

# SATISFACTION SURVEY ON THE QUALITY OF INTERNET SERVICES UDON THANI EDUCATION CENTER SUAN SUNANDHA RAJABHAT UNIVERSITY

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## ABSTRACT

If you are attending a meeting all over the world don't forget to sleep tight This will make the Internet more integrated with members of the community. But the internet will have an impact on many other things, including everyone in society. Take a life partner who has already read the downloaded tapes, study the information and help these facilities as the Internet may empower the media. And useful for what to avoid, it is very important to be recorded in learning and materials in the requirements for Internet service. Then read about the events of COVID-19 causing the lifestyles of others. Everyone maintains social distancing for those in need (NEW Normal). Teaching in there is a question of travel time. You can learn on-site. Modified to an online course which will have a meeting of Executives are also adapting to online meetings and training. (online meeting) by being an education centre in Udon Thani as a person who supports outside the university College with a distance from everything Most of them are all online coordinators from previous questions, periodically available to answer system questions and investigators of the observed errors. Preparedness is too little (Budklang & Punbua, 2019). It is necessary to wait for the quality of the wireless service of the Udon Thani Education Center. Improved form data development system and responses for to get a good form that maximizes the benefit of the university.

**Keywords:** Satisfaction Survey, Quality of Internet Services

## INTRODUCTION

### 1. Introduction

This research has objectives 1. to study the behaviour of Internet service users at Suan Sunandha Rajabhat University Udon Thani Education Center 2. To study the satisfaction of using internet centre services. Suan Sunandha Rajabhat University Udon Thani Education Center The sample group was students, teachers, and educational personnel.

Attawit Commercial College of Technology, 250 people. The tool for collecting data was a questionnaire to study the satisfaction of using internet centre services. And the statistics used in data analysis were percentage (Percentage), mean (Percentage), and standard deviation (Standard Deviation). The results showed that the respondents were satisfied with access to the Internet Center of Suan Sunandha Rajabhat University. Udon Thani Education Center as a whole is at a high level.

The behavior of Internet Service Users Suan Sunandha Rajabhat University Udon Thani Education Center Frequently using the Internet Center 1-2 times a week, the duration of using the computer each time using the service is 15 minutes-59 minutes. The purpose of accessing the services of the Internet Center is to work as assigned by the teacher.

When considering each aspect, it was found that the aspect with the highest average was service and environment management. followed by software at a high level and the side with the lowest mean is The Internet network at a high level.

**Service and environment management** Overall, it was at a high level. Considering each criterion, it was found that the item with the highest mean was the opening hours. was at the highest level, followed by human relations officers and courteous at a high level. And the item with the least average value was the appropriateness of the price used for the service.

**The overall hardware** aspect is at a high level. When considering individually, it was found that the item with the highest mean was the clarity of the display on the screen. was at a high level, followed by efficiency and ability to work computer operation at a high level And the item with the lowest average is the sufficiency of the service equipment.

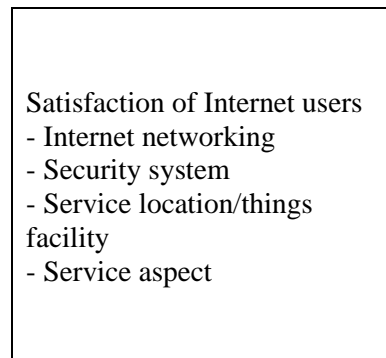
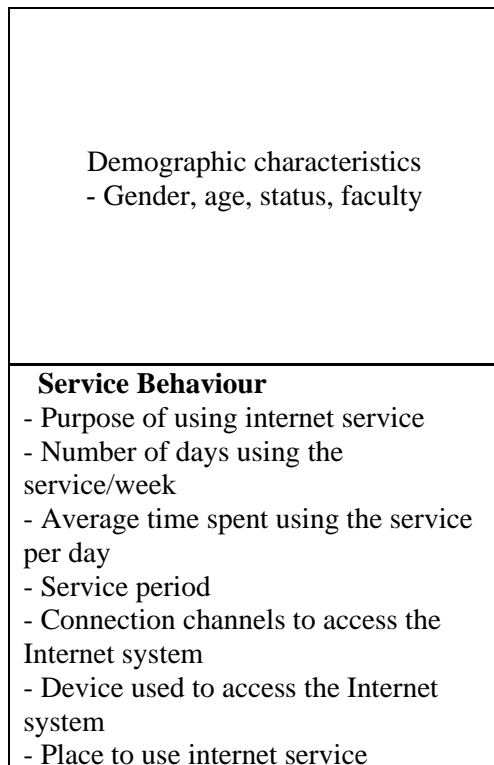
**In terms of software**, the overall picture is at a high level. When considering each item, it was found that the item with the highest mean was the useful service program. and meets the needs at a high level, followed by the speed of the processing machine and shows results at a high level the programs that provide services are diverse, modern.

