



The Learning Support Factors Affecting Learning Efficiency in the Bachelor of Public Administration Programme in Thailand.

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Abstract.

This research analyses the learning support factor affecting learning efficiency in the Bachelor of Public Administration programme in Thailand. Factors include learning environments, learning media and learning efficiency. The study recruited 205 Thai students in Ayutthaya province. The MIMIC model was applied. The findings show that learning efficiency of the Bachelor of Public Administration Programme is a perfect fit with empirical data. The provision of teaching efficiency for the public administration programme is learning through a variety of media.

Keywords: Learning Support, Learning Media, Learning Efficiency.

1. Introduction

Higher education needs to do more to prepare and produce high quality learners ready for the labour market. In this technological era, educators use digital resources to improve learning approaches and to support the learner, preparing them to become high-quality employees ready for the labour market. Companies require high-quality persons; therefore, it is the responsibility of the Thai government to develop world-class higher education.

In 2014, the Thailand education ministry used an internal quality assurance system for universities. The internal quality assurance system (IQA) is divided into six parts, 1) monitoring, 2) graduates, 3) students, 4) teachers, 5) curriculum and 6) learning support. Within administering the curriculum, there is the important factor of learning support, which consists of the environments and facilities. That is, the classrooms, laboratories, research laboratories, teaching and learning facilities, libraries, information technology services, computers and Wi-Fi, that encourages students to learn with effectively and efficiently. These factors influence the students' ability to meet the learning standards required by the national higher education qualifications. Both the students and teachers need to be satisfied with the learning support provided.



Learning support is a learning environment and the information technology provided by the local university. This study focused on Ayutthaya province, which is near Thailand's capital city, Bangkok. Therefore, it is appropriate to analyse the factors that influence the learning efficiency of students in the university, the results of which can be a guideline to improve the IQA within the university.

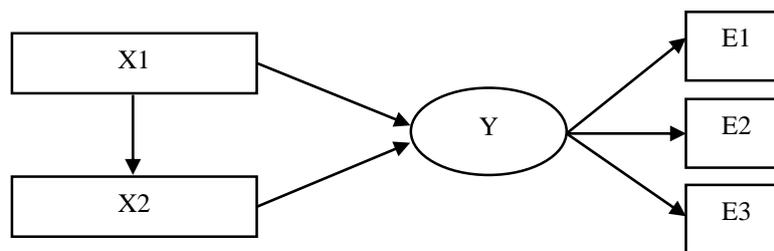
2. Research Questions

2.1 What is the relationship between the learning environment, information technology and learning efficiency?

2.2 What effect does the learning environment and information technology have upon learning efficiency in the Bachelor of Public Administration Programme at the university in Ayutthaya province?

Based on the research question and a review of the literature the following hypothesis model was constructed.

Figure 1. The hypothesis model.



X1	represents	Learning Environment
X2	represents	Information Technology
Y	represents	Learning Efficiency
E1	represents	Knowledge of students
E2	represents	Skills of students
E3	represents	Behaviour of students



3. Methodology

This study used the quantitative methodology to collect data from 205 Thai students enrolled in a Bachelor of Public Administration Programme in Ayutthaya province. The reliability of Likert-scale score found that at 0.90 as well as it was an excellent questionnaire (George & Mallery, 2010:231). The data was collected online using Google forms. The statistical analysis of data used the MIMIC technical model.

4. Finding

The result was divided into three parts.

4.1 Basic information of respondent.

Table 1. Overview respondents.

Data	Frequency	Percentage
Gender		
Male	75	36.6
Female	130	63.4
Total	205	100.0
Class of position		
Year 1	64	31.2
Year 2	52	25.4
Year 3	64	31.2
Year 4	25	12.2
Total	205	100.0

The finding shows that the majority of the respondents were female, and were most likely to be in either their first or third year of university

4.2 What is the relationship between the learning environment, information technology and learning efficiency?

Table 2. The relationship between the learning environment, information technology and learning efficiency.

Variable	Learning environment	Information technology	Learning efficiency
Learning environment	1	.613**	.520**
Information technology	.613**	1	.537**
Learning efficiency	.520**	.537**	1

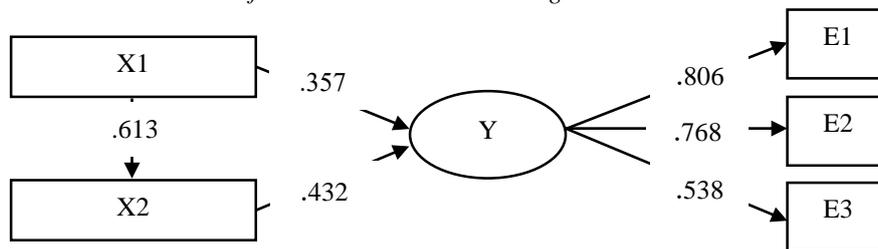
** . Significant at the 0.01

The results presented in Table 2 indicate that the relationship between variables ranged between 0.520 and 0.613. It is a neutral relationship.



4.3 What effect does the learning environment and information technology have upon learning efficiency in the Bachelor of Public Administration Programme of the university in Ayutthaya province?

Figure 2. MIMIC model of the Learning Support Factor Affecting Learning Efficiency in the Bachelor of Public Administration Programme.



Chi-Square = 0.94, Chi-Square/df = 0.31, df = 3, p-value = 0.81,
 RMSEA = 0.00, CFI = 1.00, TLI = 1.00, SRMR = 0.05

Table 3. Fit index of Structure model.

Indexes	X ²	X ² /df	RMSEA	CFI	TLI	SRMR
Acceptable	> 0.5	<2	<0.05	>0.95	>0.95	<0.10
Calculated	0.81	0.31	0.00	1.00	1.00	0.05
Result	Fit	Fit	Fit	Fit	Fit	Fit

Table 4. The direct effect and indirect effect.

