

# Satisfaction of service recipients on the services of building and facility department. Case studies. Faculty of Humanities and Social Sciences.

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**Abstract :** This research entitled “Satisfaction of service receivers with service providing of building and physical premises section: a case study in personnel of Faculty of Humanities and Social Sciences, Suan Sunandha Rajabhat University, Bangkok” aimed to study satisfaction of service receivers with service providing of building and physical premises section based on a quantitative research technique. The sample comprises 116 persons of instructors and officers. Taro Yamane formula is used to calculate the sample size and questionnaires are used to collect data. Statistics used to present analysis results are frequency, percentage, mean ( $\bar{X}$ ) and standard deviation (SD).

The research results indicated that satisfaction with service providing of building and physical premises section regarding public utility, class room, computer laboratory, meeting room, landscape, and service providing by officers was overall at the highest level. Based on the mean arranged in descending orders, Service providing by officers was the most satisfying as they welcomed and greeted service receivers with nice hospitality. They were attentive and ready to provide services at all times with politeness and friendliness. They had good attitude towards services providing and they had knowledge, capability and could give good advices.

Landscape was the most satisfying as environment surrounding buildings was beautiful and interior areas and areas surrounding the buildings were arranged tidily. Arrangement and interior decoration in the buildings were modern and beautiful.

Public utility was the most satisfying as adequate and clean drinking water is provided. Lighting inside and outside the buildings was enough, water supply was adequate, waste sorting, trash bins were suitable for usage. With regard to classroom, computer laboratory, and meeting room, it was found that satisfaction was at a high level as arrangement of desks, chairs, and other equipment provided in the buildings were suitable and nice. Systems concerning with service providing such as systems, networks, audio equipment, electricity, air-conditioners were enough for usage and all of them were adequately available, in good order, efficient, and ready to be used.

For research recommendations, it is found that improvement should be made with classrooms, computer laboratory, and meeting room as equipment should be provided adequately and suitably for amount of usage. In the meantime all equipment should be regularly checked to ensure their readiness for being used.

**Keywords:** satisfaction, buildings and physical premises section, efficiency of service providing in buildings and physical premises section.

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## I. INTRODUCTION

Suan Sunandha Rajabhat University is a university according to Rajabhat University Act, B.E. 2557 (2014) aiming to produce leading qualified graduates who have capability in learning in higher levels through acceleration of development, changing in education management, efficient teaching and learning in accordance with situation of politics, economy, social and culture aspects to keep pace with globalization and have capability in educational services that meet standards and are acceptable in local and international levels, be able to compete with domestic and international universities. The university has accelerated management and builds a process and mechanism to develop instructors and personnel to reach ultimate accomplishment in their career, maintains uniqueness and identity of proud history of being Suan Sunandha in the past and leads to happiness and quality of work life of personnel in the organization, encourages and supports good governance in the organization management in all dimensions, arrange good teaching and learning environment for students especially

availability of adequate equipment among supportive learning atmosphere and advanced technology.

Faculty of Humanities and Social Sciences has development side by side with Rajabhat Suan Sunandha University. There are 15 curriculums of teaching and learning management separated to 13 bachelor's degree curriculums and 2 master's degree curriculums. In the academic year 2017, there were totally 5,587 students in the Faculty of Humanities and Social Sciences, 167 personnel divided into 130 instructors and 37 officers with 4 buildings and there are 47 classrooms. In terms of management, Faculty of Humanities and Social Sciences adopts information technology to enable working and teaching and learning management to be efficient by providing enough advanced instruments and equipment for personnel and student to make use of them. Meanwhile, landscape is renovated to obtain good and safe environment for working and build nice atmosphere for teaching and learning management. Organizational commitment of employees among supportive working environment with fully equipped facilities is associated

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with relationship and results in development of quality of their work life to achieve more capability (Wasana Suridechakul, 2014). As there are larger numbers of personnel and students, usage of buildings, instruments and equipments increases and damage and deterioration of assets can be seen accordingly. Building and physical premises section has duties concerning provision of services and orderliness of building, maintenance and repair, improve properties to be in good working condition at all times so as to support teaching and learning management and activities in the university in speedy and convenient manner which enable service receivers to have the highest satisfaction and respond to requirement of service receivers at the same time.

Therefore, the researcher as being a general officer who works in the building and physical premises section conducted a research about satisfaction of service receivers with service providing of the building and physical premises section: a case study in personnel of Faculty of Humanities and Social Sciences, so as to develop service works in the building and physical premises section to meet efficiency and respond to requirement of service receivers to achieve the highest satisfaction.

## II. RESEARCH OBJECTIVE

To study level of satisfaction of service receivers with service providing of the building and physical premises section.

