

Administration for Conflicts Solving Model of University in Thailand

Nipa Pongvirut*

Abstract

The purposes of this mixed methods research were: 1) to indicate administration for conflicts solving model 1. 2) to find the practice level of using administration methods and conflicts solving methods model 2. 3) to find the correlation between administration methods and conflicts solving methods model 3. 4) to find administration for conflicts solving model 4 that was developed and approved for the good practice model. The sample were 364 administrators from 28 universities all around the region of Thailand by cluster random sampling. Questionnaire 48 items with 5 rating scales reliability at .94 were used to collecting data. Statistical were mean, Person's product moment correlation and focus group for development and approved the administration for conflicts solving, good practice model we had found.

Summary of research finding: 1) the model 1 qualitative composed of administration methods 4 indicators and conflicts solving methods 6 indicators. 2) the model 2 quantitative was remodel by rotated indicators. 3) from the coefficient correlation we found the model 3. 4) from the focus group we found the model 4. The four highest of administration methods were leading, planning, organizing, and monitoring, conflicts solving methods were reduce differentiation, emphasize goals, improve communication, and clarify rules. That mean good practice model we had found.

Keywords: Administration, Conflicts Solving, University in Thailand

* Assistant Professor, Board of Buriram Rajabhat University Council

Introduction

The principle of administration focus on successful output so they care for worked with: leading, planning, organizing and monitoring but work in different area had different affect to behaviors of personnel that come from stimulus inside a person: genes, emotion, attitude, intelligent, value etc. and stimulus outside a person: environment, social ,culture, religion, economic, etc. Administrators in higher education would to understand the nature of people's behaviors for conflicts solving. The third long plan of higher education 15 years (B.E.2560-2574) in accordance with national strategic plan for 20 years (B.E.2560-2579) stable, prosperous, sustainable. Higher education had policy striving to develop population all age by academician, researchers, experts and educators. On new normal life higher education had tendency to see more conflicts in the way of daily life, so administrators in university would pay attention to conflicts solving methods in their work. I would like to know how much the administration methods and conflicts solving methods used in the university in Thailand, the level of their practices, how their administration methods correlation with conflicts solving methods. This research wanted to find the model as good practices answers.

Objectives

1. To indicate administration for conflicts solving model 1
- 2 To find the practice level of using administration methods and conflicts solving methods model 2.
3. To find the correlation between administration methods and conflicts solving methods model 3.
4. To find administration for conflicts solving model 4 that was developed and approved for the good practice model.

Conceptual Framework

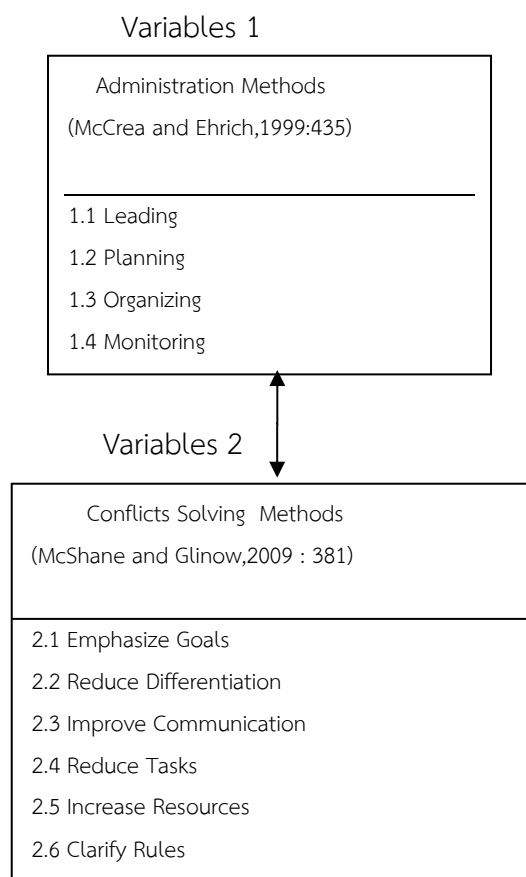


Figure 1 Conceptual Framework

Research Methodology

1 Samples

The samples according to Krejcie and Morgan (1970:608-610) concept were 364 administrators from 3,348 population in 108 universities all around the regions of Thailand. We was sampling by cluster random sampling from government autonomous universities, government universities, Rajabhat universities and private universities in 5 regions of Thailand.

