

## The implementation of Academic Service under Vocational Education Institute of Bangkok

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**Abstract.** The purpose of the research is to study the implementation of academic services and professions under the Institute of Vocational Education of Bangkok which is under the OVEC, Thailand. The main informants are three directors of Vocational Schools under the Institute of Vocational Education of Bangkok, three teachers, three administrators of the Institute of Vocational Education of Bangkok (a president of the Institute, a director of the Institute, a committee of the Institutional council), three representatives of the enterprise, which cooperate with education management for undergraduate. The informants are totally twelve people from Purposive Sampling. The research tool is interview form, which has content analysis. The research shows the following results. 1) the Institute of Vocational Education of Bangkok has examination handbook, in which there are perfect analysis, steps of the examination, transparent criteria, and standard test following up. 2) The Institute of Vocational Education of Bangkok advise about the academic/and studying, and provide academic plan, technical profession, commercial and new body of knowledge. 3) The Institute of Vocational Education of Bangkok arranges plan and activity of training, meeting, and seminar about learning management, new technology, specific technology, research, development, and SME Business management. Many courses with short and long period are organized. 4) The Institute of Vocational Education of Bangkok sets proper, safe and comfortable place for machinery and equipment, and provide location management service. 5) The Institute of Vocational Education of Bangkok serves research project and scope the academic service, by participation and cooperation of community and society, in brainstorming, analyzing, solving problem, and develop the project to improve the community and society. 6)

The Institute of Vocational Education of Bangkok has maintenance service, keep the equipment properly, provide handbook with full and short instruction at the equipment itself, in order to explain and clarify the steps of equipment using.

### I. INTRODUCTION

To develop the life quality of the people in the country nowadays is not easy, because there are many changes both inside the country itself and from outside that is unpredictable and complex. The development in the Eleven National Economic and Social Development Plan issues proper development policy and strategy, in order to prevent risk and support the country base. In the same time, the people and the society have to be developed because the effective people can improve the country permanently. [1]

The academic service-learning is a main mission of Higher education institutions, in order to develop the community and society permanently. Institute should serve the academic to the community, society and the country in many categories. Moreover, effective institute should provide free academic service or with reasonable fee. The institute should serve both public and private sections, public and private organization, community and society. For example, the resource of the institute should be allowed to use, as references. Also, the institute should provide advice, training, meeting, seminar or research, in order to answer question, and advise the society.

The academic service is not only useful for the society, but the institute itself gets advantages from many ways. For example, the institute can increase knowledge and experience of the lecturer, then they can improve course, integrate the knowledge in teaching management and research, and develop the academic position of the lecturer. In addition, the institute can create network with other organization, which can be job source of the student. The institute itself can gain income from academic service as it is specified in the vocational reform that nine elements must be reformed; 1) quality of learner, course and vocational learning, 2) image and vocational values, 3) education standard, 4) cooperation with enterprise, 5) ICT for vocational education, 6) learner increasing, 7) to produce and develop lecturer, 8) Financial system and vocational education budget, and 9) vocational education structure/ decentralization/ area based. [2]

The academic service is a mission of university as it stated in the third strategy that the academic service-learning and lifelong learning can support good relationship and useful for the society. It is because learning from the research can be used to develop the community, then the society can be improved and be able to stay on their own. It can be seen that university spend a lot of money for the academic service because of its importance. This is also consistent with the strategy policy and the demand of the community. [3]

The policy of the Institute of Vocational Education shows that the academic service-learning is very important as it is issued in the Vocational Education Act BE 2551. However, variety and category of the academic service-learning is still not be designed. Therefore, it is very interesting to study variety and category of the academic service-learning of the Institute of Vocational Education of Bangkok under the OVEC, in order to be guideline for proper management of the academic service-learning, and develop life quality of the community. Then, the people can stay on their own and live happily.

## II. LITERATURE REVIEW

In order to find the concept about variety of academic services of the Institute of Vocational Education of Bangkok under the OVEC, there are many concepts from many Institutes were studied as the following.

1. King Mongkut's University of Technology Thonburi [4] specified concept about variety of academic service-learning in four categories.

1.1 Examination and analysis

1.2 Advice about the academic

1.3 Organization of training, meeting and seminar

1.4 To design and set up the machinery and equipment

2. King Mongkut's Institute of Technology Ladkrabang [5] specified concept about variety of academic service-learning in six categories.

