

Abstract

Research Title: The Management Planning and Policy at Secondary

Demonstration School of Suansunandha Rajabhat University.

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The satisfaction study of the management plan and quality assurance at the Secondary School of Suansunandha Rajabhat University aimed to study the satisfaction of the management plan and quality assurance program at the Secondary School of Suansunandha Rajabhat University in each aspect, include: the planning and quality assurance, information services, the approval of project/activity, the tracking and compile of the project/activity, the quality inside and out assessment and the clarification of the Planning and Quality Assurance Division, and the overall. The sampler were administrator, instructor and staff of 74 people, with a simple random sampling. The statistical analysis used in this study were percentage, average, and standard deviation.

The study found that: the satisfaction of the administrator, instructor and staff to the management plan and the quality assurance in the overall are high. The most average is the quality inside and out assessment aspect. The second is the tracking and compile the project/activity aspect, and the quality assurance aspect, respectively. By considered separately on each aspect, with the following results.

In the plan and quality assurance system aspect found that the satisfaction with the plans and quality assurance system is high. By an item, the educational standards of the school is most average. The second is the preparation and implementation of the educational development plan, and the preparation of the annual report of the internal quality assessment report, respectively.

In the information aspect found that: the satisfaction of information service aspect is high. By an item, the path to protect approval is the most average. The second is the form of the project aspect, and the resources and budget for the project aspect, respectively.

The project/activity approval aspect found that: the satisfaction of the project/activity approval aspect in overall is high. By an item, the project/activity tracking in each quarter is the most average. The second is the duration of the project approval route aspect, and the form and details checking of the project/activity aspect, respectively.

Keywords: plan and quality/satisfaction.