

A Study of Satisfaction of Students Towards the Bachelor of Science in Medical and Public Health Secretary, College of Allied Health Sciences, Suan Sunandha Rajabhat University

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The Asian Conference on Education 2018
Official Conference Proceedings

Abstract

This research was aimed to study the student satisfaction towards the Bachelor of Science (new curriculum in 2016) in Medical and Public Health Secretary, College of Allied Health Sciences, Suan Sunandha Rajabhat University Academic Year 2017. It was the descriptive research by using the questionnaire as the tool for data gathering, the population was 46 undergraduates in Academic Year 2017 which it was retrieved 45 questionnaires as 97.83 percent. The statistics for data analysis were mean, percentage and level of satisfaction which it was divided by gender and year of study. The findings revealed that it was in the high level ($X = 4.21$, $S.D. = 0.591$) which consisted of 1. curriculum administration, 2. student selection process, 3. lecturers, 4. learning environment, 5. learning management, 6. measurement and assessment and 7. learning achievement, to adjust, improve, promote and develop the learning management system as the quality assurance of university by defining the indicator standard which consistent with the university development, and link with the internal quality assurance of the Office of the Higher Education Commission (OHEC) and the external quality assurance of the Office for National Education Standards and Quality Assessment (ONESQA).

Keywords: Study of Satisfaction, Student, Medical and Public Health Secretary, College of Allied Health Sciences, Suan Sunandha Rajabhat University

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Introduction

Bachelor of Science in Medical and Public Health Secretary is a new curriculum which focuses on providing the quality graduate with knowledge, experience, skill, management, communication, culture, wisdom, integration of public health and current medicine to apply for the general health care including good moral, ethics and attitude for the profession.

The 20-Year National Strategic Plan (2016 – 2036) in Public Health is aimed to promote the healthy citizens, staff, and sustainable health system for the stability of nation which affected to the development of curriculum to respond the nation's need by developing the health system, promoting the health services and quality products for the global standard, developing the system of medical and public health administration. They have been developing the system of health promotion and disease prevention, improving the proficiency to enhance the standard quality of medical and public health services, improving the organization for being outstanding and the efficient administration. Due to keeping the leading position, it should have the skilled executive for medical services by providing the skilled person in medical and public health administration to support the National Strategic Plan and the 12th National Economic and Social Development Plan (2017-2021) which would develop in health, provide the environment and innovation for living, and improve the staff in public and private section to enhance the proficiency of adaptability to support the change and growth for being the leader of efficient medical and public health administration.

Due to there are many integration of subjects in medicine, public health and various sciences, the secretary is needed to support the data and communication systematically and accurately including the appropriate health care. Moreover, the medical and public health secretary is a person who links the system of current medicine, public health and Thai traditional medicine to cooperate and apply the knowledge for people, and then the proficiency development is needed. In the 21st century students have to learn new knowledge all the time including the skill of analysis and creativeness for new innovation (Wijarn Panich, 2013).

The integrated medical system in public health services is appropriate and consistent with the context of Thai society to apply Thai wisdom and natural methods for health care. It could decrease the deficit balance of trade for the import of medicine and supplies, and disperse medical and public health to people in the wide borders which the government has focused with Thai traditional medicine and defined, “Medicine First, Doctor Later”

Suan Sunandha Rajabhat University has realized the significance as mentioned above, and then developed the Bachelor of Science in Medical and Public Health Secretary to support the 20-Year National Strategic Plan (2016 – 2036) and the 12th National Economic and Social Development Plan (2017-2021) for self-dependence and holistic health care to be consistent with Thai society. The learning management is needed to provide the cooperation of executive and students in creating the curriculum and learning patterns for their life-long learning which the learning process is learning by experience (Suwit Mesinsee, 2013), students are significant for the quality assurance process as it could provide the efficient curriculum that it has to survey the opinion of

students towards the curriculum to improve and develop on the quality process and link with the indicator standard of the internal quality assurance of The Office of the Higher Education Commission (OHEC) and of the external quality assurance of The Office for National Education Standards and Quality Assessment (ONESQA).

