Employee Opinions and Satisfaction Questionnaire on the Operation Management of Thammasat University and Its Offices in Fiscal Year 2026

Thammasat University Division of Planning is conducting a survey to gather the opinions, expectations, and satisfaction levels of its personnel regarding the operations of the University and their respective units. The findings will be utilized to enhance and continuously improve the quality of services and operations at both the University and unit levels. We kindly request your cooperation in providing accurate and truthful responses.

Part 1: General information. (Please check ✓ in the box ☐ that corresponds to your actual situation.)

1. Gender ☐ male ☐ female ☐ Other ☐ Prefer not to say
2. Age ☐ under 21 years ☐ 21-30 years ☐ 31-40 years ☐ 41-50 years ☐ over 50 years
3. Status ☐ government officer ☐ university officer ☐ university unit's contracted employee ☐ permanent employee/Contracted employee ☐ foreign employee ☐ other (please specify) .....
4. Employment Track ☐ academic track ☐ academic support track ☐ Employee track
5. Executive position (Head of division or higher) ☐ yes ☐ no
6. Education ☐ lower than Bachelor's Degree ☐ Bachelor's Degree ☐ Master's Degree ☐ Doctorate's Degree
7. Campus/Workplace ☐ Tha-Prachan ☐ Rangsit ☐ Lampang ☐ Pattaya

8. Organization/Division (please specify) .....

Part 2: Opinions and Satisfaction of Employees (Please check ✓ the box that best represents your opinion.)

To what extent do you agree with the following statements?

Assessment Items		Level of Your Agreement				
	2.1 Opinions on the current image of the university	**Strongly agree**	**agree**	**Neutral**	**agree**	**Strongly agree**
1.	The university is a leading university in the country					
2.	The university is internationally recognized and reputable.					
3.	The university is distinguished in the fields of social sciences and humanities.					
4.	The university is distinguished in the fields of science and technology.					
5.	The university is distinguished in the field of health science.					
6.	The university produces well-qualified graduates with strong ethics and leadership skills.					
7.	The university produces research that addresses societal problems and benefits the community.					
8.	The university is a "university for the people," committed to meeting societal needs and addressing community problems.					
9.	The university symbolizes freedom and democracy					

Assessment Items		Level of Your Agreement				
	2.2 Expectation for the University's Future Development.	**Strongly agree**	**agree**	**Neutral**	**agree**	**Strongly agree**
1.	The university should offer a wide range of courses that meet the current and future needs of the labor market.					
2.	The university should develop courses that are unique and different from those offered at other universities.					
3.	The university should develop academic service courses that align with the needs and changes of Thai society and the global society.					
4.	The university should conduct research that addresses real community and societal problems.					
5.	The university should specialize in producing high-quality research in social sciences and humanities.					
6.	The university should specialize in producing high-quality research in science and technology.					
7.	The university should specialize in producing high-quality research in health sciences.					
8.	The university should increase collaboration in teaching among faculties and with the private sector.					
9.	The university should cultivate students' understanding of their rights and obligations and encourage adherence to democratic principles.					
10.	The university should expand its hospital and medical services to better serve the community.					
11.	The university should ensure transparent, fair, and verifiable administration.					
	2.3 Satisfaction for the development of the University	**Strongly satisfied**	**Satisfied**	**Neutral**	**Unsatisfied**	**Strongly unsatisfied**
1.	The university has clear policies and goals concerning to university development					
2.	The university is committed to the ongoing development to become international					
3.	The university is committed to the development of teaching and academic management					
4.	The university conducts research that contributes to solving national problems.					
5.	The university promotes and provides academic services to society.					
6.	The university promotes and preserves arts and culture.					
7.	The university develops and promotes research activities.					
8.	The university develops health services and medical care.					
9.	The university develops and maintains effective information technology services.					

Assessment Items		Level of Your Agreement				
	2.4 Satisfaction with the University's Operation Management	**Strongly satisfied**	**Satisfied**	**Neutral**	**Unsatisfied**	**Strongly unsatisfied**
1.	Human Resource Management					
2.	Financial management / Budget / Procurement					
3.	Research Administration and support					
4.	Provision of resources and facilities for operations					
5.	Physical and environment management					
6.	Systems available regarding how to monitor, evaluate, improve and provide for work development					
7.	Good Governance					
	2.5 Satisfaction for the faculty's administration					
1.	Clarity of Faculty Development Policies and Goals					
2.	Promoting personnel development					
3.	Relationships between employees that encourage staff to be enthusiastic while enjoying their work					
4.	Providing resources and operating facilities					
5.	Workplace atmosphere is conducive to promote good health and safety					
6.	Availability of appropriate information systems					
7.	Proper welfare arrangements					
8.	Freedom of Academic Expression and Teaching					
9.	Equitable Access to Educational and Learning Resources					
10.	Integrity and Ethics in Work					
11.	Responsibility to Community, Society, and Nation					
12.	Efficiency and Effectiveness in Achieving Objectives					
13.	Governance Based on Rule of Law, Ethics, Transparency, Participation, Accountability, and Value for Resources					
14.	Cooperation with the organization of practitioners and students					

part 3: Other Suggestions and Recommendations for Thammasat University.

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part 4: Other Suggestions and Recommendations for your department/unit.

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Part 5: Regarding the overall operations of the university, what aspect are you most dissatisfied?

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Part 6: Regarding the overall operations of your unit, what aspect are you most dissatisfied?

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part 7: Other Comments.

7.1 Would you still prefer to work with Thammasat University? (10= highly prefer, 0= not prefer at all)

Highly prefer	10	9	8	7	6	5	4	3	2	1	0	not prefer at all

7.2 Would you recommend your associates, relatives and others work with Thammasat University?

(10= Highly recommend, 0= Not Recommend)

Highly recommend	10	9	8	7	6	5	4	3	2	1	0	Not Recommend at all

Your feedback is very useful for the development of our Thammasat University.

We appreciate your time to answer this questionnaire.

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