

SATISFACTION OF INTERNATIONAL STUDENTS WITH INTERNATIONAL  
GRADUATE PROGRAM OF MAHACHULALONGKORNRAJAVIDYALAYA  
UNIVERSITY

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**ABSTRACT**

The objectives of this research were 1) to study factor enhancing of international graduate program, 2) to study mean of program management, and 3) to study satisfaction on international graduate program of Mahachulalongkornrajavidyalaya University. This research was the quantitative approach to survey research and additional interviewing method. The population of this research was the 451 (Master and Doctor) international graduate students (international program) at Mahachulalongkornrajavidyalaya University. The samples group was 212 students. The tool for data collection was used by the questionnaire and the research findings analysis was used by the statistical software of social sciences. The statistics used the frequency, percentage, mean, standard deviation (S.D.) and Pearson's correlation coefficient For additional interviewing research through interview question from

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15 students and the data analysis was used by interview as the tool and then analyzed the data through the Content Analysis Technique.

The findings of this research as following:

1. Satisfaction on international graduate program of Mahachulalongkornrajavidyalaya University, by overall in 4 aspects; (1) success, (2) academic motivation, (3) ASEAN integrated model and, (4) Buddhist University model were at moderate level with the mean value at 3.37. Each aspect was also at the moderate level, from high to low levels as; Buddhist University model was at the moderate level with the mean value at 3.30, ASEAN integrated model was at the moderate level with the mean value at 3.28 and the academic motivation was at the moderate level with the mean value at 3.25 and success was at the moderate level with the mean value at 3.23 respectively.

2. Factors enhancing of international graduate program of Mahachulalongkornrajavidyalaya University, by overall in 3 aspects; academic standard, dormitory for foreign students and environment of the main campus were at moderate level with the mean value at 3.25. Each aspect was also at the moderate level, from high to low levels as; environment of the main campus was at moderate level with the mean value at 3.21, dormitory for foreign students was at the moderate level with the mean value at 3.16 and the academic standard was at the moderate level with the mean value at 3.11 respectively.

3. The means of program management that created international students' satisfaction, by overall in 5 aspects; management of the program, curriculum, learning system, facilities and program effectiveness were at the moderate level with the mean value at 3.27. Each aspect was also at moderate level, from high to low levels as; facilities were at moderate level with the mean value at 3.37, program effectiveness was at 3.33, management of the

program and learning system were at the same mean value at 3.14 and the curriculum was at the lowest level in the ranks at 3.10 respectively.

Findings from additional interviewing also revealed agreeable with the survey research that academic standard of program management were the most important factors affecting Buddhist academic studies.

**Keywords:** Satisfaction, Graduate Program, Mahachulalongkornrajavidyalaya University.

## 1. Introduction

The project of Mahachulalongkornrajavidyalaya University (MCU) is the highly educational institute for monks, novices, and laypeople. According to Boonton Dockthaisong from Mahachulalongkornrajavidyalaya press, presents the history of the foundation of the University: His Majesty King Rama V. The institution found by His majesty King Chulalongkorn (King Rama V), the Majesty the King Ramas had changed the name from Mahathatvidyalaya to Mahachulalongkornrajavidyalaya to be the place to study Phratritipitaka and higher academic for monk and Layman. The 57 Sangha committee, chair by Phrapimomdham, the chief abbot of Wat Mahathat had reached the consensus of operating the monks education as university.

The Thai government issued a Royal decree awarded by Mahachulalongkornrajavidyalaya university equal status to those awarded by state Universities. Thai Sangha institute to study the Tripitaka and higher academic for Buddhist monks and lay people, intent to educate people, conduct excellent academic research, development and integrated Buddhist knowledge to the various sciences for the development of university academic studies through Buddhist academic services both theoretically and practically for the balancing of sustainable development of human being, social and environment.

The Mahachulalongkornrajavidyalaya University executive committee had an audience with His Royal Highness Crown Prince Maha Vajiralongkorn and His Royal Highness granted and laid the foundation-stone of construction from Wat Mahathat and Wat Si Sudaram to the new main campus at Lam Sai Sub-district, Wang Noi district, Ayutthaya province.

Now, Mahachulalongkornrajavidyalaya University is offering Bachelor's degree, Master's degree and Doctor's degree in the following major subject as international graduate program: Bachelor, Master and Doctor. There are three faculties (international program) as the followings.

1. Faculty of Buddhism, as international Buddhist studies college (IBSC)
2. Faculty of social sciences
3. Faculty of humanities

## **2. Research objectives**

2.1 To study the level of satisfaction of international students with international graduate program of MCU.

2.2 To study the factors enhancing to satisfaction of international students.

2.3 To study the means of program management to create satisfaction of the international graduate program of MCU.

## **3. Methodology**

The researcher using by research method in this study was quantitative approach consisting of two parts; (a) survey research and (b) additional interviewing.

### **3.1 Population and sample**

Population = the population in this research is 451 international graduate students.

Sample = the sample group in this study has been calculated based on the Taro Yamane's formula as described with 212 students.