2 Research Instruments

The research instruments consist of the relevant documents for qualitative research composed of administration methods 4 indicators and conflicts solving methods 6 indicators. Questionnaire 48 items with 5 rating scales reliability at .94 were used to collecting data. Statistical using to analyzes were mean and standard deviation, Person's product moment

correlation for quantitative research. Documents for focus group to approved the administration for conflicts solving model we had found.

3 Data Collection

3.1 For qualitative research we studied documents about administration methods and conflicts solving methods for synthesis concept and theory. We had found administration methods 4 indicators and conflicts solving methods 6 indicators for questionnaire.

3.2 Questionnaire 48 items with 5 rating scales reliability at .94 were used to collecting data 364 papers. We had received 359 papers 98.63 percentage.

3.3 For focus group discussion, 8 experts (Stewart and Shamdasani 1990:128) were invited to participate discussion forum organized in order to development model we had founded.

4 Data Analysis

Depend on research objective:

4.1 We indicated administration for conflicts solving model 1 by study documents about administration methods: leader's heart (McCrea and Ehrich,1999:435) 4 factors and conflicts solving methods: structural approach to conflicts management (McShane and Glinow, 2009: 380-384) synthesis for created model 1

4.2 We found the practice level of using administration methods and conflicts solving methods in model 2. We had 2 group of interviewing for 6 administration experts and 6 professors in university administrators and create questionnaires 48 indicators from administration 24 indicators and conflict solving methods 24 indicators. We checked content validity, index of congruence: IOC .93, reliability (Cronbach,1984:126) .94 and collecting data by cluster sampling 2 steps. 1) cluster random sampling 28 universities form 108 universities: government autonomous universities, government universities, Rajabhat universities, and private universities in 5 regions of Thailand. 2) simple random sampling 40 percentage of university administrators received 28 universities 364 samples. Analyzed data by mean, standard deviation and created model 2

4.3 We found the correlation between administration methods and conflicts solving methods in model 3 by correlation analysis between variation Y : administration methods and variation Z : conflicts solving methods and created model 3

4.4 We found administration for conflicts solving model 4 that was developed and approved for the good practice model by focus group discussion, 8 experts (Stewart and Shamdasani 1990:128) were invited to participate discussion forum. They had approved and developed model 4 as good, practiced model.

Research Results

The research results were according to the research objectives as follow:

1. We indicated administration for conflicts solving model.

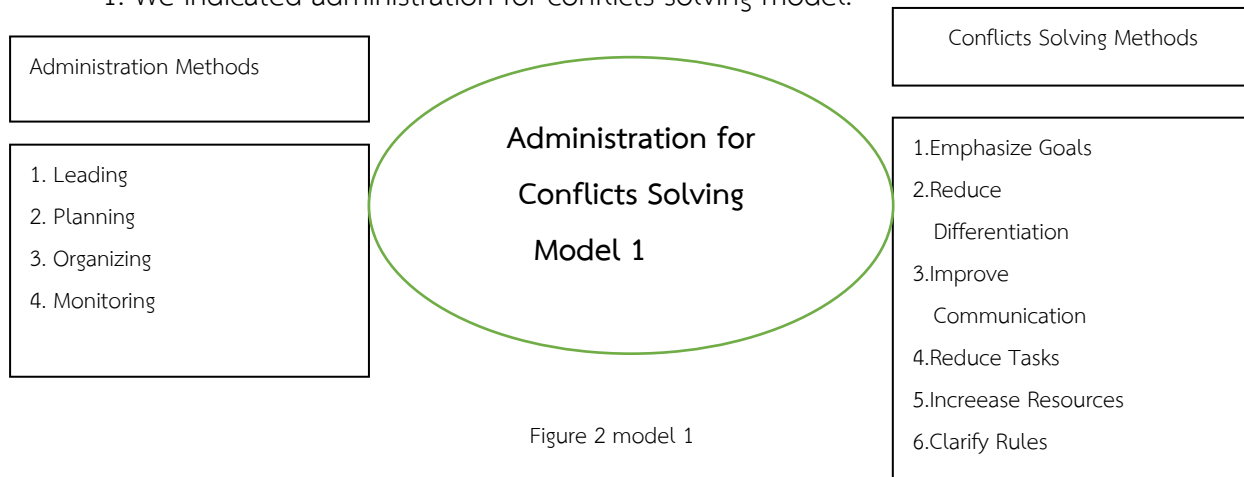


Figure 2 model 1

2. We found the practices level of using administration methods and conflicts solving methods and created model 2

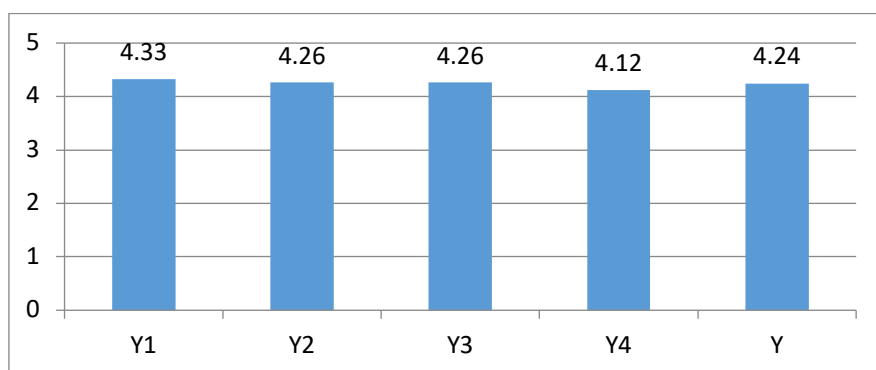


Figure 3 Level of administration practice in universities

Y = Administration Methods, Y1= Leading, Y2 = Planning, Y3 = Organizing, Y4 = Monitoring

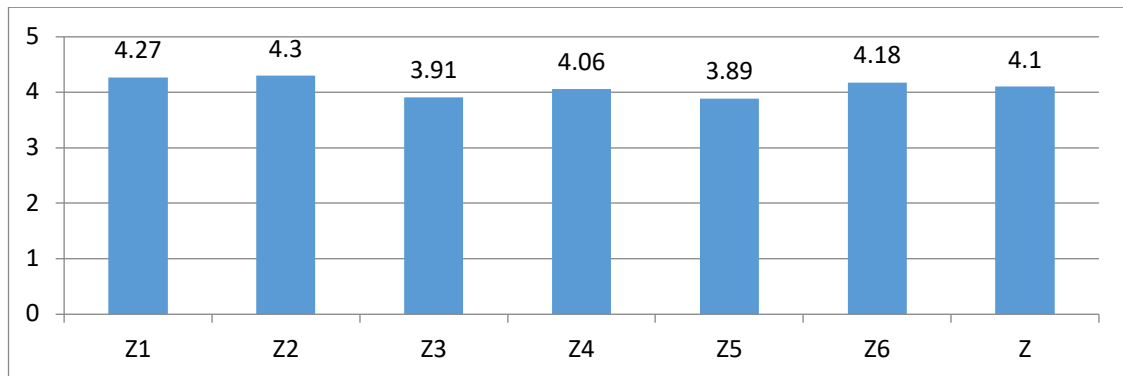


Figure 4 Level of conflicts solving in universities.

