administration to establish the expectation and satisfaction of Cambodian students.

Method of the study

This research used quantitative methods. Sample group of this study were Cambodian monk students comprising of 84 people. Research instrument was a Questionnaire. and in the questionnaire which is used in this research including of 4 sections as follows:

1. the questionnaire about Age, Status, GPA, Faculty, Academic year, and Level of education.

2. the questionnaire about satisfaction of student toward educational administration in five fields such as: Field of subject, Field of lecturer, Field of lecture and learning activity, Field of supporting factor to lecture and learning, Field of evaluation of lecture and learning as the rating scale in 5 levels.

3. the questionnaire about expectation of student toward educational administration in five fields such as: Field of subject, Field of lecturer, Field of lecture and learning activity, Field of supporting factor to lecture and learning, Field of evaluation of lecture and learning as the rating scale in 5 levels.

Statistics for data analysis

In data analysis, researcher has operated as follows:

1. Data analyse individual factor, satisfaction and expectation of student toward educational administration by dividing frequency, percentage, mean, and standard deviation.
2. Compare mean between satisfaction and expectation of student toward educational administration with T-test

Research Outcome

Researcher has used computer program, SPSS statistic to analysis into 3 sections such as:

1. Individual factor of Cambodian student

Majority of Cambodian students are at the ages between 26–31 years. Most of them have got achievement of G.P.A. 1.91 – 2.90, most of them study at the faculty of Buddhism and most of them study in first year and third year on Bachelor degree.

2. Expectation of Cambodian student toward educational administration of Mahachulalongkorn

rajavidyalaya University Data outcome in expectation of Cambodian student totally on high level when considered in each field, it can be seen the field of curriculum subjects, field of learning and lectures, field of lecturers, and field of learning and lecture activities, field of supporting factors for learning and lectures, and field of evaluation all of fields are at high level. When considered in each field we see that: (1) Field of curriculum subjects, it can be seen Cambodian student mostly agree on subject in applicable. (2) Field of learning and lectures, it can be seen Cambodian student mostly agree on has learned up to date and spectrum. (3) Field of lecturers, it can be seen Cambodian student mostly agree on the period of offering assignment to student. (4) Field of supporting factors for learning and lectures, it can be seen Cambodian student mostly agree on has proper atmosphere for learning and researches. (5) Field of evaluation, it can be seen Cambodian student mostly agree on core of evaluation is suitable.

3. Satisfaction of Cambodian student toward educational administration of Mahachulalongkorn

rajavidyalaya University Data outcome of Cambodian student totally, at a high level when considered in each field, it can be seen that field of curriculum subjects, field of supporting factors for learning and lectures, and field of evaluation are at high level, field of lecturers is at a average level and field of learning and lecture activities is at a low level. Considered in each field:

(1) Field of curriculum subjects, it can be seen Cambodian student mostly agree with subject is important and interesting. (2) Field of learning and lectures, it can be seen Cambodian student mostly agree with learned in subject which he lectured (3) Field of lecturers, it can be seen Cambodian student mostly agree with lecture technique suitable for subject. (4) Field of supporting factors for learning and lectures, it can be seen Cambodian student mostly agree with books and documents and up to date in library. (5) Field of evaluation, it can be seen Cambodian student mostly agree with clarity of core in evaluation.

4. Compare mean of expectation and satisfaction of Cambodian student toward educational administration of Mahachulalongkornrajavidyalaya University Data analysis outcome, it can be seen Cambodian student of Mahachulalongkorn rajavidyalaya University have expectation totally higher than Satisfaction. When considered in each field, it can be seen: (1) Field of curriculum subjects, it can be seen Cambodian students have satisfaction higher than expectation. (2) Field of learning and lectures, it can be seen Cambodian students have satisfaction lower than expectation. (3) Field of lecturers, it can be seen Cambodian students have satisfaction lower than expectation. (4) Field of supporting factors for learning and lectures, it can be seen most of Cambodian students have satisfaction lower than expectation. (5) Field of evaluation, it can be seen Cambodian students mostly agree have satisfaction lower than expectation.

Dicussion

1. Level of expectation of MCU's student toward educational administration After studying, it can be seen MCUs' students have comments about expectation of MCU's educational administration generally in high level as 3.93% (Table 4-2) is relevant to the study of Orovann Chumchaiya (2008) seen expectation of student who study in Rajabhat Suandusit Soun Phung Savad generally in high level as 3.00% of 0.33 in standard when considered in each field seen expectation is at high level all field as follow: field of learning and lecture administration, field of environment, field of student routine, and field of building. It is relevant to the research of Miss Pol. Lieutenant colonel Suravee SothornPhithakkul (2006), it can be seen graduate students have comment on expectation and reality in different mood in good condition of statistic. It can be seen graduate student has expectation on value of study higher than the reality, which is able to discuss such as:

2. Level of satisfaction of MCU's student toward educational administration After studying, it can be seen Mahachulalongkornrajavidyalay University's students have comment of satisfac

tion toward educational administration of MCU generally at high level 3.53 (Table 4.4) Accordance with the study of Sunida Ketnunvong (2006), which studied satisfaction of learning and lectures the study for staff performance development's student business program of Rajabhat Ubonrajathani University that students have satisfaction in general and each field such as lecturers, documents, learning and lecture materials, classroom and buildings, and curriculum subject on average level. It can be explained in each field such as:

3. Compare Expectation and Satisfaction of Mahachulalongkornrajavidyalaya University's students toward educational administration Data analysis outcome shows that Mahachulalongkornrajavidyalaya University's students have expectation in totally ($\bar{X}=3.93$) upper than Satisfaction in totally ($\bar{X}=3.54$) when consider in each field, it can be seen that Mahachulalongkornrajavidyalaya University's students have satisfaction toward the field of curriculum subject only while student have satisfaction less than expectation toward the field of lecture, learning and lecture activity, supporting factor for learning and lecture, and field of evaluation. It can be explained that:

1. Field of curriculum subject it can be seen Mahachulalongkornrajavidyalaya University's students have satisfaction toward field of curriculum subjects higher than expectation, it can be explained that curriculum subjects of Mahachulalongkornrajavidyalaya University is suitable already. Students need to study other subjects. Curriculum subjects are applicable both in Sangha or Monk community and outside society, if he is still in monkhood he apply the knowledge which learned to explain lay people. Otherwise, if he disrobes to use living in the society he can use this knowledge to earn living by working for private or state enterprise, which accordances with concept of Khosit Inthavong (2006: 96) said that educational institute administration on high education level need to develop curriculum subject to response the learning need of people all level in order to raise up the potential development of knowledge and academic skill along with globalization. Mahachulalongkornrajavidyalaya University's students have created new curriculum subjects in order to come up with human resource in other fields to allowance high education study to people in society to have chance to study and in order to development of potential of learning continually forever. The high education institute is not focusing on market subject too much, because it will lose vision that we have to response to society.

2. Field of lecture it can be seen Mahachulalongkornrajavidyalaya University's students have expectation toward the field of lecturers higher than satisfaction. It can explained that foreign students is difficult to communication with Thai lecturer, they cannot fully comprehended

meaning of explanation in classroom like as Thavil marthLeam (1999: 2-5) said that a good education and competency and effectiveness system is on main factors known as quality of lecturer. We have to start valuating the recruitment, selection, and developing lecturer to have competency on the lecturing skill. Lecturer must have competency both general knowledge and own personal skill which he/she is responsible for through entirely environment and situation education with the skill of showing out the verbal transferring to people. Foreign student who study in Thailand sometimes still can't use Thai language well. So it is required to use the second language like as English to communicate them. Mahachulalongkorn rajavidyalaya University's lectures have to be able to use English properly to communicate with this group of students. Don't think that it is not own obligation, but it is the first function of lecturers.

3. Field of learning and lecture activity Mahachulalongkornrajavidyalaya University's students have expectation toward the field of learning and lecture activities higher than satisfaction it can be explained that students don't satisfy with learning and lecture activity, because of learning and lecture which has lecturer as the centre of thinking it is not the modern system of teaching which emphasis student is the centre of learning, that makes the education process slowly developed education evaluation is emphasis on remembering better comprehending and applicable accordance with Khosit Inthavong (2002: 26) said the method of learning process administration which emphasis the student is important should allow student select the subject that they prefer and interested, when they preferred and interested. They will seek to know by themselves, that makes the analysis and selected knowledge that they need. For the evaluation, must reflect the knowledge, comprehension, and wisdom of students.

4. Field of supporting factor for learning and lecture it can be seen MCUs' students have expectation toward the field of supporting factors for learning and lectures higher than satisfaction. It can be explained that student don't satisfy with the field of supporting factor for learning and lecture, because they think that the academic sheets and documents are insufficient. University does not have document recourses which comfort the learning and lecture and does not service office for student to search by themselves, copy service is uncomfortable, computer are not sufficient, learning and lecture media are not up to date inapplicable.

5. Field of evaluation it can be seen MCUs' students have expectation toward the field of evaluation higher than satisfaction. It can be explained that students don't satisfy with the field of evaluation, because they think that the evaluation does not go along with objectives of each subject, questionnaires are not on standard. Lecturer does not inform evaluation method to

students, lecturer uses the method of evaluation are not diversity. Evaluation does not go along with the subject that student have learned in each subject. Lecture is injustice to give mark either knowledge character or mental character or skill character. Core of university is too high. The important thing is that lecture informs the exam result too late and never inform before examination as well as exaltation every time.

Conclusion

From the study researcher found that curriculum subject of MCU is suitable already. Students need to study other subjects. Curriculum subjects are applicable both in Sangha or Monk community and outside society, if he is still in monkhood he apply the knowledge which learned to explain lay people. Otherwise, if he disrobes to use living in the society he can use this knowledge to earn living by working for private or state enterprise. Lecturer, should be more wild knowledge both English and skill. Learning and lecture activity, should create more workshop and student exchange between other university to make students are more active in learning. Supporting factor for learning and lecture should have modern technology as the other university to make students up to date with the society. And learning and lecture evaluation, should respect student's opinion after evaluation and follow what they comment.

Suggestions

1. Suggestions for data to be applied

In the future, Mahachulalongkornrajavidyalaya University must emphasis to be global university. Thus, it must adapt and develop curriculum subject to be up to date continually in order to support Asian in short future.

Foreign student who come to study in Mahachulalongkornrajavidyalaya University must be increased. Therefore, curriculum subject in English program should be more popular and required by foreign students.

2. Suggestion for next research for the benefit of next research, researcher has suggestion such as:

1) Next research showed be compared the educational administration between Mahachulalongkornrajavidyalaya university with Mahamakut Buddhist University.

2) Next research showed be in quality research which used 3 parts in order to get the detail of documents in high quality.

3) It should have the study of environment factors toward educational administration of Mahachulalongkornrajavidyalaya university such as field of policy and soon.

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