2.1 Examination and analysis

2.2 Advice about the academic and researches

2.3 Research service

2.4 To design and set up the machinery and equipment

2.5 To design, calculate and sketch

2.6 Organization of training, meeting and seminar

3. Maejo University [6] specified concept about variety of academic services in three categories.

3.1 Making a study trip, training, discussion and workshop

3.2 Tools and equipment, place, educational information technology service

3.3 Advice about the academic, technique, profession and information

4. Rajamangala University of Technology Thanyaburi [7] has concept of creative academic service for self-employed and profession, in order to increase the competitive quality. The service consists of three categories.

4.1 Organization of training

4.2 Demonstration and practicing

4.3 To advise

5. The concept of academic service of Kasetsart University Kamphaengsaen Campus [8] consist of four categories.

5.1 Making a study trip

5.2 Job training

5.3 Training

5.4 Research service

6. The concept of academic service-learning of King Mongkut's University of Technology North Bangkok [9], in which there are six institutes; Institute of Technological Development for Industry (ITDI), Thai-French Innovation Institute, Institutes of Computer and Information Technology (ICIT), Thai -German Dual Education and e-learning Development Institute (TGDE), Institute of Science and Technology, and Institute of Technical Education Development (ITED), consist of six categories.

6.1 Training and seminar

6.2 Examination and Monitoring

6.3 Research service

6.4 Academic and learning service

6.5 Data base service

6.6 Location service

7. The Office of Vocational Education Commission [2] specified the concept of academic service-learning as following.

7.1 To advise the academic and learning

7.2 Training, meeting and seminar

7.3 To provide community welfare

- 7.4 Maintenance service
- 7.5 Development of technology and innovation
- 8. Prince of Songkla University [10] specified variety of the concept of academic service-learning as following.
  - 8.1 Analysis, examination, monitoring and maintenance service
  - 8.2 Health service
  - 8.3 Organization of training, seminar and workshop
  - 8.4 To study, research, analyze, and design assessment
  - 8.5 To advise and suggest
  - 8.6 Information and translation service
  - 8.7 Other services
- 9. Concept of academic service-learning of Wageningen University [11] consist of three categories.
  - 9.1 To provide community welfare
  - 9.2 Maintenance service
  - 9.3 Library service

After the concept of academic service of the Institute of Vocational Education of Bangkok under the OVEC was analyzed, it can be synthesized that there are six categories of academic services as following.

1. Examination and analysis
2. To advise about the academic and learning
3. Organization of training, meeting and seminar
4. To set machinery and equipment
5. Research service
6. Maintenance service.

### III. RESEARCH METHOD

#### A. The Informants

There are twelve main informants from Purposive Sampling as the Table 1 below

Table I The Informants

number	Informants	amount
1	Director of the college under the Institute of Vocational Education of Bangkok	3
2	Teacher	3
3	Administrators of the Institute of Vocational Education of Bangkok	1
	a president of the Institute	
	a director of the Institute	
4	a committee of the Institutional council	1
	representative of the enterprise	3
	Total	12

#### B. Research Tools

The research tool is structure interview that consist of six categories of academic service; 1) Examination and analysis, 2) To advise about the academic and learning, 3) Organization of training, meeting and seminar, 4) To set

machinery and equipment, 5) Research service, and 6) Maintenance service.

#### C. Designing and checking the quality of research tools

The process of designing the tools to study the demand of the people in Bangkok in taking academic service and professions of the Institute of Vocational Education, Bangkok under the OVEC are as following.

1. To study the concept, theories, researches and information about variety of academic service
2. To use the studied information as a scope of designing the interview.
3. To design the interview covering the six categories of academic service and profession
4. To present the designed interview to the experts, in order to check if the interview is proper. Then, the interview is corrected before using to collect the data.

#### D. Data Collection

The Process of data collecting in order to study the demand of the people in Bangkok in academic service and profession of the Institute of Vocational Education of Bangkok under the OVEC are as following.

1. The letters to ask for cooperation in data collecting were sent to the samples.
2. Making an appointment for interview with the samples.
3. Making interview and recording data.