Objective of the Study

1. To assess the student satisfaction towards the Bachelor of Science in Medical and Public Health Secretary.
2. To apply the information for the curriculum improvement and development.

Literature Review

Pongsak Jaroengarmsamer (2018), said, the highest medical standard is the topmost issue in this century. The higher number of lawsuit in medical field is a big problem in both practitioners and the hospitals. Private hospitals have more impact on this issue compare to the public hospital. To reduce this problem, the hospitals need to improve their quality to reach the international standard of care. These processes need the staff with the knowledge of administration, medical and public health system and medical terminology. In Thailand, nurses are the first team of the most hospital. They are expected to do these processes because of their knowledge about the hospital and medical terminology. However, the administration processes are lacking of the skills.

Isaree Chowiwattana (2013), A Study of Student Satisfaction Towards the Bachelor of Accounting, University of the Thai Chamber of Commerce (UTCC) in 5 aspects consisted of curriculum, learning activity, lecturer, learning assessment and learning support included the comparison of satisfaction of students towards the Bachelor of Accounting, UTCC which divided by gender, place of birth, educational achievement, program of study, workplace and current position. The findings revealed that the graduates were satisfied with curriculum, learning activity, lecturer and learning assessment in the high level, and were satisfied with learning support in the moderate level. The comparison of satisfaction of students towards the Bachelor of Accounting, UTCC revealed that the difference of gender, educational achievement and current position would not affect to the satisfaction of students towards the Bachelor of Accounting, UTCC but the difference of place of birth, program of study and workplace would affect to the student satisfaction towards the Bachelor of Accounting, UTCC.

Anchalee Primpray and et al. (2005), A Study of Satisfaction of Students Towards the Teaching Quality and Learning Support of Faculty of Industrial Technology, Nakhon Si Thammarat Rajabhat University in 4 aspects revealed that; 1. Person, the students were satisfied with person and teaching quality in the high level which consistent with educational background of the lecturers that affected to their teaching techniques, and they had described the objectives and assessment criteria of their plan to the students, 2. Place, the students were satisfied with place such as buildings and number of chairs in the moderate level, 3. Materials, the students were satisfied with materials such as modern media in the moderate level, and 4. Budget, the students were satisfied with budget in the moderate level.

Wiphawan Paimueng (2002), A Study of Assessment of Continuing Education Curriculum of Business Administration Program, Faculty of Education, Chiang Mai University which was aimed to assess and study the suggestion for improving the continuing education curriculum of Business Administration Program, Faculty of Education, CMU. The findings revealed that the context of curriculum and objectives were clear, practical, consistent with Thai society and the need of students, it was in the high level. The appropriateness and sufficiency of covered structure and content of subject, curriculum support and building, it was in the high level. The quality and convenience of learning materials and media, they were in the moderate level. The quality and sufficiency of science source for learning support, they were in the high level. The qualification of students, educational achievement of lecturer in A-Level, academic title in D-Level, academic paper in B-Level and appropriate learning management, they were in the high level. The appropriateness of measurement, assessment and covered public relations, it was in the highest level. The educational achievement was 3.00 or above in 2.5 years with the performance quality in the high level, up-to-date knowledge and adaptable for the current situation.

Mukda Tosaeng and et al. (2017) said, the suggestion from the result of the Research: gives some suggestions that it should be considered with the result of this study to develop guidelines for opening traditional Chinese medicine course in Thailand. There should be a learning activities that focused on practical training research along with teaching and learning in the class. It should set the basic traditional Chinese medicine in according to the labor market and should be willing to reach the local area for collecting the data.

Population

The population of this research was 46 undergraduates from the 1st and 2nd year students.

Research Tool

The questionnaire was used as the research tool to assess the satisfaction of students towards the curriculum as following;

Tool Design

- 1) Studying the data and relevant theory.
- 2) Designing the questions to be consistent with the objectives.
- 3) Bringing the questionnaire for the completion proof by 3 experts.
- 4) Checking the reliability by 30 persons excluded the sample group to calculate the Cronbach's Alpha Coefficient.
- 5) Arranging the questionnaires for data gathering.