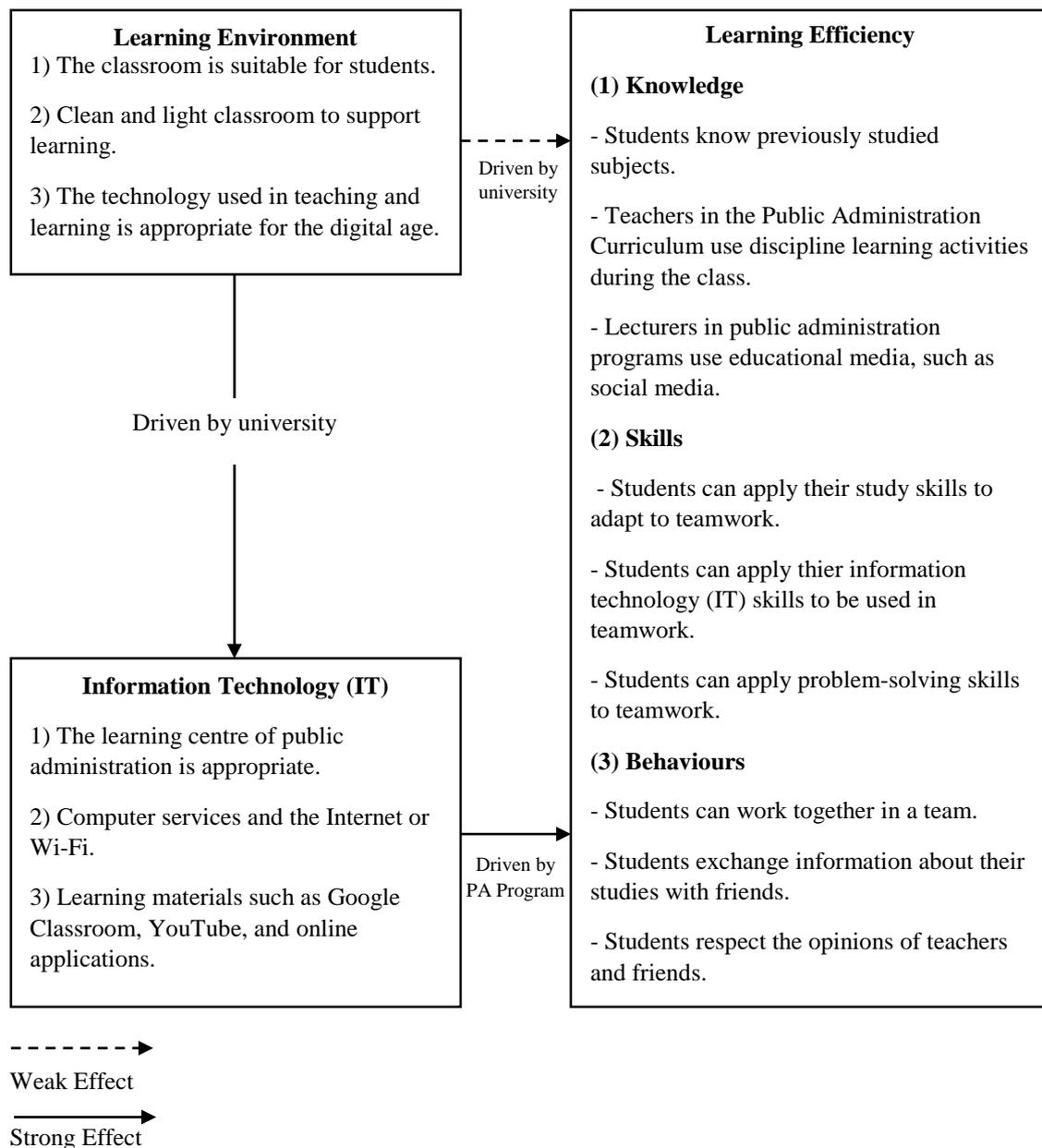
Variable	Information Technology			Learning Efficiency		
	DE	IE	TE	DE	IE	TE
Learning Environment	0.613	-	0.613	0.357	0.265	0.622
Information Technology	-	-	-	0.432	-	0.432

DE mean Direct Effect, IE mean Indirect Effect, TE mean Total Effect



The research results can be summarised in a model where the factors relate to the learning efficiency of the Bachelor of Public Administration Programme as follows:

Figure 3. The final model.





5. Discussion and Conclusion

Based on the research finding, information support factors have a significant influence upon student learning. The support provided by the Public Administration Department has a greater effect upon the efficiency of students' learning than the supporting environmental factors in the university. The analysis of the confirmatory factors of learners' learning efficiency found that the importance of the knowledge and skills factors to be high. Which can be discussed that students in public administration programme, when promoting learning through information media can improve learning efficiency. According to Sidana and Sarin (2017:747), information and communication technology has a high level of efficiency in automation, optimisation, knowledge sharing and easy access to information. It is very useful for developing educational skills; and may significantly increase academic performance compared to not using technology (Mohammed and Abdulghani, 2017:84). According to a survey conducted by Kemp in January 2020, the number of Thai people accessing the internet in Thailand has risen from over 52 million to nearly 69 million. Developing the online education system is the new hope for university teachers. The benefits of information technology for higher education are that it promotes knowledge, skills and behaviour that support smart humans entering the global labour market.

In summary, this research confirms that students will improve their learning efficiency by using technological media. The Thai government should support learning efficiency for all students by providing information technology at all levels of the education system. This will improve students' educational achievement and develop their skills needed for working with colleagues in the future.

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