## III. METHODOLOGY

The study about satisfaction of service receivers with the building and physical premises section, a case study: personnel of Faculty of Humanities and Social Sciences, Suan Sunandha Rajabhat University Bangkok, it is a quantitative research with the following procedures and methods :

### Population and sample

Population in this study comprises 167 persons who are instructors of Faculty of Humanities and Social Sciences; 130 persons, and officers of Faculty of Humanities and Social Sciences; 37 persons. Taro Yamane formula is used to calculate the sample size and 116 persons are obtained.

### Research instrument

The instrument used to study satisfaction of service receivers with service providing of building and physical premises section, a case study: personnel of Faculty of Humanities and Social Sciences, Suan Sunandha Rajabhat University Bangkok is self administered questionnaire to obtain data for responding the research objective as much as possible. The questionnaire is divided into 3 parts as

**Part 1:** questionnaire about general information of respondents in a form of check list

**Part 2:** questionnaire about satisfaction with service providing of building and physical premises section.

**Part 3:** questionnaire about opinion and suggestion in a form of open-ended question.

### Data collection

The researcher collected data from the questionnaires responded by 116 instructors and officers. Questionnaires were distributed by the researcher with explanation of the research objective. It took 25 days for responding, submitting the questionnaires as well as collecting data.

### Data analysis

SPSS software was used to analyze data obtained from questionnaires responded by the sample of 116 persons through frequency, percentage, mean ( $\bar{X}$ ), and standard deviation ( $SD$ ). The researcher focused on correctness, accuracy, and rightness to the objective.

## IV. RESEARCH RESULTS

### Part 1: Analysis results of respondents' general information

The sample used in the study was 116 instructors and officers of Faculty of Humanities and Social Sciences. The questionnaires were 100% returned. General information for respondents included gender and status. The analytical technique relied on frequency and percentage as seen in the Table 1.

**Table 1: Numbers and percentage of respondents' general information separated by personal factors**

	<i>Frequency</i>	<i>Percent</i>	<i>N</i>
<i>Gender</i>			116
Male	58	50.0	
Female	58	50.0	
<i>status</i>			116
Teacher	86	74.1	
officer	30	25.9	

Separated by gender, it was found that there were 58 males (accounted for 50 percent) and 58 females (accounted for 50%). Separated by status, it was found that there were 86 instructors (accounted for 74.1 percent) and 30 officers (accounted for 25.9 percent).

### Part 2: Analysis results of satisfaction with service providing of the building and physical premises section

The researcher analyzed opinions from the sample of instructors and officers who were satisfied with service providing of the building and physical premises section in 4 aspects; public utility, classrooms, computer

laboratory, meeting room, landscape, and officer's service providing to find mean ( $\bar{X}$ ) and standard deviation ( $SD$ ) as shown in the Table 2 as follow:

**Table 2: Analysis to find mean ( $\bar{X}$ ) and standard deviation ( $SD$ ) and level of satisfaction with service providing of the building and physical premises section**

TABLE II  
SYSTEM UTILITIES

	<i>Mean</i>	<i>S.D.</i>	<i>Rank</i>
1. Public utility	4.36	.467	5
2. Classrooms, computer, etc.	3.56	.419	4
3. Landscape	4.48	.547	5
4. Officer's service providing	4.48	.667	5
<b>Total</b>	<b>4.22</b>	<b>.525</b>	<b>5</b>

From the Table 2, it was found that opinions from the sample of instructors and offices showed that overall the level of satisfaction with service providing of the building and physical premises section was at the highest level ( $\bar{X} = 4.22$  and  $SD = .525$ ). Considered each aspect, it was found that instructors and officers had satisfaction at the highest level and high level which the satisfaction was arranged in descending orders according to the following details: the service providing by officers ( $\bar{X} = 4.48$  and  $SD = .667$ ) was the most satisfying, landscape ( $\bar{X} = 4.48$  and  $SD = .547$ ) was the most satisfying, public utility ( $\bar{X} = 4.36$  and  $SD = .467$ ) was the most satisfying, classrooms, computer laboratory and meeting room ( $\bar{X} = 3.56$  and  $SD = .419$ ) were much satisfying respectively.