Tool Characteristic

The questionnaire was used in this research which divided into 3 parts as following;

- Part 1 – General information consisted of gender and year of study
- Part 2 – Student satisfaction towards the curriculum quality
- Part 3 – Suggestion towards the curriculum development

Data Gathering

The data was gathered from the 1st and 2nd year students of Bachelor of Sciences in Medical and Public Health Secretary, College of Allied Health Sciences, Suan Sunandha Rajabhat University

Data Analysis and Interpretation

Analyzing the data after gathering and checking the questionnaires as following;

Part 1 – General information by analyzing the frequency and percentage, and presenting graphs and description.

Part 2 – Student satisfaction towards the curriculum quality by analyzing the mean and standard deviation.

Part 3 – Suggestion towards the curriculum development by analyzing the open-ended questions.

Statistic for Data Analysis

1. Frequency and Percentage
2. Mean (\bar{x})
3. Standard Deviation (S.D.)

Result

The data analysis of “Study of Satisfaction of Students Towards the Bachelor of Science in Medical and Public Health Secretary, College of Allied Health Sciences, Suan Sunandha Rajabhat University” was divided into 3 parts as following;

Part 1 – General information

1. Percentage of general information divided by gender

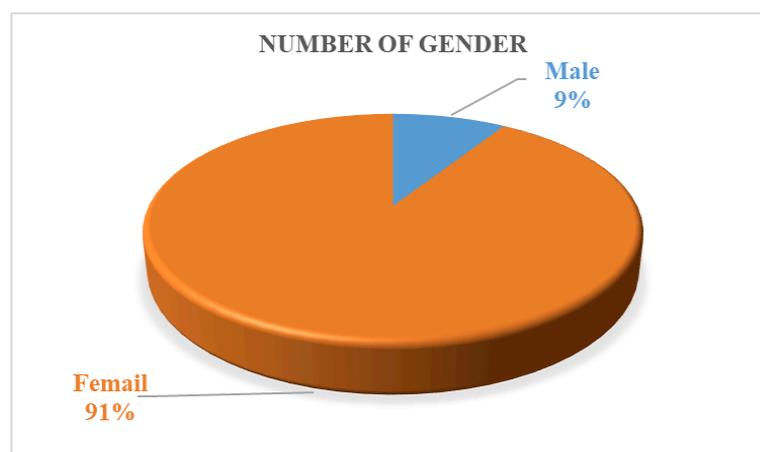


Figure 1: Number of gender

From Figure 1, it revealed that most of them were female (41, 91.11%) and male (4, 8.89%).

2. Percentage of general information divided by year of study

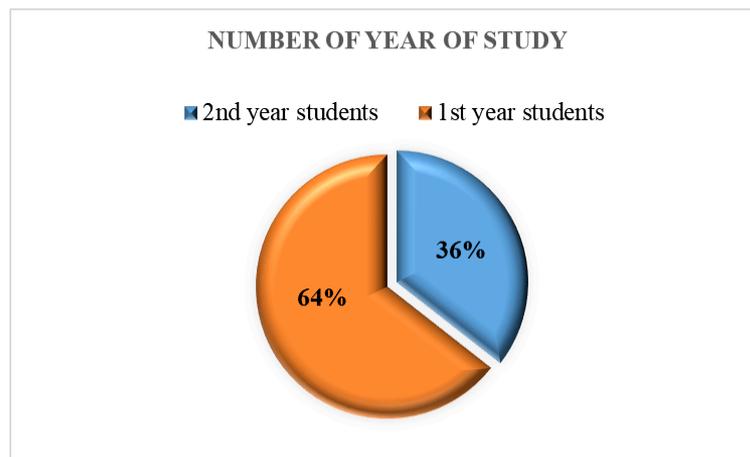


Figure 2: Number of year of study

From Figure 2, it revealed that most of them were the 2nd year students (16, 35.56%) and 1st year students (29, 64.44%).