### **3.2 Data collection**

#### **a. Survey research**

(1) Collecting the data to analyze with statistic.

(2) Collecting the international student data of general information of respondents consists of student's gender, age level of education, faculty, academic year and home country by using (frequency and percentage) to analyze.

(3) Requested formal recommendation letters for consent from 5-thesis committee research to allow using, confirming and checking to questionnaire data before going to share to students.

(4) Requested formal recommendation letters under graduate school are: Dean of faculties of Buddhism (IBSC), Dean of humanity and Dean of social science to gather the data from international students.

(5) The level of agreement of the population and comparing the level of agreement of the population how satisfaction of international graduate program for international students in MCU by using (Mean), (standard deviation) and (Pearson's correlation) to analyze data.

#### **b. Additional interviewing**

(1) Collecting the data from interviews

(2) Collecting and taking the interview data for grouping with content information of using.

### **3.3 Data analysis**

#### **a. Survey research**

(1) The data concerning the general information of student participants were calculated and presented in frequency, percentage and descriptive statistics to explain the general data of the respond.

(2) The data gathered through the questionnaire were computed and analyzed with the help of statistical, which is used for statistical analysis in terms of mean, (S.D) and the statistically significant. This is to measure the perception of student satisfaction on international graduate program as academic studies.

b. Additional interviewing

(1) Bring the data from interview question to transcription and note the content.

(2) Data analysis from interview was used by the content analysis technique.

## 4. Results

### 4.1 Result of data analysis from survey research

#### 4.1.1 Result of data analysis on general personal information

According to result of data analysis on general personal information showed that most of respondents to answer as gender are male (Monks) = 195 students 92% and female (Nun or Bhikkhuni) are 17 students 8%.

Age, most of respondents to answer are between 20-25 years old is 12 students 5.7%, 26-31 years old is 68 students 32.1%, and over 32 is 132 students 62.3% respectively.

Level of education, most of respondents to answer are study in Master's degree program is 167 students 78.8% and Doctor's degree program is 45 students 21.2% respectively.

Faculty, most of respondents to answer are faculty of Buddhism, International Buddhist Studies College (IBSC) is 70 students 33.0%, faculty of Humanity is 121 students 57.1% and faculty of Social Science is 21 students 9.9% respectively.

Academic years, most of respondents to answer are 1<sup>st</sup> years and 2<sup>nd</sup> years of Master is 167 students 78.8% and 1<sup>st</sup> years and 2<sup>nd</sup> years of Doctor is 45 students 21.2% respectively.

Home country, most of respondents to answer are Myanmar is 129 students 60.8%, Vietnam is 36 students 17.0%, Cambodian is 14 students 6.6%, Bangladesh 17 students 8.0%, China and Tibetan are 13 students 6.1%, Russia is 2 students 0.9% and Australia is 1 student 0.5%.

#### 4.1.2 Result of data analysis on factor enhancing of international graduate program

The level of academic standard section is moderate level with means 3.10 ( $\bar{X} = 3.11$  and S.D = 0.833). Dormitory for foreign students is 3.15 ( $\bar{X} = 3.16$  = and S.D = 0.812). Environment of the main campus is 3.21 ( $\bar{X} = 3.21$  and S.D = 0.937). The level all Students agreement total level is 3.25 ( $\bar{X} = 3.25$  and S.D = 0.919) respectively.

#### 4.1.3 Result of data analysis on mean of program management

The level of management of program is 3.14 ( $\bar{X} = 3.14$  and S.D = 0.963). Curriculum is 3.10 ( $\bar{X} = 3.10$  = and S.D = 0.933). Learning system is 3.14 ( $\bar{X} = 3.14$  and S.D = 1.000), Facilities is 3.37 ( $\bar{X} = 3.37$  and S.D = 0.935), Program effectiveness is 3.33 ( $\bar{X} = 3.33$  and S.D = 0.883) and the level all student agreement is 3.27 ( $\bar{X} = 3.27$  and S.D = 0.902) respectively.

#### 4.1.4 Result of data analysis on satisfaction on international graduate program

The level of success is the moderate level with mean 3.23 ( $\bar{X} = 3.23$  and S.D = 0.890). Academic motivation is 3.25 ( $\bar{X} = 3.25$  and S.D = 0.866). ASEAN integrated model is 3.28 ( $\bar{X} = 3.28$  and S.D = 0.855). Buddhist university model is 3.30 ( $\bar{X} = 3.30$  and S.D = 0.845) and the level all of students agreement is 3.37 ( $\bar{X} = 3.37$  and S.D = 0.885) respectively.

## 4.2 Result of hypothesis testing

**a. Hypothesis 1:** There is a relationship between factor enhancing of international graduate program (X1) and satisfaction on international graduate program as following (Y).

