

**Employee Opinions and Satisfaction Questionnaire on the Operation
Management of Thammasat University and Its Offices in Fiscal Year 2024**



Thammasat University Division of Planning would like to conduct a survey to receive Employee Opinions and Satisfaction on the Operation Management of Thammasat University and Its Offices. The result of this survey will affect the development and continuous improvement on the operation management of Thammasat University and its offices to be more effective. We kindly ask your corporations to complete this questionnaire.

Part 1: General information. (Please check boxes that clearly affiliates with you)

- 1. Gender male female Other
- 2. Age under 21 years 21-30 years 31-40 years 41-50 years
 over 50 years
- 3. Status government officer (ข้าราชการ) university officer (พนักงานมหาวิทยาลัย)
 university unit's contracted employee (พนักงานเงินรายได้หน่วยงาน)
 permanent employee (ลูกจ้างประจำ)
 foreign employee other (please specify).....
- 4. Field of work academic academic support contracted work
- 5. Executive position (Head of division or higher) yes no
- 6. Education lower than Bachelor Bachelor Master Doctorate
- 7. Center Tha Prachan Rangsit Lampang Pattaya

8. Organization/Division (please specify)

Part 2: Opinions and satisfaction of the employees (Please check boxes that match your opinion.)

| Assessment Items | | Level of Your Agreement | | | | |
|------------------------------------|----------------------------------------------------------------------------------------------------------------------------|-------------------------|-----------|---------|-------------|----------------------|
| | | Strongly Satisfied | Satisfied | Neutral | Unsatisfied | Strongly Unsatisfied |
| 2.1 Image of the University | | | | | | |
| 1. | A leading university in Thailand | | | | | |
| 2. | An renowned university at international level | | | | | |
| 3. | Outstanding in the areas of social science and the humanities | | | | | |
| 4. | Outstanding in the areas of science and technology | | | | | |
| 5. | Outstanding in the area of health science | | | | | |
| 6. | Producing quality graduates who demonstrate ethical behavior and leadership | | | | | |
| 7. | Producing research that solves problems and/or enhance the benefits to society | | | | | |
| 8. | A university "for the people," responsible to society's needs, interested in providing care and solving community problems | | | | | |
| 9. | A symbol of freedom and democracy | | | | | |

| 2.2 Expectation for the University's Future Development | | Strongly Satisfied | Satisfied | Neutral | Unsatisfied | Strongly Unsatisfied |
|----------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------|------------------|----------------|--------------------|-----------------------------|
| 1. | Create a wide range of courses that meet the needs of the labor market. | | | | | |
| 2. | Create more courses that are unique/different from other universities and/or aim to some specific target groups | | | | | |
| 3. | Create new academic services courses that meet the needs/changes of Thai society and the global society. | | | | | |
| 4. | Conduct a research that is aligned with the needs and be able to help resolve the problems of the community and society. | | | | | |
| 5. | Be a university specialized in producing the research in social sciences and humanities | | | | | |
| 6. | Be a university specialized in producing research in science and technology | | | | | |
| 7. | Be a university specialized in producing research in health sciences | | | | | |
| 8. | Collaborate more in teaching among the faculties in the university and the private sector. | | | | | |
| 9. | Cultivate our students to realize for their rights and obligations and adhere to the democratic system. Encourage them to participate in the volunteer activities and be responsible for society and the environment. | | | | | |
| 10. | Expand more hospital medical services. | | | | | |
| 11. | Have a transparent, fair and verifiable administration | | | | | |
| 2.3 Development of the University | | Strongly Satisfied | Satisfied | Neutral | Unsatisfied | Strongly Unsatisfied |
| 1. | The university has clear policies and goals concerning to university development | | | | | |
| 2. | Committed to the ongoing development to become international | | | | | |
| 3. | Commitment to Development of teaching and academic management | | | | | |
| 4. | Produce research projects that are pragmatic, useful and be able to solve the problems of the country | | | | | |
| 5. | Commitment to promoting and providing academic services to society | | | | | |
| 6. | Promoting art/cultural conservative activities | | | | | |
| 7. | Development and support for research | | | | | |
| 8. | Support for health services and medical treatment | | | | | |
| 9. | Development of information technology | | | | | |

| 2.4 Operating management of the University | | Strongly Satisfied | Satisfied | Neutral | Unsatisfied | Strongly Unsatisfied |
|--------------------------------------------------------|--------------------------------------------------------------------------------------------------------------|--------------------|-----------|---------|-------------|----------------------|
| 1. | Human Resource Management | | | | | |
| 2. | Financial management / Budget / Procurement | | | | | |
| 3. | Research Administration | | | | | |
| 4. | Resource procurement and facilities for operation | | | | | |
| 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 function of affiliate faculty | | Strongly Satisfied | Satisfied | Neutral | Unsatisfied | Strongly Unsatisfied |
| 1. | The faculty has clear policies and goals concerning to its own development | | | | | |
| 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. | There are academic freedom Commenting / learning / teaching | | | | | |
| 9. | Equity in Educational Opportunities equal access to educational and learning resources | | | | | |
| 10. | Working with integrity and ethics | | | | | |
| 11. | The departments are responsible for the community, society and the nation. | | | | | |
| 12. | Efficiency and effectiveness ability to work and achieve the objectives/goals set | | | | | |
| 13. | Good governance according to the rule of law, morality, transparency, participation responsibility and value | | | | | |
| 14. | Cooperation with the organization of practitioners and students | | | | | |

Section 3: Other Suggestions and Recommendations for Thammasat University

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Section 4: Other Comments.

1. Would you still prefer to work with Thammasat University? (10= most wanted, 0= I don't want)

| | | | | | | | | | | | | |
|-------------|----|---|---|---|---|---|---|---|---|---|---|--------------|
| most wanted | 10 | 9 | 8 | 7 | 6 | 5 | 4 | 3 | 2 | 1 | 0 | I don't want |
| | | | | | | | | | | | | |

2. Would you recommend that your associates, relatives and others work with Thammasat University?
(10= Recommend the most, 0= Not Recommend)

| | | | | | | | | | | | | |
|--------------------|----|---|---|---|---|---|---|---|---|---|---|---------------|
| Recommend the most | 10 | 9 | 8 | 7 | 6 | 5 | 4 | 3 | 2 | 1 | 0 | Not Recommend |
| | | | | | | | | | | | | |

Your feedback is very useful for the development of our Thammasat University.
We appreciate your time to answer this questionnaire.



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