



## **Student's Opinions Towards Curriculum Services and Fees of Mahidol University International College (MUIC)**

Randa Rujichinnawong\*

### **Abstract**

Purpose of this research was to study the opinions of Mahidol University International College's students on the educational service provision that the fee is charged per session including Library fee, Health care fee, and Student Club fee. Sample questionnaires were used from 607 students in all classes, years and all programs in the year 2018. It was found that 88.80% used library services an average of two times a week, 50.10 % used health services, 74.30% attended Student's Club's activities, 49.60% participated in sport's activities and 45.10% used sport services most often once a month. In terms of emphasizing on the service of education, it appears that the students have a medium level of prioritizing and ranked first on library services, followed by health services while sports and student clubs, students prioritized low level of emphasizing and ranked final

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for the importance of the student club. Concerning the opinions on study fee, 73% of students said that if the fees will be increased, it should be increased in 5 years at the rate of 10%. Results from the comparison of students' opinions by gender, year of studying and programs, it was found that male students were more focused on sports and student clubs than female students. Female students pay more attention to library services and health services than male students. Students of the Bachelor of Arts program provide the opinion that the ability to pay for education fees to library services is significantly higher than that of other courses at .05 level. However, for health services, sports and student clubs, it was found that there was no significant difference at .05 level in the opinions of the students of every programs.

**Keywords :** Education services; Academic fees



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### บทคัดย่อ

การวิจัยครั้งนี้มีวัตถุประสงค์เพื่อศึกษาความคิดเห็นของนักศึกษา วิทยาลัยนานาชาติมหาวิทยาลัยมหิดลที่มีต่อการจัดบริการการศึกษา ที่มีการเก็บค่าธรรมเนียมการศึกษาเป็นรายภาคการศึกษา ได้แก่ ค่าบำรุงห้องสมุด ค่าบำรุงสุขภาพ ค่าบำรุงกีฬา และค่าบำรุงสมอส่วนนักศึกษา โดยใช้แบบสอบถามกลุ่มตัวอย่างซึ่งเป็นนักศึกษาทุกชั้นปี และทุก หลักสูตร ในปีการศึกษา 2561 จำนวน 607 คน ผลการวิจัยพบว่า นักศึกษา ร้อยละ 88.80 ใช้บริการห้องสมุดโดยใช้บริการเฉลี่ยสัปดาห์ละสองครั้ง ร้อยละ 50.10 ใช้บริการสุขภาพ ร้อยละ 74.30 ได้เคยเข้าร่วมกิจกรรม ของสมอส่วนนักศึกษา ร้อยละ 49.60 เคยเข้าร่วมกิจกรรมกีฬา และร้อยละ 45.10 ใช้บริการด้านกีฬาโดยใช้บริการนิ่มมากที่สุด คือ เดือนละครั้ง สำหรับ การให้ความสำคัญต่อการบริการการศึกษานั้น ปรากฏว่า นักศึกษาได้ให้ ความสำคัญในระดับปานกลางและจัดลำดับความสำคัญของการบริการ ห้องสมุดเป็นลำดับ 1 รองลงมาคือ บริการสุขภาพ ส่วนกีฬาและสมอส่วน