Z = Conflicts Administrative Methods Z₁ = Emphasize Goals Z₂ = Reduce Differentiation Z₃ = Improve Communication Z₄ = Reduce Tasks Z₅ = Increase Resources Z₆ = Clarify Rules

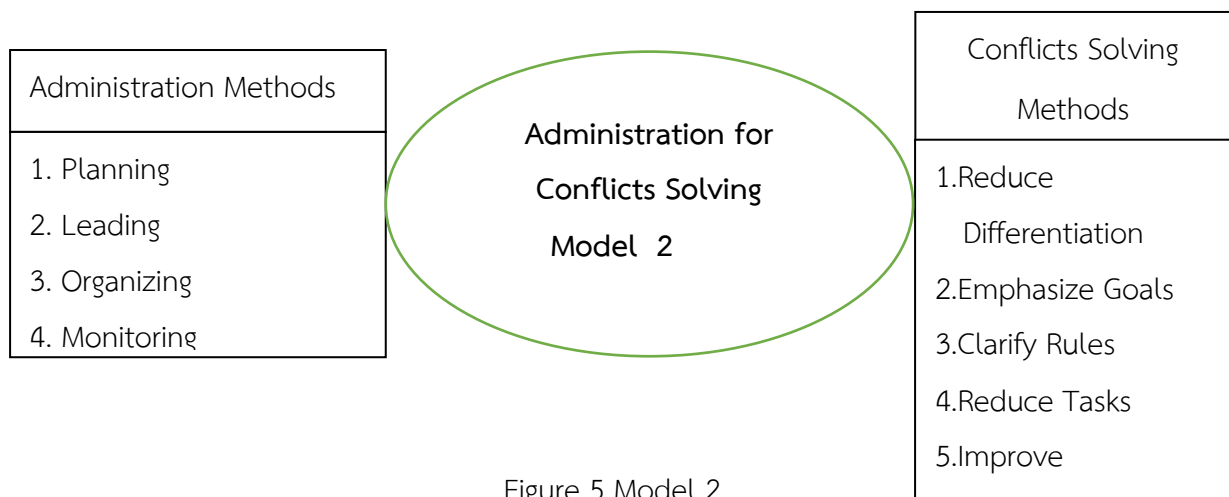


Figure 5 Model 2

3. We found the correlation between administration methods and conflicts solving methods model 3.

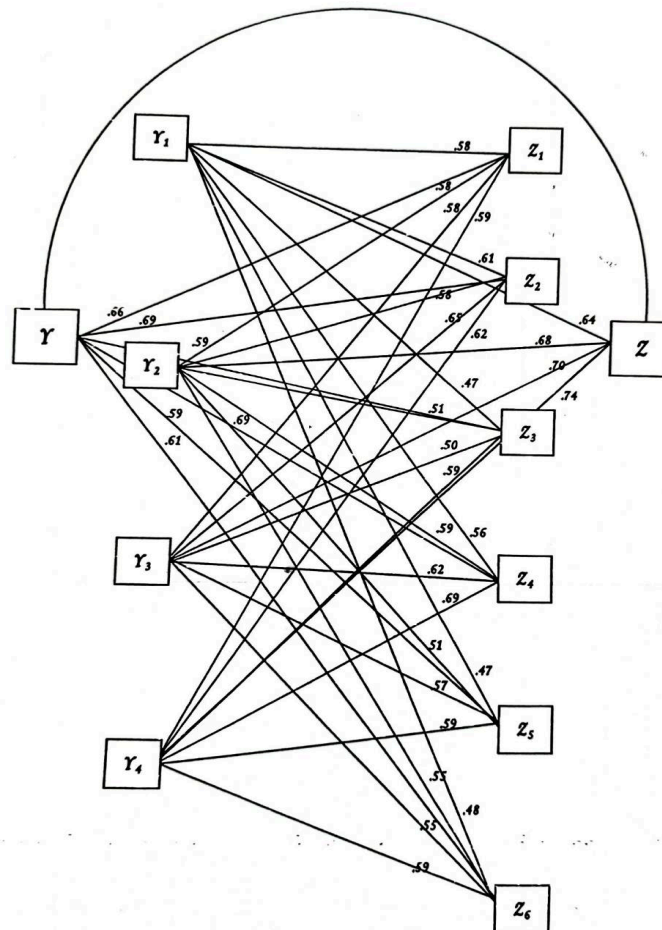


Figure 6 Correlation between administration methods and conflicts solving methods.

