

A STUDY OF PARENTS' EXPECTATION AND SATISFACTION TOWARDS SCHOOL MANAGEMENT IN NOPPARATPATTANASAS SCHOOL, BANGKOK, THAILAND

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Abstract: The purpose of this study was to study of parents' expectation and satisfaction towards school management in Nopparatpattanasas School, Bangkok, Thailand. 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.

Keywords: Parents' Expectation, Parents' Satisfaction, School Management

Introduction

The education is a tool to improve the quality of life and a foremost role in the country's development. As the globalization speeds up, the knowledge is transferred from one nation to another easily. Moreover, the communication technology can connect people wherever in the world together which includes the education activities.

In the business economic forum 2012 mentioned that we needed development had variety of skills to work in the real life. The increasing of the language skills needed in the private sector was in consistent with the trends of foreign employment and market needs. In order to gain the market share and increase the competitive advantage in the international sector, the management skills had to be developed to reach an international standard management (Amatamatuchart, C 2011). Moreover, both public and private schools needed to reach the international

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