

# Satisfaction of Students Affair Services of Guangxi University of Finance and Economics.

Huang Tengqing\*, Pong Horadal\*\*, Sombat Teekasap\*\*\*, and Zhong Yu\*\*\*\*

\*Bansomdejchaopraya Rajabhat and University and Guangxi University of Finance and Economics

\*\*.\*Bansomdejchaopraya Rajabhat University

\*\*\*\*Nanning College for Vocational Technology

Corresponding Author: Pong Horadal

E-mail: horadalpong@gmail.com.

## Research Articles

Article receipt date: 2 February 2024 Article revision date: 21 March 2024 Article acceptance date: 22 March 2024

## Abstract

The research objectives are 1) to study the level of student's affair services satisfaction, and 2) to propose suggestions for student's affair services of Guangxi University of Finance and Economics. Service satisfaction of student affairs services consist of five aspects, including services, conducts a total of 452 questionnaire surveys from 452 in the school in the school to recover 455 valid questionnaires; the reliability of the calculated questionnaire is 0.8.

The research results are 1) The satisfaction of students' professionalism of school logistics services (M = 4.07, S.D. = 0.95). The lowest is that students believe that the school attaches great importance to logistics services, and the score (M = 3.71) is the lowest. 2) Suggestions for student affairs are: 1. Improving dormitory facilities maintenance, 2. Improving the quality of cafeteria food and choices variety, 3. Improving hot water supply, 4. Improve physical facilities and increase extracurricular activity spaces, and 5. Enhancing medical staff's capabilities and facilities.

**Keywords:** Students Affair Service, Student Satisfaction.

## Introduction

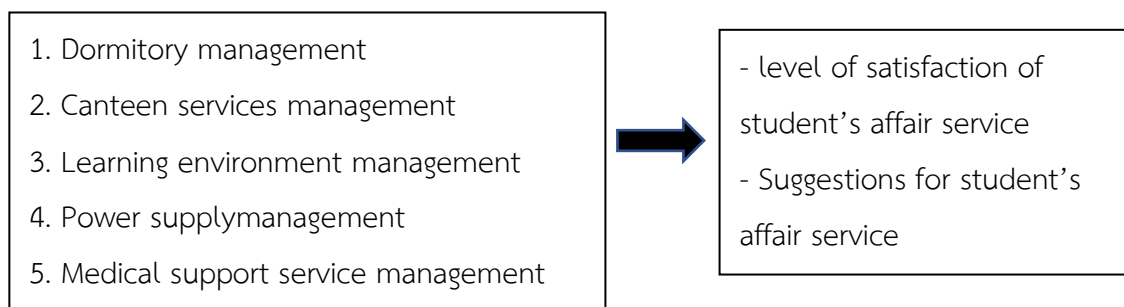
Student affairs services have increasingly important roles in colleges and universities and become an indispensable function of school management. Guangxi University of Finance and Economics has faced many problems and challenges for student affairs services. In this context, this study aims to understand the existing problems and try to propose appropriate directions of the students' affairs services in Guangxi University of Finance and Economics using theoretical and practical approached.

At present, Guangxi University of Finance and Economics has made some attempts to establish a one-stop student affairs service hall and achieved some successful remarks. However, from student opinion survey, many students still have reservations and voice in certain opinions such as degree of services attention, incomprehensive content integration services, staff allocation, inter-unit cooperation, service skill, and working platforms. This research, therefore, will focus on services status and further improvement on student affairs work of Guangxi Institute of Finance and Economics.

## Objectives

1. To study the level of satisfaction of student's affair service of Guangxi University of Finance and Economics
2. To propose suggestions for student's affair service of Guangxi University of Finance and Economics

## Research Framework



**Figure 1** Research Framework

## Literature Review

Guangxi University of Finance and Economics is a financial undergraduate university under the control of Guangxi Autonomous Region government. The University forming by consolidates long historical business college (1960) and finance and economics school (1963). The University has three campuses, with a total area of about 1.28 million square meters. It has 15 school colleges and provides 59 undergraduate majors with about 22,000 students and 1,686 teachers, and 83%of the teachers have a master's degree or above. In 2021, the University was qualified to grant a master's degree and authorize to offer 3 programs: accounting, finance, and taxation. The University brings together high -level

national and autonomous region -level outstanding talents. In recent years, the school has been committed to discipline adjustment and improvement of talent training quality, forming a high -level discipline system that is in line with regional development, and has multiple first -class undergraduate construction points and courses. Through the China-ASEAN Digital Economics and other projects, the school has outstanding performance in the construction of the School of Industrial to serve the regional economy.