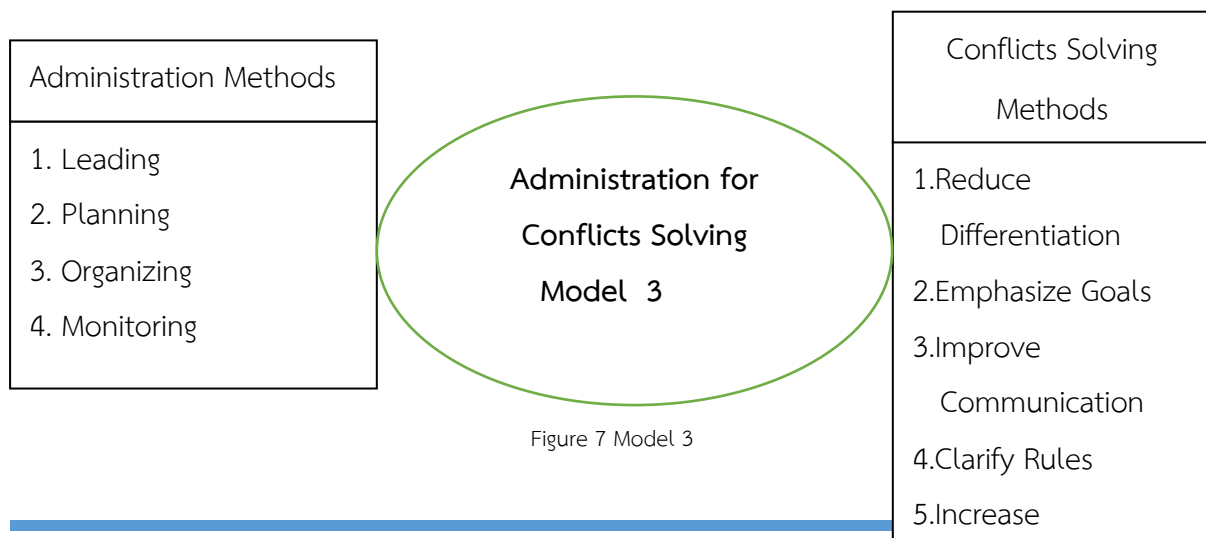


Figure 7 Model 3

4 We found top 4 indicators of administration for conflict solving model 4 that was developed and approved for the good practice model.