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นักศึกษานั้น นักศึกษาได้ให้ความสำคัญอยู่ในระดับน้อย และจัดลำดับความสำคัญของสมโนsurนักศึกษาเป็นลำดับสุดท้าย ส่วนความคิดเห็นที่มีต่อค่าธรรมเนียมการศึกษานั้น นักศึกษาร้อยละ 73 เห็นว่าถ้าหากมีการปรับเพิ่มค่าธรรมเนียมความคิดปรับเพิ่มในระยะ 5 ปี ควรปรับเพิ่มได้ในอัตราร้อยละ 10 ผลการเปรียบเทียบความคิดเห็นของนักศึกษาจำแนกตามเพศระดับชั้นปีที่ และหลักสูตรพบว่า นักศึกษาชายได้ให้ความสำคัญต่อการบริการกีฬาและสมโนsurนักศึกษามากกว่านักศึกษาหญิง และนักศึกษาหญิงได้ให้ความสำคัญต่อการบริการห้องสมุดและการบริการสุขภาพมากกว่า นักศึกษาชาย ส่วนนักศึกษาหลักสูตรศิลปศาสตรบัณฑิต ให้ความคิดเห็นต่อความสามารถในการจ่ายค่าธรรมเนียมการศึกษาต่อการบริการห้องสมุดได้มากกว่าหลักสูตรอื่นอย่างมีนัยสำคัญที่ระดับ .05 แต่สำหรับด้านการบริการสุขภาพ กีฬา และสมโนsurนักศึกษา พบร่วมกับความคิดเห็นของนักศึกษาในทุกหลักสูตรไม่มีความแตกต่างอย่างมีนัยสำคัญที่ระดับ .05

**คำสำคัญ** : บริการการศึกษา, ค่าธรรมเนียมการศึกษา



## **Student's Opinions Towards Curriculum Services and Fees of Mahidol University International College (MUIC)**

Randa Rujichinnawong\*

### **Introduction**

Mahidol University is a public higher education institution. It is committed to developing learners into good people with knowledge, skills and expertise in each field, creating good people, having virtue and being able to live happily in the society, being a person who is determined to learn and develop themselves at all times to bring knowledge into the power of the development for the benefit of the society and the nation according to the resolution "Wisdom of the Land" (Mahidol University, 2015). Thus, Mahidol University is not only responsible for the progress of the students, but also includes the development of students relating to physical, emotional, social and psychological matters. The development of students at the university has many factors such as curriculum, student activities, and management of educational services. In terms of the development of students in various fields, the university has provided services that

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support and promote student development including library services, health services and student activities. These services mentioned above are important to the students; library service is a service that promotes teaching since the library recognized as the center of all academic for study and research, seek self-knowledge, encourage themselves in reading and using their free time (Preeyaporn, 1992). Regarding health services provided by the university to help reduce the anxiety and illness of students, most of them have a greater burden of treatment than protection (Vallapa, 1987). For student activities, most of which are sports activities and student clubs, the university provides opportunities for students to show their ability to make decisions, to work, to adjust their personality, and to be a leader and a good follower in the society (Vallapa, 1987).

Educational services provision as mentioned above, the university receives a government budget and at the same time, revenues collected from the tuition fees. Especially the income earned from this study fee, the university managed to support student services directly, including library services, health services, sports and student clubs. Therefore, the researcher thought that the study of students' opinions on educational services and educational fees of Mahidol University International College is very important to study as it will make us aware of service using, activities participation, the emphasizing and ability to pay the fees, as well as comments on fees increasing towards various services. The information gained will be used as a guideline for planning and improving the management of



the services and determining the fees charged for those services appropriately and comply with the needs of the students which will affect the efficiency of the study and develop the students to be the quality graduates according to the intentions of the university.

## **Methodology**

Descriptive Research Method and Survey Research were conducted in order to study the students' opinions towards curriculum services and educational fees of Mahidol University International College. In addition, comparative study of students' opinions on educational services and fees of Mahidol University International College classified by gender, year class and programs was conducted. Data was collected using the questionnaires from Mahidol University International College students who are currently studying at the bachelor degree level and registering at the third semester of academic year 2017-2018 and determining the sample size according to the Yamane table at 95% (Utumporn, 1987). Sample size received was 607 students in total.

For sampling, stratified sampling and proportional sampling were used based on gender, year class and programs. Simple sampling method was used after that.

About the study of educational services and educational fees, the researcher has set framework of study consisting of educational

services determined by the university in each semester including library fee, health services fee, student club fee, and sports fee by studying the opinions about service using or activities participation, the importance of service, and the ability to pay educational fees.

The questionnaires developed by the researcher was conducted as a research tool which was divided into 5 sections.