Student affairs service in this article refers to a series of student service systems established by the university to improve students' learning, living, health and other aspects standards. Student. Student affairs services are not only related to the individual interests of students, but also considered as an important function of university education development. Therefore, the development of student affairs services has a pivotal role in improving the overall strength of the university.

### Areas of Student Affairs

The fields of student affairs service involved in is shown in Figure 2.



**Figure 2** Fields of 1. Improving dormitory facilities maintenance, 2. Improving the quality of cafeteria food and choices variety, 3. Improving hot water supply, 4. Improve physical facilities and increase extracurricular activity spaces, and 5. Enhancing medical staff's capabilities and facilities.

University student affairs services play a pivotal role in shaping the holistic experience of students during their academic journey. This literature review aims to analyze and synthesize existing research on various facets of university student services with a particular focus on student apartment management, catering service, energy management, learning environment management, and student health services. By examining the scholarly discourse surrounding these areas, this review seeks to provide insights into current practices, challenges, and opportunities for enhancing the overall quality of student life on campus.

**(1) Student Dormitory Management** referred to activities on accommodation, community construction, allocation registration, student support, facility procurement and maintenance, budget management, and improvement planning for providing a safe and comfortable accommodation environment. This requires qualified managers to organize, coordinate and solve problems. At present, there are 22 dormitories on the two campuses. Dormitories are under the responsibility of Logistics Management Office. The other present important tasks are the control on hygiene, order standard, access to entrances, and insufficient self-study and co-study spaces.

The provision and management of student accommodation significantly impacts the well-being and academic performance of students. Research by Smith and Jones (2018) emphasizes the importance of creating a supportive and conducive living environment within university residences. Factors such as safety, cleanliness, social integration, and accessibility to essential amenities emerge as critical determinants of student satisfaction and retention (Brown et al., 2020). Effective apartment management strategies involve regular maintenance, community-building initiatives, and responsive staff assistance (Miller & Johnson, 2019).

**(2) Student Catering Services** refer to effective management on food safety and hygiene, nutritional balance, diversified choices, timely high-quality services. In real operation, activities will focus on strict controlling food safety to meet standards, good food taste, waste reduction, environment protection measures, regulations compliance, financial management, and service improvement. Activity stakeholder feedback can be a good source of data for improvement. At present, there are 5 canteens in the University, which are jointly operated by schools or social enterprises, and overlook by the logistics department's catering service department. The catering service department is responsible for purchasing and supervising of ingredients for self-operated canteens.

Nutrition and dining options are integral components of student life on campus. Studies by Garcia et al. (2017) highlight the role of catering services in promoting healthy

eating habits and accommodating diverse dietary preferences among students. Quality, affordability, variety, and sustainability are identified as key factors influencing students' dining choices (Thompson & Smith, 2021). Moreover, research suggests that incorporating nutritional education and promoting campus food initiatives contribute to fostering a culture of wellness and culinary diversity (Clark & Lee, 2019).

**(3) Learning Environment Support** refer to the management on learning facilities, student and staff technical services, environmental hygiene and safety facilities, and improvement planning. The goal is to provide a good learning environment which concerned learning facilities, technical support services. At present, there are 13 conventional classrooms in the two campuses of the University, which manage by the logistics department.

The physical and virtual learning environments significantly influence students' academic performance and engagement. Studies by Anderson (2018) emphasize the importance of creating flexible, inclusive, and technology-enhanced learning spaces to accommodate diverse learning styles and preferences. Collaborative classrooms, multimedia resources, and interactive technologies facilitate active learning and knowledge creation (Taylor & Brown, 2021). Furthermore, research highlights the role of supportive learning environments in fostering student motivation, collaboration, and critical thinking skills (Jones & Smith, 2020).

**(4) Energy Supply Support** referred to the management on ensuring un-interrupt energy supply, improving energy efficiency, energy cost management, and continuous energy supply improvement to ensure energy supply, efficiency, and sustainable operation. The logistics department has set up an Energy Management Section responsible for data statistics, equipment maintenance and hydropower maintenance.

Efficient energy management practices not only reduce operational costs but also contribute to environmental sustainability within university campuses. Research by Brown and Smith (2019) underscores the significance of implementing energy-efficient technologies, behavioral interventions, and renewable energy solutions to mitigate carbon emissions and promote energy conservation. Campus-wide initiatives such as energy audits, awareness campaigns, and student engagement programs play a vital role in fostering a culture of sustainability (Johnson et al., 2020).

