

## Abstract

Research Title : Development of Academic Administration Process of the Basic Education Schools  
based on the Quality Management Concept

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Year : 2012

The objectives of the research, entitled the development of academic administration process of the basic education schools based on the quality management concept, are: to design the academic administration process of the basic education schools; to examine the appropriateness of the process; to accomplish the corresponding work manuals; and to evaluate the satisfaction level of the process deployment. This study is an action research. The research informants can be categorized into three groups. The first group, comprising totally 28 school administrators and teachers, provides the information of the academic administration situation and needs people. The second group, including totally 14 school administrators, examines the appropriateness of the designed process. The last group; consisting of totally 56 school administrators, academic administration staff, and teachers; assesses the level of satisfaction in the process deployment. The research tools are the process appropriateness evaluation form, the satisfaction evaluation form, and the small group discussion record form. Data analysis has two main methods statistical tools, and content analysis. Statistical tools are means and standard deviation.

The research results are:

- 1 The academic administration process is composed of two main process: the academic administration operational process (value creation process), and the academic administration quality development process (supporting process). The academic administration operational process includes academic planning process, curriculum development process, promotion and development of learning media and resources process, learning management development process, learning evaluation and record transfer process, and education research process. The academic administration quality development process comprises educational supervision process, counseling process, quality and standard development process, and community support process. Each sub-

process details the work procedures (categorized as phases in the PDCA cycle), activities, and quality indicators.

2 The academic administration process as well as the work manuals are assessed unanimately to be appropriate to be deployed in the basic education schools. The process deployment is satisfied by the users at the high level in both overall and construct perspectives.