Part 2 – Student satisfaction towards the curriculum quality

The Absolute Criteria was used in this research to interpret the mean of data as following;

- 4.50 – 5.00 represented to highest level
- 3.50 – 4.49 represented to high level
- 2.50 – 3.49 represented to moderate level
- 1.50 – 2.49 represented to low level
- 1.00 – 1.49 represented to lowest level

Table 1: Level of satisfaction of students towards the curriculum administration

Question	Mean (\bar{x})	Standard Deviation (S.D.)
(1)The learning management is consistent with the philosophy and objectives of the curriculum.	3.89	0.706
(2)There is the learning plan throughout the curriculum.	4.07	0.680
(3)There is the learning calendar and program of each semester.	4.53	0.686
(4)The curriculum is up-to-date and consistent with the need of labor market.	4.33	0.596
(5)The subject is appropriate and consistent with the need of students.	4.13	0.618
Total	4.19	0.657

From Table 1. indicated that the satisfaction of students towards the curriculum administration was in the high level ($\bar{x} = 4.19$, S.D. = 0.657), when it has analyzed in each item revealed that;

1. There is the learning calendar and program of each semester, it was in the highest level ($\bar{x} = 4.53$, S.D. = 0.686).

2. The curriculum is up-to-date and consistent with the need of labor market, it was in the high level ($\bar{x} = 4.33$, S.D. = 0.596).
3. The subject is appropriate and consistent with the need of students, it was in the high level ($\bar{x} = 4.13$, S.D. = 0.618).
4. There is the learning plan throughout the curriculum, it was in the high level ($\bar{x} = 4.07$, S.D. = 0.680).
5. The learning management is consistent with the philosophy and objectives of the curriculum, it was in the high level ($\bar{x} = 3.89$, S.D. = 0.706).

Table 2. Level of satisfaction of students towards the student selection process

Question	Mean (\bar{x})	Standard Deviation (S.D.)
(1)The appropriateness of defining student's qualification.	4.16	0.631
(2)The appropriateness of student selection.	4.22	0.629
(3)The appropriateness of student selection process.	4.18	0.607
Total	4.19	0.622

From Table 2. indicated that the satisfaction of students towards the student selection process was in the high level ($\bar{x} = 4.19$, S.D. = 0.622), when it has analyzed in each item revealed that;

1. The appropriateness of student selection, it was in the high level ($\bar{x} = 4.22$, S.D. = 0.629).
2. The appropriateness of student selection process, it was in the high level ($\bar{x} = 4.18$, S.D. = 0.607).
3. The appropriateness of defining student's qualification, it was in the high level ($\bar{x} = 4.16$, S.D. = 0.631).

Table 3. Level of satisfaction of students towards the lecturers

Question	Mean (\bar{x})	Standard Deviation (S.D.)
(1)The educational achievement and experience of lecturer are consistent with the subjects.	4.16	0.556
(2)The content is consistent with the objectives and focus on the learner by various teaching methods.	4.18	0.569
(3)The regularity of learning promotion and development for the students.	4.13	0.452
(4)The appropriateness of academic consulting and student development.	4.13	0.499
(5)The moral and consciousness of the lecturer.	4.22	0.466
Total	4.16	0.508

From Table 3. indicated that the satisfaction of students towards the lecturer was in the high level ($\bar{x} = 4.16$, S.D. = 0.508), when it has analyzed in each item revealed that;

1. The moral and consciousness of the lecturer, it was in the highest level ($\bar{x} = 4.22$, S.D. = 0.466).

2. The content is consistent with the objectives and focus on the learner by various teaching methods, it was in the high level ($\bar{x} = 4.18$, S.D. = 0.569).
3. The educational achievement and experience of lecturer are consistent with the subjects, it was in the high level ($\bar{x} = 4.16$, S.D. = 0.556).
4. The regularity of learning promotion and development for the students, it was in the high level ($\bar{x} = 4.13$, S.D. = 0.452).
5. The appropriateness of academic consulting and student development, it was in the high level ($\bar{x} = 4.13$, S.D. = 0.499).