**(5) Medical Support Services** referred to the management on student health services include medical care, mental health support, health education, epidemic control,

rehabilitation prevention and health regulations compliance for maintaining good services to university student and staff on physical and psychological health both regular and emergency situations. Each campus has different arrangements, the Acacia Lake Campus provides a 24 -hour rotation medical service, and the Mingxiu Campus has limited night services. Students can seek external hospital help when needed.

Access to comprehensive healthcare services is essential for promoting the well-being and resilience of university students. Research by Johnson et al. (2019) underscores the importance of providing preventive care, mental health support, and wellness programs tailored to the unique needs of students. Integrated health services, including counseling, medical consultations, and health education, contribute to enhancing student retention and academic success (Garcia & Clark, 2021). Moreover, fostering a culture of inclusivity, destigmatizing mental health issues, and promoting peer support networks are crucial for creating a supportive campus environment (Thompson et al., 2022).

## Research Methodology

For objective 1. To study the level of satisfaction of student's affair service of Guangxi University of Finance and Economics. After literature review to find student service scope and general practice, the research deployed quantitative survey method, analysis data used frequency, percentage, mean and standard deviation. All 28400 students who enrolled at Guangxi University of Finance and Economics from freshmen to seniors and graduate students are population of this study. And 452 students, covering all grade from freshman to senior year randomly selected (stratify random sampling), were use as sample group for questionnaires survey. Questionnaires were checked by the IOC process using 3 experts. Then distribute the questionnaires to the selected sample. The collected data were analyzed and interpreted accordingly.

For objective 2 To propose suggestions for student's affair service of Guangxi University of Finance and Economics. The research deployed a survey study using open-ended questionnaires. Sample group use the same group with the objective one. Interpretation of data using content analysis.

## Result

452 copies of questionnaires were distributed, and about 452 questionnaires issued and 445 returned as valid questionnaires. Survey samples analysis is shown below Table1:

Collected try-out data were analyzed through relevant computer software, coefficient of Cronbach's Alpha obtained were 0.8, so it can be used.

Students' professional satisfaction of school logistics services ( $m = 4.07$ ,  $S.D. = 0.95$ ). The lowest is that students believe that the school attaches great importance to logistics services, and the score ( $m = 3.71$ ) is the lowest.

**Table 1** Information About the Sample Students

item	classify	frequency	percentage
gender	Male	136	30.56
	Female	309	69.44
	Total	445	100.00
grade	Freshman year	128	28.76
	Sophomore year	143	32.13
	Junior year	106	23.82
	Senior year	40	8.99
	First year of postgraduate	8	1.80
	Sophomore of postgraduate	2	0.45
	Junior of postgraduate	17	3.82
	Total	445	100.00

The results revealed that of five aspects of student apartment management, catering service, energy management, learning environment management, and student health services are highly satisfy, the catering service is the highest ( $m = 4.20$ ,  $S.D. = 0.87$ ). The lowest is the facilities and maintenance of dormitories ( $m = 4.05$ ). (2) Satisfaction of students' environment and sanitary conditions of the canteens ( $m = 4.12$ ,  $S.D. = 0.89$ ). Students have low satisfaction with the diversity of catering and catering in the school catering hall, and the score ( $M = 4.06$ ) is the lowest. (3) Students' work satisfaction with school hydropower maintenance staff ( $M = 4.11$ ,  $S.D. = 0.92$ ). Student schools are not satisfied with hot water prices, and the score ( $m = 3.87$ ) is the lowest. (4) Analyze the satisfaction of the learning environmental management of the Guangxi Institute of Finance and Economics. Whether students provide the learning environmental management provided by the school are the highest on improving learning efficiency ( $m = 4.15$ ,  $S.D. = 0.90$ ). At the same time, students believe that there is no enough place for extra -curricular activities on the school campus,

and the score ( $M = 4.05$ ) is the lowest. (5) Analysis of the satisfaction service satisfaction of the campus medical services of Guangxi University of Finance and Economics. This item has no obvious shortcomings. Students have the highest professional level satisfaction of medical facilities and medical staff ( $M = 4.10$ ,  $S.D. = 0.93$ ). In the future, schools should continue to work hard to create the conditions for medical staff to improve their professional ability, while continuing to do a good job of vocational ethics to further enhance students' satisfaction.

