A STUDY OF STUDENT SATISFACTION TOWARDS INSTRUCTORS IN GENERAL EDUCATION DEPARTMENT

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The purpose of this research was to study the satisfaction of students towards subject instructors in the teaching methods of general education course, divided in 3 areas, namely teaching methods of course instructors, course content, and instructor. The sample group used in this study was 200 students, which consist of 40 students of 5 classes each year from 8 departments (6 faculties and 2 colleges). Data collection was conducted by questionnaire. The statistics used for data analysis were percentage, mean and standard deviation. The study found that student who answered the questionnaire had overall satisfaction towards the general education department instructors was in the high level (\( \bar{x} = 4.29, \text{ S.D.}=0.68 \)). When considering each aspect, it was found that the students satisfaction with the instructors in the teaching methods was at the high level (\( \bar{x} = 4.23, \text{ S.D.}=0.69 \)), the students satisfaction with the teachers in the course content was at a high level (\( \bar{x} = 4.22, \text{ S.D.}=0.72 \)), and the satisfaction of the students towards the instructors was at a high level (\( \bar{x} = 4.41, \text{ S.D.}=0.63 \)).

Keywords: Instructor, General education, Satisfaction

Introduction

The Office of General Education and Electronic Learning Innovation is an educational management unit in the General Education Program, General Education curriculum, aimed at developing world citizenship and Thai citizenship characteristics in accordance with the national higher education qualifications framework between class attendance and the use of electronic learning innovations (Pasanan Panyaporn, 2012).

Using the project as a base by focusing on students’ responsibility and self-direction in learning general education is a component of higher education undergraduate programs. Its main objective is to focus on producing graduates with knowledge, both theoretical and practical, able to apply appropriately, capable of systematic thinking, analysis and synthesis, diligently seeking knowledge for themselves, and able to communicate with others as well. General education is a subject that is considered to be very important as a graduate because it helps to enhance the characteristics of the desired graduates in general. Policy of the Office of General Education and Innovation for Electronic Learning, Suan Sunandha Rajabhat University is to manage learning both inside and outside the classroom by applying innovation and technology in the process of teaching and learning general education to students.

One of the most common problems in teaching and learning management of educational institutions or agencies is to control and supervise students or learners to be disciplined and focus on learning, even teachers with teaching experience that have confidence in how to control the class. The students must obey and be in strict discipline,
which is not in line with the current teaching and learning principles that emphasize on students. It is only for students to participate in that learning activity, to think, act enthusiastically awake, or focus on what you do, not just completing the mission. Therefore, the teachers will organize learning activities for students to participate. The activities must have features that enable the learners to participate as "active", which helps the students to feel enthusiastic, alert, and with a commitment to what is done in order to create self-knowledge. Therefore, classroom management as well as creating an atmosphere that encourages students to learn or create knowledge by themselves, is something that professional teachers need to focus on and be able to proceed effectively (Assoc. Prof. Dr. Taweesak Jindanurak, 2018).

Classroom management consists of 3 important indicators. Firstly, the atmosphere of teaching and learning management is a flexible classroom arrangement with a signage or academic corner, encouraging students to help each other and good interaction between teachers and students and learners and learners. Secondary, information management classroom is a classification of necessary information and the substance class (Information Management, 2013). Lastly, regulatory classes constitute an agreement for the joint supervisory practices of the students according to the agreement and able to adjust student behavior to study smoothly.

Therefore, the researcher realizes the importance of studying the students' satisfaction with general education department teachers. This study will survey the satisfaction in each area, consisting of the teaching methods of course teachers, course content and instructors. The results of the study will be used to improve and develop the teaching and learning process of teachers in the general education department to be more efficient and effectiveness increasingly for students or learners continuously. The research objectives are to study the satisfaction of students towards general education subject teachers regarding teaching methods of course instructors, and to study the satisfaction of students towards general education subject teachers in course content.

**Literature review**

Information Management states that it is an operation or activity related to using information in a database so that it can be used by many people (2013). The focus is on collecting, processing, and disseminating information with information technology, policies and guidelines, personnel or users are the main components of management. Information management can be done in 3 steps, namely data collection and verification, data processing and data maintenance.