Section 1 is the questionnaires about student general information

Section 2 is the questionnaires about using library services, health service, attending sports and student club

Section 3 is the questionnaires about the importance of various services which is a 4-level valuation scale: 1 = not important, 2 = less important, 3 = important moderately, 4 = very important

Section 4 is the questionnaires that was divided into 2 parts; Part 1 is the questions about the ability to pay tuition fees which is a 3-level valuation scale; 1 = ability to pay but with difficulty, 2 = ability to pay with some difficulties, 3 = ability to pay without any difficulties. Part 2 is the questions about the opinions on the increase of educational fees.

For the statistical analysis of the questionnaire, Frequency, Percentage, Mean, t-test, f-test and the statistical test of the difference of Mean by Scheffe Method were used (Prakong, 1985)



## Result

From the study of a total of 607 samples, male students are 37.90% and female students are 62.10%. All students in all year classes were similar in number and ranked the highest in the Bachelor of Business Administration (48.90%). Bachelor of Science (19.90%) and Bachelor of Arts (21.5%). Students receive the most of monthly expense of 10,000 baht (45.30%), followed by 10,001-20,000 baht (43.30%) and 20,001-30,000 baht (7.70%), respectively. In addition, occupation of the parents or the adoptive parent of most students own private business (70%), parents or adoptive parent (33.30%) had a monthly income of over 120,000 Baht.

According to the study of students' opinion on the service, 88.80% of the students use the library twice a week. Most of them borrow books and other materials and mostly use library service of Mahidol University International College. For health service using, 50.10% use health services to treat their illnesses. For attending the student club, 74.30% had participated in the activities organized by the Student Club such as the annual ceremony of welcoming new students, Wai Kru ceremony. Regarding the participation in sport activities, 49.60% participated in these activities such as "Freshy Sports". For sports services, 45.10% of the students use this service mostly once a month.

In terms of emphasizing on educational service, it was found that the students place emphasis moderately includes library services (average 3.31) and health services (average 2.76). For sports and Student Club, they place less emphasis level with the average of 1.96 and 1.94 respectively. When considering the ranking of importance from the average, it was found that library service was ranked No.1, followed by No.2 health service, and No.3 sports while the student club was ranked the last one.

Students give their opinions on the ability to pay educational fee in the level that can be paid but somewhat difficulties. For the opinions on educational fee increasing, students commented that it should be done within 5 years for 73%, within 3 years for 17.80% and within a year for 9.20%. Students who gave their opinions that educational fee should be adjusted, thought that it should be 10% increasing.

For the comparison of the students' opinions towards the management of educational services and educational fees classified by gender, year class, and programs, it was found that male and female students have opinions towards the importance of sports and student clubs which were statistically significant differences at .05 level; male students give more importance to sports services and student clubs than female students and female students place more emphasis on library services and health services than male students. As for students at different year class, it was found that students of every year class had opinions towards the importance of library



services, sports, and student club that there was no significant difference at .05 level.

Concerning the students who study different programs, it was found that students studying in the Bachelor of Arts Program gave their opinions on the ability to pay tuition fees and on library services more than any other programs with a significant difference at .05 level. But for the opinions of the students towards health service, sports and student clubs, it was found that there was no significant difference at .05 level.

## **Discussion**

Results from the study of students' opinions towards the management of educational services and educational fees of Mahidol University International College, it was found that students used the library service the most and ranked number 1 which is consistent with the study of Jiraphan (1995) who studied the use of library services of undergraduate students at Chiang Mai University, it was found that most students have the opinion that library is important to education. This is because studying in the higher education encourages students to learn self-study by searching for knowledge from books, journals and other related documents. Library services are therefore important for university-level learning.

In terms of the lowest education service that 45.1% of the students use, is the student activities service, this may be because students are young and healthy. In addition, from the study of Wilaiwaj

and Samreung (1980), it was found that most college students in Khon Kaen University are in good health. However, even if the student is using amount of sports activities the least, but the students have given importance to health services as No. 2. which is closely related to the study of Pongphan (1978) who studied the services provided for Khon Kaen University students, it was found that students rated health service as No. 1.

