

ABSTRACT**I.D. No.: 5419501****Key Words: PARENTS' EXPECTATION, PARENTS' SATISFACTION,
SCHOOL MANAGEMENT****Name: NOPPARAT PUNGBANGKRADEE****Thesis Title: A STUDY OF PARENTS' EXPECTATION AND
SATISFACTION TOWARDS SCHOOL MANAGEMENT IN
NOPPARATPATTANASAS SCHOOL, BANGKOK, THAILAND****Thesis Advisor: ASSOC. PROF. DR. SUWATTANA EAMORAPHAN**

Nowadays the school business is likely to increase rapidly, both private and government schools have to improve themselves to gain the competitive advantage in term of management and students' achievements. The research objectives were 1) to study the demographic of parents of Nopparatpattanasas School, 2) to study the level of parents' expectation towards school management, 3) to study the level of parents' satisfaction towards school administration, 4) to compare between the level of parents' expectation and satisfaction towards school management 5) to compare between the level of kindergarten parents' expectation and satisfaction towards school management; and 6) to compare between the level of elementary parents' expectation and satisfaction towards school management.

This study used questionnaire to collect data. Four hundred and eighty parents of kindergarten (K1-K3) and elementary (G1-G4) level students of Nopparatpattanasas School were the population of this study.

The results showed that the level of parents' expectation and satisfaction towards school management were "Agree". The finding of the hypotheses research found that, there was a significant difference between parents' expectation and satisfaction of school management, and four dimensions, and there was a significant difference between kindergarten level parents' expectation and satisfaction in school management, and there was a significant between elementary level parents' expectation and satisfaction of school management.

The results of this study showed that most of the parents were satisfied with the school management in term of human resource management and general management. Based on the finding, the researcher recommended that Nopparatpattanasas School should emphasize on the curriculum management and the budget management.

Field of Study: Education Administration
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