Data is facts or details or events, which may be in various forms such as numbers, text, images, sound and video. Data collection is a collection of facts about things that interest us. Data therefore represents the facts or possibilities of what we care about. Schools are a place where information is collected, for example, when a student enrolls in a school, a student history is recorded. Most of the students' information collected by the school is detailed about their name, address, home number, name, parents, parents. There is also a record of student attendance, records of grades. These data are facts that occur which may come to be useful later. However, the fact that this record could not make you know and understand each student completely, because there are many other data of the students that are not recorded, such as hair color, eye color, flaw, height, weight, like subjects like aptitude and Hobbies. In
carrying out any business activity need to collect data for use, such as a store to collect sales data trading throughout the year, he can use this information to study and analyze sales volume per month, types of goods which are selling well, what selling is not good, what the future sales trend will be, and which products have sales depending on festive or influenced by external factors.

Information means information that can be utilized because it has been processed with appropriate and correct methods. This is to get the results that meet the needs of users in a way that can be used and must be in the desired period, such as when information is needed to plan sales, the desired information should be a report which summarizes the sales amount each month in the past year that is enough to make a decision.

Information System (IS) is the operation of information in accordance with the procedures. In which personnel may use hardware as a tool to obtain the required information. Information creation will provide knowledge that will help in making decisions or planning for effective operations, including having data recorded on forms and storing data as a file for each month, semester, or year. Information is summarized to create a report, for example, a school wants to select students to answer information technology questions, then students are selected from the data that the school has collected Level of information technology subject by sector and from the information technology grade information in the 4 semesters. There are 3 students receiving 4 scores, the teacher considers the 4 semesters’ grade of 3 students.

Panyaphon (2012) said that the concept of new media is a media caused by technological changes from analog systems or traditional media to be digital. It is able to transmit messages in a variety of ways, including images, sounds and messages at the same time, able to meet information needs more freely. Digital content formats that are currently seen is likely to play a more important role in the future. Each new media type is unique and different according to the benefits and purposes of using the new media type, such as website, Internet, E-mail, mobile device technology or mobile platform, video games and the virtual world, CD-ROMs, multimedia, software, blogs and wikis, electronic books (E-Book), information service kiosks, interactive televisions, portable or mobile devices such as PDAs, podcasts And hypertext fiction.

Chindanurak (2018) said that classroom management to improve learning skills in the 21st century must change from the old era because of the rapid change in modern times. Especially in the digital age, all academic departments involved in education are alerted to develop educational work and create innovations to be used with learning management systems for students.

There are many different types of innovations related to learning management. Innovations in classroom management to develop learners to have skills in the 21st century. There are many types, such as inverted classrooms. virtual classroom, digital intelligent classroom and blended learning. The examples of proactive classroom management are as follows.

1) Flipped classroom is a learning management that teachers assign students to study various forms of learning media before learning in the classroom. Then, when in the actual class, students will be organized learning activities to build on from the content, do exercises and ask questions from what you have learned through the media with teachers as guidance or assistance.
2) Virtual classroom is a virtual simulation which is an educational innovation that many institutions around the world are interested in and will expand in the 21st century. Teaching in this system is based on electronics media, telecommunications and computer networks, primarily known as the virtual classroom or virtual campus. It can be considered as the development of distance education services that are the manufacturer of a new institution in the world without borders.

3) Smart classroom means the classroom or learning source that is created in a special way that is different from normal classroom. It is used for enhancing and developing teaching and learning experience, training, including skill training and knowledge in various areas that students will be able to apply in the future. The focus is on the interaction of learning together with the various technologies of media in various forms that cause teaching both in the classroom system and outside the classroom in the distance learning.

4) Proactive classroom management is an operation that leads to smooth interaction between teachers and students, relevant decision making, and appropriate overall atmosphere. The instructors will have to prepare at a complex level carefully to prevent problems or interruptions while teaching and learning so that meaningful learning can occur. Knowledge, skills and ability to proactively manage classrooms will result in the performance of their responsibilities, efficiency and achieving acceptable results. There are 6 components which are 1) classroom layout 2) setting expectations, setting rules and studying procedures 3) explaining rules 4) relationships between students and teachers 5) various strategies of teaching methods, and 6) evaluating and examining behavior with classroom management with this proactive style, learners will work and act as real experiences.

5) Learning space means the new learning space that supports the mission of educational institutions in the teaching and learning of students in the study of common knowledge beyond the normal classroom. In which the educational institutions provide a place and environment with facilities that are conducive to learning outside the classroom. It corresponds to changes in behavior and way of life of students who are able to use technology, procure facilities Learning media in various formats that are inserted through various media including books, music, movies and multimedia. The objectives are in order to give learners the opportunity to learn by themselves by experimenting, researching, practicing, as well as promoting learning with others and as a source for groups of people interested in similar subjects to share knowledge together. Science has a Science Learning Space, which is a learning area for those interested in science and technology, able to study on their own. The Institute for the promotion of teaching science and technology has created national digital learning center in science mathematics and technology, IPST (IPST Learning Space) is a source of online science, math and technology. By collecting learning materials that are standard screening for quality and accuracy by experts and in full accordance with the curriculum in the school. Under the operation of the institute for the Promotion of Teaching Science and Technology (IPST), this center aims to improve the quality of education, and expanding learning opportunities to connect people Information. It also a learning source for everyone equally for students, teachers, school administrators, parents and guests have access to share and learn anywhere, anytime.