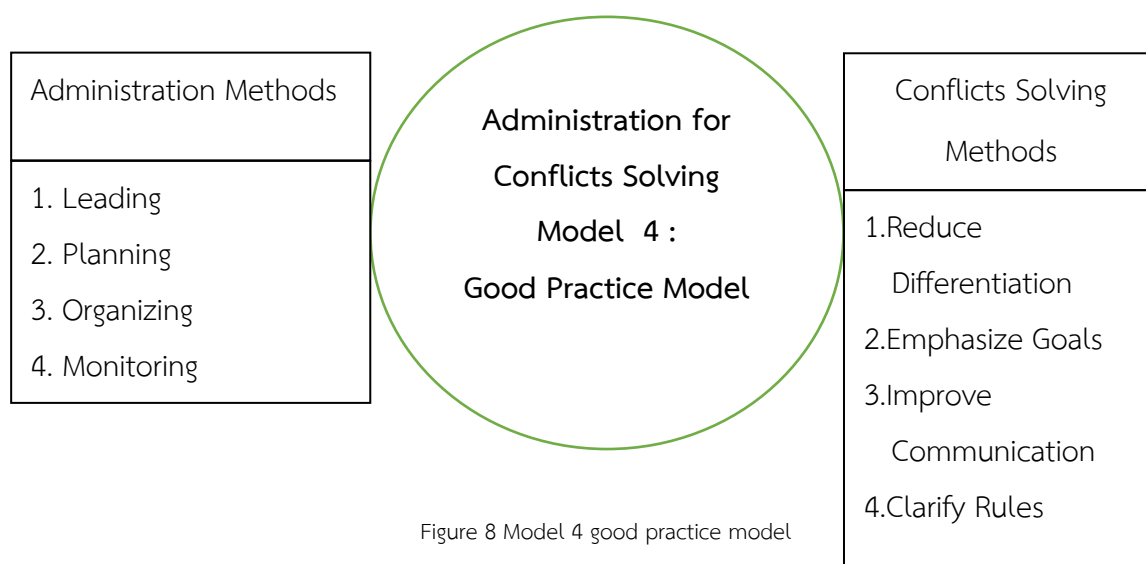


Figure 8 Model 4 good practice model

Conclusion and Discussion

1 Conclusion

The correlation between administration methods and conflicts solving methods were point to the way of conflicts solving solution that is very importance in our day life. The university administrators work with academic persons who work for social development so they will have a lot of conflicts. The important for them were soft skills and good behaviors that mean psychology methods for work with everyone. Smart administrators would be pay attention to conflicts solving for academic persons in their organization. The way of administration: leading, planning, organizing, and monitoring, conflicts solving were reduce differentiation, emphasize goals, improve communication, and clarify rules. The administrators in university should have administration methods and conflicts solving methods in the way of necessary may be use soft skills for save human resources. I do hope administrators in universities next generation will pay more attention to soft skills to solving many conflicts and develop human resources in our country.

2 Discussion

The following points based on the research results were discussed:

2.1 The qualitative research had been indicated administration methods and conflicts solving methods that appropriate for using in universities as model 1 for using to create questionnaire. There were many concepts and theories of administration methods and conflicts solving methods, but our needs were analyzed in order to obtain the authentic data for next step of this research. We used the concept of administration methods: leader's heart (McCrea and Ehrich, 1999:435) 4 factors and conflicts management (McShane and Glinow, 2009: 380-384) 6 factors had shown as model 1

2.2 The quantitative research had been found the practice level of using administration methods in top four factors were: leading, planning, organizing, and monitoring that mean the administrators pay attention to top four factors for their personnel in university. In the same way we found the top four factors of conflicts solving methods were reduce differentiation, emphasize goals, clarify rules, and reduce tasks. The interesting point from observed administrators in universities pay attention to administration methods more than conflicts solving methods in closely general way: $Y = 4.24$ but $Z = 4.1$, model 2 show top factor of administration methods was leading, top factor of conflicts solving methods were reduce differentiation.

2.3 From the correlation analysis we had found the correlation between administration methods and conflicts solving methods in general high-level $r = .78$ the highest positive correlation top three were: monitoring $r = .70$, organizing $r = .70$ and planning $r = .68$. Correlation between conflicts solving methods and administration methods highest positive correlation top three were: reduce differentiation. $r = .69$, reduce tasks $r = .69$, emphasize goals $r = .66$. We created model 3 with top 3 factors of administration methods were monitoring, organizing and planning conflict solving methods were: reduce differentiation, emphasize goals, and improve communication shown as model 3

2.4 The qualitative research with focus group 6 administrators in universities and 6 counseling experts had been indicated administration methods and conflicts solving methods that good practice of universities in Thailand. Top four factors of administration methods were leading, planning, organizing, and monitoring. Top four factors of conflict

solving methods were reduce differentiation, emphasize goals, improve communication, and clarify rules. We had created as model 4 good practice model.

Suggestions

1. Suggestions for university

1.1 Administrators must pay more attention to soft skills equal to hard skills.

1.2 Next generation administration policy must use soft skills for conflicts solving problems for personnel.

1.3 Policy of higher education must promote soft skills for good practices and training in universities.

2. Suggestions for research

2.1 This research should expand to others level of education.

2.2 Human resources organizations must pay more attention to soft skills research.

References

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