**Analysis results of satisfaction of service receivers in relation to public utility**

**Table 3: Analysis to find mean ( $\bar{X}$ ) standard deviation ( $SD$ ) and level of satisfaction in relation to public utility**

<b>Public utility</b>	<i>Mean</i>	<i>S.D.</i>	<i>Rank</i>
1. Waste sorting and numbers of trash bins suitable for usage	4.01	.093	4
2. Adequate and clean drinking water	4.49	.536	5
3. Adequate water supply system	4.45	.677	5
4. Lighting provided inside and outside the buildings	4.49	.536	5
<b>Public utility</b>	<b>4.36</b>	<b>.467</b>	<b>5</b>

It was found that opinions from the sample of instructors and officers showed that overall the level of

satisfaction with service providing of the building and physical premises section in relation to public utility was at the highest level ( $\bar{X} = 4.36$  and  $SD = .467$ ). Considered each point, it was found that instructors and officers had satisfaction at the highest level and high level which the satisfaction was arranged in descending orders according to the following details: availability of adequate and clean drinking water ( $\bar{X} = 4.49$  and  $SD = .536$ ) was the most satisfying, adequate lighting provided inside and outside the buildings was the most satisfying ( $\bar{X} = 4.49$  and  $SD = .536$ ), availability of adequate water supply ( $\bar{X} = 4.45$  and  $SD = .677$ ) was the most satisfying, waste sorting and numbers of trash bins suitable for usage ( $\bar{X} = 4.01$  and  $SD = .093$ ) were much satisfying respectively.

**Analysis results of satisfaction of service receivers in relation to classrooms, computer laboratory and meeting room**

**Table 4: Analysis to find mean ( $\bar{X}$ ), standard deviation ( $SD$ ) and level of satisfaction with classrooms, computer laboratory, and meeting room**

<b>Classrooms, computer laboratory, and meeting room</b>	<i>Mean</i>	<i>S.D.</i>	<i>Rank</i>
1. Servicing were in a good condition and ready to be used	3.11	.317	3
2. Condition of desks, chairs, and other equipment available within the buildings were suitable and nice	3.99	.384	4
3. Efficiency of systems related to servicing such as network systems, audio equipment, electricity, air-conditioners	3.66	.474	4
4. Instructors and officers agreed that those equipment were adequate for usage	3.49	.502	3
<b>Classrooms, computer laboratory, and meeting room</b>	<b>3.56</b>	<b>.419</b>	<b>4</b>

It was found that opinions of the sample of instructors and officers showed that overall satisfaction with service providing of the building and physical premises section in relation to classrooms, computer laboratory, and meeting room was in a high level. ( $\bar{X} = 3.56$  and  $SD = .419$ ). Considered each point, it was found that instructors and officers had a high level and moderate level of satisfaction which arranged in descending orders as follow: arrangement and condition of desks, chairs, and other equipment available within the buildings were suitable and nice ( $\bar{X} = 3.99$  and  $SD = .384$ ) and much satisfying, efficiency of systems related to servicing such as network systems, audio equipment, electricity, air-conditioners ( $\bar{X} = 3.66$  and  $SD = .474$ ) were much satisfying. Instructors and officers agreed that those equipment were adequate for usage ( $\bar{X} = 3.49$  and  $SD = .502$ ) and were moderately satisfying while equipment available for servicing were

in a good condition and ready to be used ( $\bar{X} = 3.11$  and  $SD = .317$ ) and were moderately satisfying.

**Analysis results of satisfaction of service receivers in relation to landscape**

**Table 5: Analysis to find mean( $\bar{X}$ ) , standard deviation (SD), and level of satisfaction in relation to landscape**

<b>Landscape</b>	<i>Mean</i>	<i>S.D.</i>	<i>Rank</i>
1. Arrangement and interior decoration of the buildings were modern and beautiful	4.40	.526	4
2. Landscape surrounding the buildings was beautiful	4.48	.582	5
3. Interior areas and areas around the buildings were arranged tidily	4.55	.533	5
<b>Landscape</b>	4.48	.547	5

The Table 5 showed that opinions of the sample of instructors and officers towards satisfaction with service providing of the building and physical premises section in relation to landscape was in the highest level ( $\bar{X} = 4.48$  and  $SD = .547$ ). Considered each point, it was found that instructors and officers had the highest and high levels of satisfaction which the Mean were arranged in descending orders as follow: interior areas and areas around the buildings were arranged tidily ( $\bar{X} = 4.55$  and  $SD = .533$ ) and were the most satisfying , landscape surrounding the buildings was beautiful ( $\bar{X} = 4.48$  and  $SD = .582$ ) and much satisfying, arrangement and interior decoration of the buildings were modern and beautiful ( $\bar{X} = 4.40$  and  $SD = .526$ ) and and much satisfying respectively.