Table 4. Level of satisfaction of students towards the learning environment

Question	Mean (\bar{x})	Standard Deviation (S.D.)
(1)The classroom materials are appropriate for learning and sufficient for students.	4.13	0.581
(2)The operating room materials are appropriate for learning and sufficient for students.	4.02	0.683
(3)The information system is appropriate for learning and sufficient for students.	4.24	0.523
(4)The library is appropriate for learning and sufficient for students.	4.07	0.646
(5)The facility is appropriate for learning and sufficient for students.	4.00	0.596
Total	4.09	0.606

From Table 4. indicated that the satisfaction of students towards the learning environment was in the high level ($\bar{x} = 4.09$, S.D. = 0.606), when it has analyzed in each item revealed that;

1. The information system is appropriate for learning and sufficient for students, it was in the highest level ($\bar{x} = 4.24$, S.D. = 0.523).
2. The classroom materials are appropriate for learning and sufficient for students, it was in the high level ($\bar{x} = 4.13$, S.D. = 0.581).
3. The library is appropriate for learning and sufficient for students, it was in the high level ($\bar{x} = 4.07$, S.D. = 0.646).
4. The operating room materials are appropriate for learning and sufficient for students, it was in the high level ($\bar{x} = 4.02$, S.D. = 0.683).
5. The facility is appropriate for learning and sufficient for students, it was in the high level ($\bar{x} = 4.00$, S.D. = 0.596).

Table 5. Level of satisfaction of students towards the learning management

Question	Mean (\bar{x})	Standard Deviation (S.D.)
(1)The learning management is consistent with the characteristics and objectives of the subject.	4.20	0.581
(2)The media is appropriate for learning.	4.13	0.653
(3)The teaching method has promoted the application of profession sciences which related to the learning development.	4.24	0.523
(4)The information technology is appropriate for learning.	4.40	0.646
(5)The learning management has promoted the international language skill.	4.42	0.577
(6)There is the special class for students.	4.18	0.607
Total	4.26	0.598

From Table 5. indicated that the satisfaction of students towards the learning management was in the high level ($\bar{x} = 4.26$, S.D. = 0.598), when it has analyzed in each item revealed that;

1. The learning management has promoted the international language skill, it was in the highest level ($\bar{x} = 4.42$, S.D. = 0.577).
2. The information technology is appropriate for learning, it was in the high level ($\bar{x} = 4.40$, S.D. = 0.646).
3. The teaching method has promoted the application of profession sciences which related to the learning development, it was in the high level ($\bar{x} = 4.24$, S.D. = 0.523).
4. The learning management is consistent with the characteristics and objectives of the subject, it was in the high level ($\bar{x} = 4.20$, S.D. = 0.581).
5. There is the special class for students, it was in the high level ($\bar{x} = 4.18$, S.D. = 0.607).
6. The media is appropriate for learning, it was in the high level ($\bar{x} = 4.13$, S.D. = 0.653).

Table 6. Level of satisfaction of students towards the measurement and assessment

Question	Mean (\bar{x})	Standard Deviation (S.D.)
(1)The measurement and assessment are consistent with the characteristics and objectives of the subject.	4.27	0.573
(2)The measurement and assessment are on the regulation.	4.20	0.499
(3)The measurement and assessment are efficient and fair.	4.20	0.581
Total	4.22	0.551

From Table 6. indicated that the satisfaction of students towards the measurement and assessment was in the high level ($\bar{x} = 4.22$, S.D. = 0.551), when it has analyzed in each item revealed that;

1. The measurement and assessment are consistent with the characteristics and objectives of the subject, it was in the high level ($\bar{x} = 4.27$, S.D. = 0.573).