**In terms of the Internet** network, the overall picture is at a high level. When considered individually, it was found that the item with the highest mean was satisfaction with the performance of the network (Internet) at a high level, followed by downloading various data for the study. at a high level and the speed of the network and internet connection.

### 1.1 Conceptual framework

#### Independent variable

#### Dependent variable



## RESEARCH METHODOLOGY

### 2. Research methodology

#### 2.1 Research design

This study is survey research.

#### 2.2 Population and samples

The population used in this research were lecturers, educational personnel, and students of Suan Sunandha Rajabhat University. Udon Thani Education Center, approximately 756 people, information from the Office of Registration and Evaluation Academic Year 2022

Sample The instruments used in this research were lecturers, educational personnel, and students of Suan Sunandha Rajabhat University. Udon Thani Education Center, approximately 756 people

#### 2.3 Instrumentation

Internet centre service satisfaction questionnaire

## RESULTS AND FINDINGS

### 3. Results and Findings

#### 3.1 General information

The population used in this study was Internet service users. The university At present, there are approximately 756 users (Source: Suan Sunandha Rajabhat University, 2022), namely professors, personnel/staff. and undergraduate students. The sample group was lecturers, personnel/staff, and undergraduate students. who use the internet service of Siam University by using the calculation principle of Taro Yamane (Taro Yamane) by determining the confidence value of the sample group equal to 95 per cent, which means allowing a deviation from the sample group of 5 per cent or 0.05, which is A minimum sample size of 389 is required for the convenience of evaluation. and data analysis. The researcher, therefore, used a sample size of 400 samples for random sampling. By using a simple random sampling method (Simple Random Sampling) and collecting data from self-distributed questionnaires of Internet service users of Suan Sunandha Rajabhat University. Udon Thani Education Center The statistics used in data analysis were frequency, percentage, mean, standard deviation, and chi-square statistics used to test the hypothesis.

#### 3.2 Results

From the research results, it was found that most of the respondents demographic characteristics are shown in Table 1.

*Table 1 shows the demographic characteristics of Internet users. of Suan Sunandha Rajabhat University Udon Thani Education Center.*

Demographic characteristics	1st place	percentage	2nd place	percentage
1. Gender	female	65.0	man	35.0
2. Age	20 years or more	60.0	20 or more	32.5
3. Status of respondents	undergraduate students	86.8	Personnel/Officers	9.3
4. Faculty/Unit	logistics management	12.8	Trade Management	12.0

Table 1 shows the demographic characteristics of Internet users. of Suan Sunandha Rajabhat University Udon Thani Education Center.

An analysis of data on Internet service usage behaviour of Suan Sunandha Rajabhat University Udon Thani Education Center from the study results It was found that the behaviour of Internet service users of Suan Sunandha Rajabhat University Udon Thani Education Center has The objectives of using the service from 400 respondents are shown in Table 2.

*Table 2 presents the behaviour of using the internet system of Suan Sunandha Rajabhat University. Udon Thani Education Center*

<b>number</b>	<b>Purpose of using the service</b>	<b>Percentage of Respondents</b>
1.	search for knowledge	86.5
2.	Online chat such as Facebook, Line, Twitter	56.5
3.	follow news information	52.5
4.	Send and receive information via E-Mail	46.0
5.	watch movies/listen to music	43.3
6.	Download programs/movies/music	21.3
<b>number</b>	<b>Purpose of using the service</b>	<b>Percentage of Respondents</b>
7.	work, do business	19.3
8.	Buy-sell products online (E-Commerce)	13.8
9.	play online	12.5
10.	Teleconferencing via the Internet	5.3

Table 2 presents the behaviour of using the internet system of Suan Sunandha Rajabhat University. Udon Thani Education Center.

The behaviour of Internet Service Users of Suan Sunandha Rajabhat University Other Udon Thani Education Centers is shown in Table 3.

Table 3 presents the behaviour of using internet service. of Suan Sunandha Rajabhat University Udon Thani Education Center (continued).