For educational services that students focused on as a final sequence was the student club which was consistent with the study of Pongphan (1978) who found that the students ranked the importance of the services related to student activity as final sequence. This may be because the student activity or the student club is an activity organized by students, anyone can participate voluntarily and not related to any score or credits. From the study of Ampaiwan (1987) and Pannee etal. (Mor.Por.Por), it was found that students had no time to participate and there are no interesting activities.

Regarding the opinions of students on the ability to pay the educational fees, they can pay it with some difficulties as most of the samples come from families whose parents own private businesses and earn more than 120,000 baht, so they are able to pay for the fees. As such, the university should thoroughly study the conditions of each type of fees in order to set the fees properly or may set a service fee for specific users. Furthermore, a model of educational services should be developed to modernize and meet the needs of students.



## **Suggestions**

1. From the studying, it was found that the students rated at the lowest and final level to the Student Club, in spite of the fact that the Student Club is an activity organized by the student body to provide them with personal, emotional, social and academic experiences and students can participate voluntarily. Therefore, Mahidol University International College should study process to develop student activities or student clubs to meet their needs and interests including a campaign to encourage students to realize the importance of such activities and attend more activities.

2. Since this study does not cover the students' satisfaction on various services, therefore, the satisfaction of the students towards the services held by the university should be studied including study the problems and obstacles in the operation of the workers in order to be informed and guided to improve and develop services to be effective and truly meet the needs of the students.

However, in this study, there are suggestions to improve the services as follows.

2.1 Library service - the library should provide more and more modern books.

2.2 Health service - should improve health services, should have adequate medication and doctor should be regularly scheduled.

2.3 Sports – students should be guided and encouraged to play more sports.

2.4 Student Club - There should have the control over the disbursement system and report the spending of student clubs to let the students know. Furthermore, activities that benefit the students as a whole should be held.

3. In this study, although students commented that their ability to pay tuition fees was somewhat distressing and that the fee increase should be increased by 10%, the university should carefully consider service conditions in each category as a guideline for setting appropriate fee for each type of service, or may impose a service fee for a particular user.

4. Educational services format should be developed to be modern as well as monitoring and evaluating of educational services provided should be conducted continuously and systematically.

**Table 1** General information of students

	General information of students	Number (n=607)	Percentage
1.	Gender		
	1. Male	230	37.90
	2. Female	377	62.10
2.	Year Class		
	1. Freshy	377	62.10
	2. 2 <sup>nd</sup> Year (Sophomore)	85	14.00
	3. 3 <sup>rd</sup> Year (Junior)	78	12.90
	4. 4 <sup>th</sup> Year (Senior)	67	11



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	General information of students	Number (n=607)	Percentage
3.	Programs		
	1. Bachelor of Business Administration (BBA)	297	48.90
	2. Bachelor of Fine Arts (FAA)	22	3.60
	3. Bachelor of Science (SCI)	121	19.90
	4. Bachelor of Arts (CU, SS)	81	13.30
	5. Bachelor of Management (THM)	42	6.90
	6. Bachelor of Communication Arts (MC)	44	7.20
4.	Parent's occupation or adoptive parent		
	1. Government Service Officials	56	9.20
	2. State Enterprise employees	61	10
	3. Private business	425	70
	4. Private Company employees	39	6.40
	5. General hire occupation and others	26	4.90
5.	Income of parents and patron		
	1. Lower than 50,000 Baht	84	13.80
	2. 50,001 – 80,000 Baht	166	27.30
	3. 80,001 – 120,000 Baht	155	25.50
	4. Over 120,000 Baht	202	33.30
6.	Student's monthly expenses		
	1. Lower than 10,000 Baht	275	45.30
	2. 10,000 – 20,000 Baht	263	43.30
	3. 20,001 – 30,000 Baht	47	7.70
	4. 30,001 – 40,000 Baht	9	1.50
	5. Over 40,000 Baht	13	2.10