Pearson's correlation coefficient (r) and p=value (sig.) between factor enhancing of international graduate program (X1) and satisfaction on international graduate program (Y)

|     |                     | Y1                 | Y2                 | Y3                 | Y4                 | Y                  |
|-----|---------------------|--------------------|--------------------|--------------------|--------------------|--------------------|
| X11 | Pearson Correlation | .906 <sup>**</sup> | .907 <sup>**</sup> | .894 <sup>**</sup> | .889 <sup>**</sup> | .870 <sup>**</sup> |
|     | Sig. (2-tailed)     | .000               | .000               | .000               | .000               | .000               |
| X12 | Pearson Correlation | .929 <sup>**</sup> | .929 <sup>**</sup> | .914 <sup>**</sup> | .907 <sup>**</sup> | .883 <sup>**</sup> |
|     | Sig. (2-tailed)     | .000               | .000               | .000               | .000               | .000               |
| X13 | Pearson Correlation | .942 <sup>**</sup> | .943 <sup>**</sup> | .930 <sup>**</sup> | .924 <sup>**</sup> | .920 <sup>**</sup> |
|     | Sig. (2-tailed)     | .000               | .000               | .000               | .000               | .000               |
| X1  | Pearson Correlation | .949 <sup>**</sup> | .954 <sup>**</sup> | .940 <sup>**</sup> | .938 <sup>**</sup> | .931 <sup>**</sup> |
|     | Sig. (2-tailed)     | .000               | .000               | .000               | .000               | .000               |

From table 4.8, It is founded that there is positive relationship between overall opinion on factor enhancing of international graduate program (X1) and overall opinion on satisfaction on international graduate program (Y)

**b. Hypothesis 2:** There is a relationship between mean of program management and satisfaction on international graduate program as following:  
Pearson's correlation coefficient (r) and p=value (sig.) between mean of program management (X2) and satisfaction on international graduate program (Y)



|     |                     | Y1     | Y2     | Y3     | Y4     | Y      |
|-----|---------------------|--------|--------|--------|--------|--------|
| X21 | Pearson Correlation | .913** | .905** | .895** | .891** | .893** |
|     | Sig. (2-tailed)     | .000   | .000   | .000   | .000   | .000   |
| X22 | Pearson Correlation | .873** | .882** | .872** | .874** | .876** |
|     | Sig. (2-tailed)     | .000   | .000   | .000   | .000   | .000   |
| X23 | Pearson Correlation | .939** | .934** | .924** | .921** | .905** |
|     | Sig. (2-tailed)     | .000   | .000   | .000   | .000   | .000   |
| X24 | Pearson Correlation | .932** | .928** | .940** | .947** | .959** |
|     | Sig. (2-tailed)     | .000   | .000   | .000   | .000   | .000   |
| X25 | Pearson Correlation | .943** | .938** | .952** | .960** | .953** |
|     | Sig. (2-tailed)     | .000   | .000   | .000   | .000   | .000   |
| X2  | Pearson Correlation | .975** | .974** | .983** | .975** | .942** |
|     | Sig. (2-tailed)     | .000   | .000   | .000   | .000   | .000   |

From table 4.9, It is founded that there is positive relationship between overall opinion on mean of program management (X2) and overall opinion on satisfaction on international graduate program (Y) Issue: X21

### 5.1 Conclusion

#### (1) General personal information of responds

The respondents are 212 students, most of respondents is male (monks) they are between of over 32 years old of them Master degree from Myanmar, study at the faculty of Humanity and Buddhism (IBSC).

(2) The level of opinion (agreement) on factor enhancing of international graduate program as follows.

The achieved outcomes in overall, in overall, outcomes was moderate level of academic standard ( $\bar{X} = 3.11$ , S.D = 0.833), dormitory for foreign students was moderate level ( $\bar{X} = 3.16$ , S.D = 0.812), and environment of the main campus was moderate level ( $\bar{X} = 3.21$ , S.D = .937) respectively.

(3) The level of opinion (agreement) on mean of program management as follows. The achieved outcomes of management of program

was moderate level as ( $\bar{X}$  = 3.14, S.D = 0.963), curriculum was moderate level as ( $\bar{X}$  = 3.10, S.D = 0.933), learning system was moderate level as ( $\bar{X}$  = 3.14, S.D = 1.0000), facilities was moderate level as ( $\bar{X}$  = 3.37, S.D = 0.935), and program effectiveness was moderate level as ( $\bar{X}$  = 3.33, S.D = 0.883).

(4) The level of opinion (agreement) on satisfaction on international graduate program as follows. Data analysis from student respondents of data outcome; success was moderate level as ( $\bar{X}$  = 3.23, S.D = 0.890), academic motivation was moderate level as ( $\bar{X}$  = 3.25, S.D = 0.866), ASEAN integrated model was moderate level as ( $\bar{X}$  = 3.28, S.D = 0.855), and Buddhist university model was moderate level as ( $\bar{X}$  = 3.30, S.D = 0.845).

#### 5.4 Further research

(1) Next research should have to compare the academic satisfaction between Mahachulalongkornrajavidyalaya university with Chulalongkorn University in Buddhist studies.

(3) It should have the study of environment factors toward Buddhists educational administration to the world of Mahachulalongkornrajavidyalaya university policy.

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