<b>The behaviour of Internet Service Users</b>	<b>1st place</b>	<b>percentage</b>	<b>2nd place</b>	<b>percentage</b>
1. The number of days of using the internet service of Suan Sunandha Rajabhat University per week.	1 day/week	23.3	2day/week	21.8
2. The average number of hours/day in using the internet system of Suan Sunandha Rajabhat University	1 – 2 hours/day	56.5	3 – 4 days/week	29.3
3. The time when using the internet system of Suan Sunandha Rajabhat University the most	Time 11.01 - 14.00	55.5	Time 14.01 - 17.00 u.	25.0
4. 4. Subscription channels' ability to access the system Patience of Suan Sunandha Rajabhat University	Usage (Wireless/Wi-Fi)	75.3	wired (LAN)	24.8

5. Inaccessible Storage Devices most of Suan Sunandha Rajabhat University	Mobile (smartphone)	48.3	computer set Table (PC)	27.5
6. Someone told me to borrow to connect to the internet system of Suan Sunandha Rajabhat University most often	Central Library	16.5	library come running	13.3

From the research results, it was found that the satisfaction of service users in using the internet service of Suan Sunandha Rajabhat University Udon Thani Education Center The overall level of satisfaction was at moderate level. When considering each aspect, it was found that all aspects were at a moderate level, sorted in order of average, namely safety. Service location/thing Facilitate service and the Internet network.

## CONCLUSION

### 4. Conclusion

University education at present, it can be seen that studying and researching student information in reporting, research, or learning outside the textbook and classroom. Students like to find knowledge and various information from the internet almost. because it is convenient and fast to access information data copying Therefore, students need to use quality internet services, that is, the internet must have a high speed. Fast data transmission and access The internet connection is stable and doesn't drop often. and has signal coverage in various areas including the use of internet services on campus not limited to use only Only students, teachers, staff and officials in various departments of the university is necessary Internet use as well to access various knowledge sources Sending jobs via email in order to make the Internet service users of Suan Sunandha Rajabhat University Udon Thani Education Center The highest satisfaction is not only choosing a quality and reputable service provider. investment in infrastructure related to the network system internet on campus that requires standardized tools and equipment to make the system work The internet is fast and stable. Including computer service points that are sufficient for using the service and in the part of the Internet system personnel should have knowledge and ability to solve problems. causes of problems potential so that the internet system can provide services continuously The study found that Internet services of Suan Sunandha Rajabhat University Udon Thani Education Center Internet users of Suan Sunandha Rajabhat University Udon Thani Education Center Be it students, professors, personnel and staff of the university, most of them were satisfied with moderate levels in all aspects. Because the main problem is the delay in data transmission. and internet access internet signal stability the obsolescence of computer equipment number of service points and areas with both wired and wireless internet signals.

Therefore, universities should improve. and develop products or services in the infrastructure of Internet equipment and computer equipment to be modern. And there is an increase in the speed of the use of the Internet and service points that cover all areas of the university. in line with expectations, this will lead to increasing the satisfaction of the service users, which will allow the service users to be convenient and fast in Access to various knowledge sources to increase the opportunity to study and learn To develop the potential of students, teachers, personnel and staff of Suan Sunandha Rajabhat University. Udon Thani Education Center.

## DISCUSSION

### 5. Discussion

1. Etiquette of Internet Clients, Suan Sunandha Rajabhat University, Udon Thani Learning Center 2022, is the frequency of accessing the Internet Center 1-2 times/week. Each time they use a computer every time they access the service for 15 minutes - 59 minutes. The most allowed time is lunch break (11.00-13.40) and the purpose of using the Internet Center's services is the most for working according to allowed by the teacher.

2. Respondents kindly have kindness in accessing the Internet Center, Suan Sunandha Rajabhat University, Udon Thani Education Center commemorating the 2022 education in general, sometimes considered very important in this field and in various fields. with the highest request being all Unprecedented service and time, followed by aspects. The necessary and the least available aspect is the Internet network. When considering each item, the most common item was the date and time of service, followed by the officers who had full-time staff and were friendly, very polite, and the items requested. The least is the appropriateness of the user's time. At most, it always gives clarity on the overall hardware. The next highest level is efficiency and can the operation of the computer is at a high level and the lowest point is sufficiency You should inspect the usage well first by letting each party know mostly when considering each item that found the observation and the most complete information is the service program that directly benefits the claim at a high level. This was followed by questions that required and displayed results, many sessions, and multiple service programs. Presenting information about the Internet network every time. The highest satisfaction is the performance of the network. (Internet) A much earlier minority is the disclosure of information for the study. There are many questions and network speed and Internet response.

## SUGGESTIONS

1. In the next study should study the needs of service users in order to apply the results used to improve and develop further.

2. In the next study, the attitude of the sample should be studied. which those who are interested can study this information to understand attitudes in various fields as well.

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