From content analysis of the data for objective 2, can be summarized the suggestion as followed:

1. Improving dormitory facilities maintenance,
2. Improving the quality of cafeteria food and choices variety,
3. Improving hot water supply,
4. Improve physical facilities and increase extracurricular activity spaces, and
5. Enhancing medical staff's capabilities and facilities.

## Conclusion and Discussion

### Conclusion

It can be concluded that:

Five aspects of student apartment management, catering service, energy management, learning environment management, and student health services are highly satisfying.

Summarize suggestions from student are as followed:

- (1). Improving dormitory facilities maintenance.
- (2). Improving the quality of cafeteria food and choices variety
- (3). Improving hot water supply
- (4). Improve physical facilities and increase extracurricular activity spaces.
- (5). Enhancing medical staff's capabilities and facilities.

### Discussion

**For objective 1:** This study underscores the multifaceted nature of university student affairs services and their significant impact on student well-being, academic success, and overall satisfaction. By addressing key areas such as student apartment management, catering service, energy management, learning environment management, and student health services, universities can create a supportive and enriching campus environment conducive to student



success. Future research should continue to explore innovative strategies and best practices for enhancing the quality and accessibility of student services to meet the evolving needs of diverse student populations.

**For objective 2:** Suggestion from the student can be discussed as follows:

1. Improving dormitory facilities maintenance: Due to the current financial constraints at the University, the maintenance department lacks sufficient funds to address the repair and maintenance needs of various damaged facilities within student dormitories. Consequently, the department often receives complaints about prolonged delays in fulfilling these requests. The delay isn't due to unwillingness to repair but primarily stems from insufficient funds allocated for maintenance. Prioritization is based on the severity of the damage. Although the University currently faces significant financial demands, such as constructing a new campus and recruiting high-level personnel, it should also consider students' living conditions in budget allocations. More funds should be allocated for the maintenance and upkeep of various campus infrastructures, including student dormitories.

2. Improving the quality of cafeteria food and choices variety in the items as follows:

Strengthen management and supervision of self-operated and outsourced cafeterias: The school could establish a dedicated food services management department responsible for supervising and managing the operation of self-operated and outsourced cafeterias. Additionally, enhancing quality checks and inspections of food items to ensure students' dining safety and hygiene.

Increase cafeteria menu variety: Based on students' preferences and tastes, the school could expand the variety of cafeteria dishes, such as adding vegetarian and lighter options. Simultaneously, scheduling mealtimes and food varieties based on students' different schedules.

Improve cafeteria staff's commitment and service attitude: The department could enhance training and management of cafeteria staff to elevate their commitment and service attitude. Implementing incentive mechanisms to encourage staff to deliver better service.

3. Improving hot water supply. At present, the student dormitories in two campuses of the University have signed multiple business contracts with the hot water suppliers for over a decade. These contracts explicitly specify the unit price of hot water. At the time of contract signing, thorough research was conducted among surrounding colleges, and the hot water prices were generally aligned with those of neighboring institutions.

However, the most recent contract was signed in 2013, almost a decade ago. Due to technological limitations at that time, the current price represents the best outcome the school could secure. The school should strive to negotiate for better prices in the next supplier selection and business negotiation phase before the expiration of the current contract.

4. Improve physical facilities and increase extracurricular activity spaces. The University currently expands area of 603,492.34 square meters across its two campuses, accommodating over 20,000 students with an average campus area of about 30 square meters per student. The campus is divided into several zones such as academic, student living, and faculty residential areas. It comprises various buildings including teaching facilities, student dormitories, faculty dormitory, faculty-owned residences, cafeterias, and laboratories, totaling a constructed area of 567,327 square meters. However, the available spaces for student extracurricular activities are insufficient to meet student demands.

The college is currently advancing a project to renovate old and unsafe buildings, intending to dismantle outdated structures built in the 1980s and 1990s. This initiative might somewhat increase available spaces for student extracurricular use.

Simultaneously, the college is progressing with the construction of a new campus covering approximately 6,762,223.18 square meters. During the planning phase, provisions have been made for student extracurricular activity spaces. It is believed that the new campus will significantly improve student satisfaction regarding areas designated for extracurricular activities.

5. Enhancing medical staff's capabilities and facilities. Students' satisfaction with the school's campus medical services is generally high, with no apparent areas of dissatisfaction. This closely correlates with the professional competence and attitude of the medical staff. Moving forward, the school should continue efforts to create conditions that enhance the professional capabilities of the medical staff. Moreover, reinforcing ethical education within the profession will further elevate student satisfaction.

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