6) Genius hour is a time for students to do joint activities of groups that are interested in the same subject to explore and create works of their own interests, are curious to truly create results in that subject.
7) An application for classroom management for teachers. The modern digital world has changed everything, especially for teachers. In the past, teachers had to rely on outdated technology such as letters, paper, telephone, reports, identity cards and notebooks, and many more, just to look after the students. But today, the digital revolution has expanded. Classroom management and modern communication applications help teachers save time and convenience, helping to make classroom management easier and more efficient. A very popular classroom management application for teachers like ClassDoJo.

Chansuwannasitkorn (2012) said that the study of student satisfaction with course management, LSC 305 vendor-production-relationship management, found that teaching and learning were primarily student-oriented. As the Act National Education B.E. Article 22 (2002: 13) states that education management must adhere to the principle that all learners are able to learn and develop themselves and are considered the most important. The educational process must encourage learners to develop naturally and to the fullest of potential.

Instructors or teachers refer to professional personnel who are responsible for teaching and promoting learners' learning through various methods, which are indispensable elements of teaching and learning of learner. The teacher should have a good personality and know how to use appropriate teaching methods to encourage learners to succeed in learning for measurement and evaluation.

The researcher has determined the method of evaluation and explained the evaluation criteria to students from the first time of teaching and before each sub-grade evaluation. Students will be informed in advance in order to prepare and prepare first which will not cause problems later. Most of the evaluation methods used in this course are exams and sub-tests, with the selection and evaluation of the assessment as appropriate because each evaluation method has different strengths.

As the Department of Academic (2003) states that learning evaluation means a process for teachers to improve the quality of learners because it helps to obtain information that shows the development, progress and success of the students, including information that is useful for promoting learners to develop and learn to their full potential. In the teaching media, the university has prepared the study materials, including the maintenance or inspection of various devices to be in a state of ready for use at all times, such as computers, projectors, microphones, stereos and the Internet, etc., allowing to support the teaching media used to organize a variety of teaching and learning activities.

Chuertlert (2018) said that the development of teaching and learning in whole numbers for mathayom suksa 1 students in the Demonstration School of Suan Sunandha Rajabhat University found that the use of multimedia is an opportunity for students to participate in more teaching and learning activities and have their own grades checked with reinforcement. As well as, the systematic analysis is adopted in measuring subjects that are consistent with the ages of students.

**Methodology**

A study of student satisfaction towards instructors in general education department is a quantitative research. The population used in this study was students of Suan Sunandha Rajabhat University and the sample group used in the study was students enrolled in the general education program in academic year 2018, amount 200 people. Data collection used a questionnaire which divided into 3 sections as follows: Part 1 General information consists
of gender, year and department (faculty / college), Part 2 Students satisfaction with instructors in general education in 3 areas, namely teaching methods of course instructors, course content, and instructor, and part 3 suggestions and additional comments. The measurement of data is a rating scale of 5 levels according to Likert’s Scale as follows: 5 means the highest satisfaction level, 4 means a high level of satisfaction, 3 means medium level of satisfaction, 2 means low level of satisfaction, and 1 means having the least level of satisfaction. Data analysis is divided into 3 parts as follows.

Part 1 General information of the respondents, consisting of gender, year and department (faculty / college), using frequency distribution and percentage (%).

Part 2 Students' satisfaction with instructors in General Education course in 3 areas, namely teaching methods of course instructors, course content, and instructor, use statistics to find the average and standard deviation (S.D.).

Part 3 Additional suggestions and comments use content analysis for open end questions.

The questionnaire is set to 5 rating scales using Likert method. The scores assigned to the estimation scoring questions are as follows: 5 points means the highest level of opinions, as much as 4 points means a high level of opinions, moderately equal to 3 points means the opinions are at a medium level, less than 2 points means the opinion is at a low level, minimal, equal to 1 point means having the lowest level of opinions. The average assessment criteria for satisfaction rating are defined in 5 levels as follows: average level of 4.51-5.00 is the most satisfied, average level of 3.51-4.50 is very satisfied, average level of 2.51-3.50 is moderate satisfied, average level of 1.51-2.50 is less satisfied, and average level of 1.00-1.50 is not satisfied.

