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SATISFACTION LEVEL FROM THE KNOWLEDGE AND TRAINING MANAGEMENT AT ASEAN CAMP V

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Abstract- Knowledge management Training is important for ASEAN member countries. The objectives of this research paper was to examine the level of satisfaction of the Suan Sunandha Rajabhat University faculty members who participated in the ASEAN camp, Thailand. The population of this study included all the faculty members of Suan Sunandha Rajabhat University who participated in the knowledge management training, games, and activities at the ASEAN camp during the December of 2015. A total of 145 faculty members who participated in the training answered the questionnaire, the data was prepared and complied by using SPSS program. Percentage, Mean and Standard Deviation were utilized in analyzing the data. The findings revealed that the average mean of satisfaction was 4.76, and standard deviation was 0.9987.

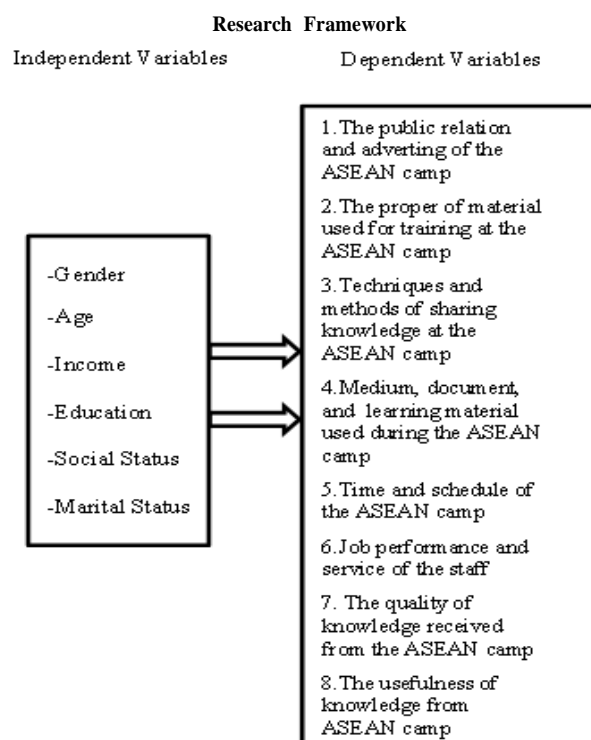
Keywords- Satisfaction, Knowledge Management, Training Camp

I. INTRODUCTION

ASEAN Economic Community (AEC) is very important for all member countries to achieve its objectives. Therefore, it is imperative to training human capital to be able to reap the benefit of the coming AEC. Higher educational institutions are very concerned that the faculty members of many universities of Thailand will not fully take advantages of this vital educational opportunity [1] [2]. These faculty members are an important human capital that must be trained in order to train other people such as staff and students to take full advantage of the coming AEC. English communication is important for Thai students and Thai faculty members. However, E-Learning is also an important technology of learning to be implemented to Thailand in order to take the advantage of new economic of ASEAN community. From this mindset, it is imperative that Thailand needs to improve the quality of education and the ability to understand E-Learning to catch up with ASEAN neighbors.

The improvement and development of knowledge of E-Learning technology will help Thai faculty members to enter the ASEAN market in the near future successfully [3]. The Centre for ASEAN Studies and Training was assigned to set up the ASEAN camp to train both faculty members to understand about the future of ASEAN community and to be able to take advantage of the single economic and big market in the near future. There are many benefits of implement E-Learning, For instance, it can be more cost and time effective to deliver to a big size classroom than traditional based classroom training. The web based learning of 700 hours might be condensed and be effective as 2,900 hours classroom learning or it is a huge cut of time and money [4]. This paper was aimed to focus on the level of satisfaction of activities of E-Learning set up by Centre of ASEAN Studies and Training in order to

use the findings to improve the future activities and understanding of E-Learning in the future.