2. The measurement and assessment are on the regulation, it was in the high level ($\bar{x} = 4.20$, S.D. = 0.499).
3. The measurement and assessment are efficient and fair, it was in the high level ($\bar{x} = 4.20$, S.D. = 0.581).

Table 7. Level of satisfaction of students towards the learning achievement

Question	Mean (\bar{x})	Standard Deviation (S.D.)
(1)The moral and ethics.	4.24	0.564
(2)The knowledge.	4.27	0.573
(3)The skills.	4.31	0.551
(4)The relationship of person and responsibility.	4.38	0.607
(5)The skill of numeric analysis, communication and information technology.	4.47	0.581
Total	4.33	0.575

From Table 7. indicated that the student satisfaction towards the learning achievement was in the high level ($\bar{x} = 4.33$, S.D. = 0.575), when it has analyzed in each item revealed that;

1. The skill of numeric analysis, communication and information technology, it was in the high level ($\bar{x} = 4.47$, S.D. = 0.581).
2. The relationship of person and responsibility, it was in the high level ($\bar{x} = 4.38$, S.D. = 0.607).
3. The skills, it was in the high level ($\bar{x} = 4.31$, S.D. = 0.551).
4. The knowledge, it was in the high level ($\bar{x} = 4.27$, S.D. = 0.573).
5. The moral and ethics, it was in the high level ($\bar{x} = 4.24$, S.D. = 0.564).

Part 3 – Suggestion towards the curriculum development

1. Curriculum and learning management
 - The curriculum is appropriate for the timetable.
 - It should have the priority of subjects for each year of study, especially the subjects of each program.
 - The number of subjects could affect to the educational achievement.
2. Lecturer / consultant
 - The attention of lecturer on teaching and consulting.
 - The lecturer is friendly.
 - The lecturer has consulted on learning.

Discussion

From the study of Student Satisfaction Towards the Bachelor of Science in Medical and Public Health Secretary, College of Allied Health Sciences, Suan Sunandha Rajabhat University revealed that when it has analyzed in each item, it should adjust some items due to there were both of low and high score as the Standard Deviation (S.D.) has shown, and then the researcher conducted the improvement and development for the completion of curriculum and the efficiency of quality process.

Conclusion

The study of Student Satisfaction Towards the Bachelor of Science in Medical and Public Health Secretary, College of Allied Health Sciences, Suan Sunandha Rajabhat University Academic Year 2017, the descriptive research by using the questionnaire as the tool for data gathering, and the population was 46 undergraduates from the 1st and 2nd year students in the Academic Year 2017 which was retrieved 45 questionnaires as 97.83 percent, it revealed that most of them were female (41, 91.11%) and male (4, 8.89%). The statistics for data analysis were mean, percentage and level of satisfaction, it revealed that it was in the high level ($\bar{x} = 4.21$, S.D. = 0.591) which consisted of;

1. Curriculum administration, it revealed that it was in the high level ($\bar{x} = 4.19$).
2. Student selection process, it revealed that it was in the high level ($\bar{x} = 4.19$).
3. Lecturers, it revealed that it was in the high level ($\bar{x} = 4.16$).
4. Learning environment, it revealed that it was in the high level ($\bar{x} = 4.16$).
5. Learning management, it revealed that it was in the high level ($\bar{x} = 4.26$).
6. Measurement and assessment, it revealed that it was in the high level ($\bar{x} = 4.22$).
7. Learning achievement, it revealed that it was in the high level ($\bar{x} = 4.33$).

To adjust, improve, promote and develop the learning management system as the quality assurance of university by defining the indicator standard which is consistent with the university development, and link with the internal quality assurance of The Office of the Higher Education Commission (OHEC) and the external quality assurance of The Office for National Education Standards and Quality Assessment (ONESQA).

Acknowledgement

The researcher would like to thank the students who participated in this data gathering.

This research was supported by Suan Sunandha Rajabhat University, the researcher would like to thank College of Allied Health Sciences, Suan Sunandha Rajabhat University, Samut Songkhram Education Center for supporting this achievement.

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