**Analysis results of satisfaction of service receivers in relation to service providing of officers**

**Table 6: Analysis to find mean ( $\bar{X}$ ) , standard deviation, and level of satisfaction in relation to service providing of officers**

<b>Service providing of officers</b>	<i>Mean</i>	<i>S.D.</i>	<i>Rank</i>
1. Welcoming reception and nice hospitality	4.70	.531	5
2. Good attitude towards service providing	4.40	.631	5
3. Satisfying, polite and friendly services	4.43	.805	5
4. Officers were attentive and ready to provide services at all times	4.47	.625	5
5. Having knowledge and capability and providing good advices	4.38	.742	5
<b>Service providing of officers</b>	4.48	.667	5

It was found that opinions of the sample of instructors and officers showed that overall satisfaction with service providing of the building and

physical premises section in relation to classrooms, computer laboratory, and meeting room was in a high level ( $\bar{X} = 3.56$  and  $SD = .419$ ). Considered each point, it was found that instructors and officers had a high level and moderate level of satisfaction which arranged in descending orders as follow: arrangement and condition of desks, chairs, and other equipment available within the buildings were suitable and nice ( $\bar{X} = 3.43$  and  $SD = .093$ ) and much satisfying, efficiency of systems related to servicing such as network systems, audio equipment, electricity, air-conditioners ( $\bar{X} = 3.66$  and  $SD = .474$ ) were much satisfying. Instructors and officers agreed that those equipment were adequate for usage ( $\bar{X} = 3.49$  and  $SD = .502$ ) and were moderately satisfying while equipment available for servicing were in a good condition and ready to be used ( $\bar{X} = 3.11$  and  $SD = .317$ ) and were moderately satisfying.

**Conclusion**

The study about satisfaction of service receivers with service providing of the building and physical premises section shows that there are equal numbers of respondents, both men and women; 86 instructors and 30 officers.

Satisfaction of service receivers with service providing of the building and physical premises section overall is at the highest level which the Mean arranged in descending orders according to the following details: landscape, service providing, and public utility gain the highest level of satisfaction while classrooms, computer laboratory, and meeting room gain a high level of satisfaction respectively.

With regards to landscape, instructors and officers are most satisfied with interior areas and surrounding areas of the building that are arranged tidily. They are much satisfied with beautiful landscape around the buildings as well as arrangement and interior decoration in the buildings that are modern and beautiful respectively.

In relation to service providing, instructors and officers are most satisfied with welcoming reception and nice hospitality, officers are attentive and ready to provide services at all times, polite and friendly services, good attitude towards servicing, having knowledge and ability to give good advices respectively.

With reference to public utility, instructors and officers are most satisfied with availability of adequate and clean drinking water, adequate lighting inside and outside the buildings, adequate water supply while they are much satisfied with waste sorting, and adequate numbers of trash bins with suitability of usage respectively.

In relation to classrooms, computer laboratory, and meeting room, instructors and officers were much satisfied with arrangement and conditions of desks, chairs, and other equipment available in the buildings that are suitable and nice, efficiency of systems

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associated with servicing such as systems, networks, audio equipment, electricity, and air-conditioners while they are moderately satisfied with numbers of equipment of usage, and availability of good condition equipments for usage respectively.

## V. Discussion

Based on the study about satisfaction with service providing of the building and physical premises in relation to service providing, landscape of officers, public utility, classrooms, computer laboratory, and meeting room which the means are arranged in descending orders, it was found that in terms of welcoming reception and nice hospitality, officers are attentive and ready to provide services at all times, polite and friendly services, good attitude towards service providing, having knowledge, capability and giving good advices., it is found that the highest level of satisfaction includes landscape the highest level of satisfaction includes beautiful landscape surrounding the buildings, interior areas and areas around the buildings are arranged tidily, arrangement and interior decoration of the buildings are suitable, modern, and nice. In terms of service providing of officers With regards to public utility, it is found that availability of adequate and clean drinking water, adequate lighting inside the buildings, availability of adequate water supply, waste sorting, trash bins that are suitable for usage, classrooms, computer laboratory, and meeting rooms are much satisfying as arrangement and condition of desks, chairs, and other equipment for servicing are suitable and nice, efficiency of systems associated with service providing such as systems networks, audio equipment, electricity, air-conditioners are adequate for usage and equipment are arranged in a good condition and ready to be used respectively.

## VI. Recommendation

The study about satisfaction with service providing of the building and physical premises section reveals satisfaction of instructors and officers with service providing of the building and physical premises section in different points. It is found that the points that need improvement are classrooms, computer laboratory, and meeting room. Adequate equipment should be supplied to be suitable for usage and they should be inspected regularly to ensure that they are in good condition to be used promptly.

## VII. Recommendation for future research

1. Next research studies should be conducted to cover those who use the buildings such as students in order to obtain more samples.

2. Next research studies should be conducted about comparison to other agencies in the university so as to have guidelines for developing and improving service works of the building and physical premises section in order to be more efficient.

3. Next research studies should be conducted by using advanced statistics to find relationship of variables (Discovery of Relationship between Variables).

## VIII Acknowledgment

This research was supported by the research and development institute, Suan Sunandha Rajabhat University, Thailand.

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