Table 2 Number and percentage of students using the service or attending in educational services

Educational Services	Use the Service / Attend		Did not use the service/did not attend	
	Number	Percentage	Number	Percentage
1. Library service	539	88.80	68	11.20
2. Health service	304	50.10	303	49.90
3. Activities organized by Student Club	451	74.30	156	25.70
4. Sport Events	301	49.60	306	50.40
5. Sports activities	274	45.10	333	54.90

Table 3 Students' opinions towards the importance and ranking the importance of educational services

Educational Services	Average	S.D.	Level	Ranking
1. Library service	3.31	0.96	moderate	1
2. Health service	2.76	0.94	moderate	2
3. Sports	1.96	0.88	few	3
4. Student Club	1.94	1.04	few	4



Table 4 Student opinion towards the ability to pay the tuition fees, increasing fees, and the increasing rates.

Educational services		Number	Percentage
1.	Ability to pay tuition fees.	(n=607)	
	1. Able to pay but with difficulties	125	20.60
	2. Able to pay with some difficulties	290	47.80
	3. Able to pay without difficulties	192	31.60
2.	Fee increasing	(n=607)	
	1. Should be increased in 1 year	56	9.20
	2. Should be increased in 3 year	108	17.80
	3. Should be increased in 5 year	443	73.00
3.	Increase rate		
	Should be increased in 1 year	(n=56)	
	1. 2 percent	42	6.90
	2. 3 percent	4	0.70
	3. 4 percent	1	0.20
	4. 5 percent	4	0.70
	5. Others	5	0.80

Educational services		Number	Percentage
Should be increased in 3 years (n=108)			
1. 6 percent		77	12.70
2. 7 percent		16	2.60
3. 8 percent		4	0.70
4. 9 percent		0	0
5. Others		11	1.80
Should be increased in 5 year (n=443)			
1. 10 percent		289	47.60
2. 11 percent		2	0.30
3. 12 percent		4	0.70
4. 13 percent		19	3.10
5. Others		129	21.30

Table 5 Comparison of the opinions of students towards the importance of educational services classified by gender

Educational services	Male		Female		t- Value
	Average	S.D.	Average	S.D.	
1. Library service	3.10	1.11	3.44	0.83	-4.053*
2. Health service	2.61	1.01	2.86	0.88	-3.023*
3. Sports	2.13	0.92	1.86	0.84	3.746*
4. Student club	2.14	1.11	1.82	0.97	3.544*

\*P <.05



**Table 6** Comparison on the opinions of students towards the importance of educational services classified by level of year class

Educational services	Freshy		2 <sup>nd</sup> year student		3 <sup>rd</sup> year student		4 <sup>th</sup> year student		f- Value
	Average	S.D.	Average	S.D.	Average	S.D.	Average	S.D.	
1. Library service	3.26	0.95	3.50	0.83	3.33	0.98	3.32	1.11	1.463
2. Health Service	2.78	0.98	2.70	0.89	2.71	0.91	2.83	0.75	.796
3. Sports	2.00	0.89	1.82	0.84	1.85	0.83	2.10	0.93	.136
4. Student Club	1.96	1.06	1.96	1.00	2.08	1.10	1.73	0.89	.224

\*P < .05

Table 7 Comparison of students' opinions on their ability to pay tuition fees classified by programs

Educational services	BBA		FAA		SCI		CU, SS		THM		MC		f-Value
	Average	S.D.											
1. Library service	3.28	0.94	3.31	0.89	3.38	0.99	3.58	0.72	3.14	1.09	2.97	1.15	2.767*
2. Health service	2.73	0.96	2.95	0.95	2.88	0.89	2.71	0.91	2.71	0.89	2.72	1.04	.695
3. Sport	2.00	0.90	1.86	0.99	1.90	0.83	1.90	0.84	1.88	0.91	2.20	0.90	1.082
4. Student club	1.97	1.08	1.86	0.88	1.83	0.90	1.80	0.95	2.26	1.16	2.09	1.15	1.605

\*P < .05



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