Conclusions

Result and Discussion

Number and Percentage of Personal Information in term of gender, it was found that 68 students (34.00%) were male and 132 students (66.00%) were female. In terms of grade year, it was found that there are 40 respondents in each grade from grade 1 to 5, representing 20.00% in each year. In term of department (Faculty / College) found that students responded from 8 departments as follows: Faculty of Education, Faculty of Science and Technology, Faculty of Humanities and Social Sciences, Faculty of Management Science, Faculty of Industrial Technology, Faculty of Fine Arts, College of Innovation and Management, and the College of Architecture, there were 25 students who answered the questionnaires in each department, representing 12.50%.

The overall satisfaction of the students towards the general education subject teachers found that the teaching methods satisfaction of the course instructors was at a high level (\( \bar{X} =4.23, \ SD = 0.6987 \)), content satisfaction was at a high level (\( \bar{X}=4.22, \ S.D. = 0.7268 \)) and the satisfaction of instructors was at a high level (\( \bar{X}=4.41, \ SD = 0.6352 \)), as shown in Table 1.

Suggestion

From the results, the suggestions were as follows.

1) There should be a continuing study of student satisfaction with teachers of the general education department regarding the teaching methods of course teachers in order to find ways to improve and develop teaching methods to be more effective and effective.
2) There should be a continuing study of student satisfaction with general education subject teachers regarding course content in order to find ways to improve and develop course content.

3) There should be a continuing study of student satisfaction with teachers of the general education department in the area of instructors in order to find ways to improve and develop teachers to be more efficient and effective.

Table 1 The satisfaction of students with the instructors in the general education

<table>
<thead>
<tr>
<th>List of satisfaction with instructors in the general education</th>
<th>Mean (X)</th>
<th>Standard Deviation (S.D.)</th>
<th>Satisfaction Level</th>
</tr>
</thead>
<tbody>
<tr>
<td>Teaching methods of the course instructors</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1) Appropriateness of the media used in teaching</td>
<td>4.28</td>
<td>0.72</td>
<td>High</td>
</tr>
<tr>
<td>2) Application of technology in teaching</td>
<td>4.35</td>
<td>0.62</td>
<td>High</td>
</tr>
<tr>
<td>3) Skill training for integrating content into various situations</td>
<td>4.04</td>
<td>0.73</td>
<td>High</td>
</tr>
<tr>
<td>Total</td>
<td>4.23</td>
<td>0.69</td>
<td>High</td>
</tr>
<tr>
<td>Course content</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1) Consistency of course lists and content</td>
<td>4.22</td>
<td>0.81</td>
<td>High</td>
</tr>
<tr>
<td>2) Accuracy and clarity of content</td>
<td>4.08</td>
<td>0.71</td>
<td>High</td>
</tr>
<tr>
<td>3) Appropriateness of content details</td>
<td>4.36</td>
<td>0.64</td>
<td>High</td>
</tr>
<tr>
<td>Total</td>
<td>4.22</td>
<td>0.72</td>
<td>High</td>
</tr>
<tr>
<td>Instructor</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1) Punctuality in attendance</td>
<td>4.39</td>
<td>0.60</td>
<td>High</td>
</tr>
<tr>
<td>2) Clarity in notifying details of subjects and exams</td>
<td>4.50</td>
<td>0.65</td>
<td>High</td>
</tr>
<tr>
<td>3) Equality in grading and / or deduction of points</td>
<td>4.30</td>
<td>0.67</td>
<td>High</td>
</tr>
<tr>
<td>4) Ethics and moral of teachers</td>
<td>4.47</td>
<td>0.59</td>
<td>High</td>
</tr>
<tr>
<td>Total</td>
<td>4.41</td>
<td>0.63</td>
<td>High</td>
</tr>
<tr>
<td>Overall satisfaction</td>
<td>4.29</td>
<td>0.68</td>
<td>High</td>
</tr>
</tbody>
</table>

Acknowledgement

The researcher would like to thank the students who enrolled in the General Education Program of the academic year 2018 for participating in the survey of the students' satisfaction with the general education subject teachers. This research was sponsored by Suan Sunandha Rajabhat University. Therefore, the researcher would like to thank the Bureau of General Education and Innovation for Electronic Learning, Suan Sunandha Rajabhat University that has supported in various fields to accomplish the objectives.

References