#### E. Data Analysis

The data from the interview was analyzed by content analysis, in order to use the analyzed result to design forms of the academic service and professions of the Institute of Vocational Education: Bangkok

### IV. RESEARCH RESULT

Analysis result of variety of the academic service and professions of the Institute of Vocational Education of Bangkok, under the OVEC

1. For the examination and analysis, it was found that the Institute of Vocational Education of Bangkok under the OVEC should specify the scope “examination and analysis service” that should have a perfect examination and analysis handbook, and there should be a standard monitoring and following up the result of the examination. The targets of the service are students, people, community, and society. In addition, the institute should be able to take job of examination and analysis in order to gain revenue for the colleges under Institute of Vocational Education of Bangkok

2. For advising about the academic and learning, it was found that the Institute of Vocational Education of Bangkok under the OVEC specified the scope of the academic service by to plan the academic information making, to schedule advice about the academic, technical profession, commercial and new body of knowledge. Content, activity, and learning multi-media are arranged for the service takers, in order to make those service takers effective, skillful, have good personalities and morality. The target of service takers are student, academicians, teacher and enterprise

3. For organization of training, meeting and seminar, it was found that the Institute of Vocational Education of Bangkok under the OVEC scheduled the training, meeting and seminar. Also, there are both short and long term of training. The short term of training is for the necessary and urgent case. The long term of training is for the permanent stability of the community and society. The content of training, meeting and seminar were organized properly. The scope of the category of academic service are theories of learning process, new technology, specific technology, research and development of SME Business management.

4. For to set machinery and equipment, it was found that the Institute of Vocational Education of Bangkok under the OVEC serve by concerning about safe of the user. There is plan of location for setting the machinery. The machinery is set safely, tidily and properly both for using and maintenance. Also, there is an instruction of safety using, in order to protect the user from unsafe or possible accident. The target of service takers are industrial group and community.

5. For research service, it was found that the Institute of Vocational Education of Bangkok under the OVEC has credible quantitative and qualitative data, as well as useful body of knowledge, in order to meet the demand of the public and private sections. There are transparent objectives and plan of research service. The community and society can participate in thinking, doing, analyzing and using knowledge of the academic and the profession to solve problem and develop the community and society. Additionally, the institute gives advice to develop new body of knowledge, co-research with the community.

6. For the maintenance service, it was found that the Institute of Vocational Education of Bangkok under the OVEC specified the scope of maintenance service clearly. There is also short and full edition of handbooks showing at the equipment, in order to get the user be able to use the equipment properly. Moreover, the time of using and the steps of basic maintenance of the equipment is specified. There is personnel taking care of the equipment and safe is highly considered.

## V. CONCLUSION AND DISCUSSION

The research result showed that the six categories of the academic service and profession are very important to the community. It is because the academic service is process to assist those who need the advice about the academic, profession and private problem. There are process of data analysis and searching ways to solve problem. The adviser must be expert and helpful, as well as lead people to be able to making decision themselves. Carer V. Good referred in Somjai Tantiwat [12]. This is consistent with the research of Haslam [13], who studied the research entitled "The Corporate Social Responsibility System in Latin America and the Caribbean" and found that there is a gap of responsibility for the society among the developed countries in America (Canada/the United State) and the countries in Latin-America and Caribbean. The research result show that the knowledge from outside is influential to the people more than the internal media. The report of the media itself specify at fair more than to develop the country to have industrial economic. The body of knowledge of responsibility for the society of the organization is American style business, found usually in Mexico. And the research of Sukanya Rang-Orn [14] which studied caravan project of academic service of Rajamangala University of Technology Lanna by mobile academic service. The objective of the research is to evaluate the caravan project of academic service of Rajamangala University of Technology Lanna by mobile academic service, and to study the problem, obstacle and advice to the project. The data was collected from 140 trainees. The research tool is questionnaire. It was found that most trainees are female and their age is between 46-55. Their education is at primary school level. Their status is married, and their occupation is farmer. The research result found that training can help improve knowledge and competency of people most, which is useful and can be used in their daily life. Housewife and jobless people commended that material for training and readiness of equipment setting are at high level. The official commended that advertising, lecturer, and content can be definitely used in daily life most. The farmers commended that product factor is important. The Farmers had the opinion about the factor of produce at high level in every list opinions.

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