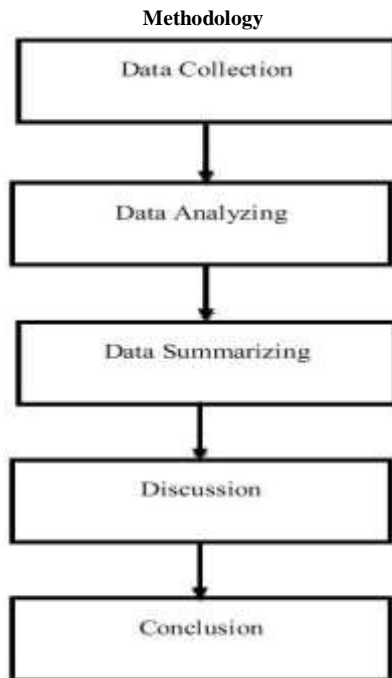
II. METHODOLOGY

The purpose of this study was to investigate the level of satisfaction of faculty and staff member from enrolling and participating in the ASEAN camp. The population of this study was all faculty and staff members of the sample for this study consisted of 145 respondents who participated in the ASEAN camp V in Thailand during summer of 2015. ASEAN camp at Kanchanaburi Province was chosen as a main area of study because it provided many ASEAN training and activities and therefore more demographic variety of samples would be obtained. The sample size of 145 respondents was determined by Taro Yamane table with a 0.05 level of significance [5]. Since there were

limited numbers of respondents, the number 145 was chosen. The data collation was done via an English questionnaire to elicit respondents' opinion. There are three parts of questionnaire. Part one is about the demographic information. Part two is about level of satisfaction in each activities and part three allows respondents to provide opinion, comment, and suggestions. The validity of each question in the questionnaire was tested using Item-Objective Congruency or IOC index [6]. Also, 15 respondents were used as a pilot study in order to find ways to improve each question and to get the result.

III. FINDINGS

The aims of the finding section in this research paper were to report sample characteristics and the main results of the data analysis used to answer the four research questions as well as the level of satisfaction from participating in the ASEAN camp. The sample group was 106 respondents. A demographic profile indicated that more female than male respondents were sampled with the ratio of 69:31. The staff group made up 75 percent of the sample population and the faculty group made up 23 percent, whereas, the management group was only 2 percent.



Training at ASEAN camp V.

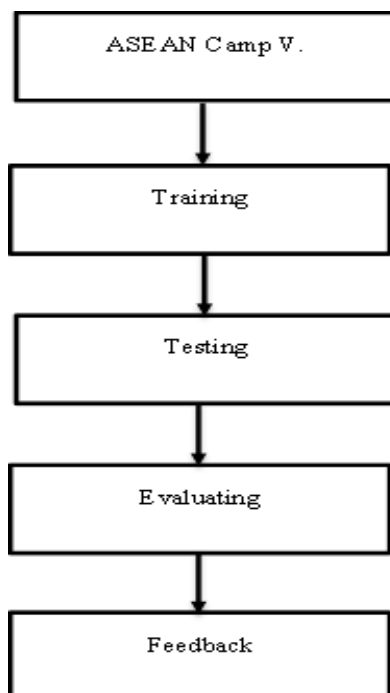
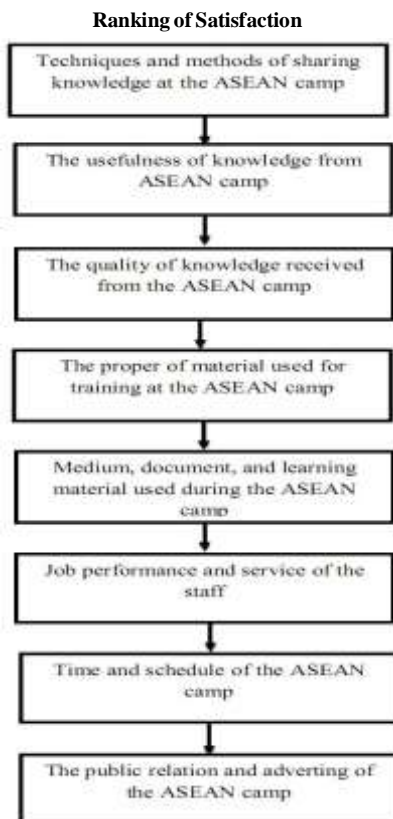


TABLE I
Level of Satisfaction

	<i>Mean</i>	<i>S.D.</i>	<i>Rank</i>
<i>Activities</i>			
1.The public relation and adverting of the ASEAN camp	3.35	.8140	8
2.The proper of material used for training at the ASEAN camp	4.56	.5916	4
3.Techniques and methods of sharing knowledge at the ASEAN camp	4.96	.5695	1
4.Medium, document, and learning material used during the ASEAN camp	4.52	.6869	5
5.Time and schedule of the ASEAN camp	4.34	0.7387	7
6.Job performance and service of the staff	4.44	0.6858	6
7. The quality of knowledge received from the ASEAN camp	4.75	0.6114	3
8.The usefulness of knowledge from ASEAN camp	4.84	0.8126	2
All categories	4.76	0.9987	

From TABLE I, the mean score can be used to rank the highest to the lowest concern as follows: 1) Techniques and methods of sharing knowledge at the ASEAN camp, 2) The usefulness of knowledge from ASEAN camp, 3) The quality of knowledge received from the ASEAN camp, 4) The proper of material used for training at the ASEAN camp, 5) Medium and document, and learning material used during the ASEAN camp, 6) Job performance and service of the staff 7) Time and schedule of the ASEAN camp, and 8) The public relation and adverting of the ASEAN camp. Also, the mean score of all categories is 4.16 with standard deviation of 0.6634 which indicated that the average level of satisfaction is high.

The major purpose of the finding section in this research paper were to report sample characteristics and the main results of the data analysis from the research questions as well as the level of satisfaction from evaluating the benefits of E-Learning at the ASEAN camp. A demographic profile indicated that more female than male faculty members at the camp and were sampled with a ratio of 75:25. In terms of education level, the Ph.D. group made up 12 percent of the sample population and the Master degree group made up 86 percent, whereas, the bachelor degree group was only 2 percent.



IV. LIMITATION AND FUTURE STUDIES

The main limitation of this paper came from sampling only 156 respondents of faculty members in one ASEAN camp which may not represent all the other participants in the other ASEAN camps. As a consequence, the findings may not be proper to generalize. Therefore, future research should use at least 400 respondents with random sampling to get more variety of people from all the camps. Also, future studies should cover not only the level of satisfaction in the benefits but also the reasons that participants were satisfied or were not satisfied with each benefits of E-Learning in each category.

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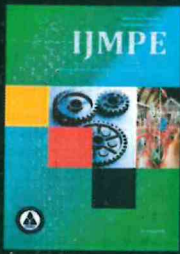
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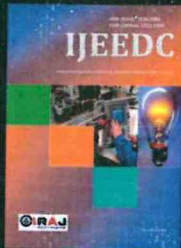
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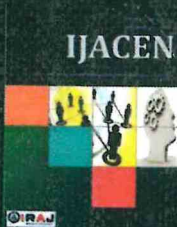
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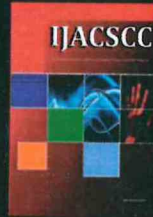


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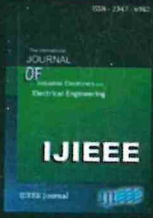


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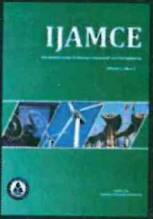


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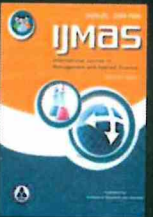
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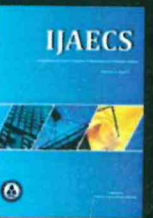
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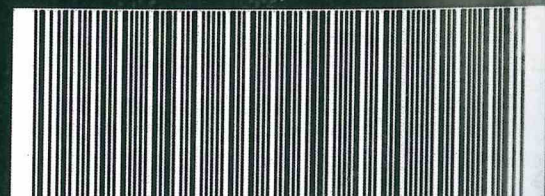
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