Satisfaction Assessment Report and Follow-up
Short-term Vocational Training Project

For Active Duty Soldiers Preparing for Discharge, Headquarters Office,
Royal Thai Armed Forces Headquarters 2024
By Sino-Thai Engineering and Construction Public Company Limited
21-22 October 2024
At Sino-Thai Learning Center, Sai Yai, Sai Noi, Nonthaburi

Satisfaction Assessment

1. Objectives of the Assessment

To know the results of the satisfaction assessment of the participants and the indicators of project success.

2. Scope of Assessment

197 active duty soldiers preparing for discharge, Headquarters Office, Royal Thai Armed Forces Headquarter, who attended the training.

3. Performance assessment was carried out as follows: were

3.1 The instrument used in the assessment was a questionnaire with a 4-level rating scale. The levels were very good, good, satisfactory, and poor.

3.2 Analysis was carried out to determine mean *satisfaction after the training.*

3.3 In interpreting the data, the results were interpreted from the mean (M) using the following criteria:

Mean (M)	Meaning
3.01 - 4.00	Very Good
2.01 - 3.00	Good
1.01 - 2.00	Satisfactory
0.00 - 1.00	Poor

4. Data Analysis Results

4.1 Number of Respondents

197 active duty soldiers preparing for discharge attended the training, all of whom completed the questionnaire (100%).

4.2 Pre-Test and Post-Test Results

According to the test results, the mean pre-test score was 4.24 points (42.48%), while the mean post-test score was 7.63 points (76.39%). The trainees had increased their knowledge after the training by 33.91%. Every person met the criteria and had increased knowledge (100%).

4.3 Trainee Satisfaction

4.3.1 Satisfaction in All Aspects of Training

Name of Profession Used in the Training	Mean	%	Satisfaction Level
1. Floor and Wall Tiling Work	3.64	91%	Very Good
2. Welding	3.56	88%	Very Good
3. Pipe Assembly Work	3.24	81%	Very Good
4. Machine Operators	3.49	87%	Very Good
5. Machinery Repair	3.72	93%	Very Good
6. Survey Work	3.53	88%	Very Good
7. Electrical Work	3.62	90%	Very Good
Total	3.54	89%	Very Good

In Clause 4.3.1, it was found that the most satisfactory profession for the trainees was machine repair with a mean score of 3.72 (93%). The second most satisfactory profession was floor and wall tiling with a mean score of 3.64 (91%). The third most satisfactory aspect was electrical work with a mean score of 3.62 (90%). The mean level of satisfaction of the trainees in all professions was "Very Good" with a mean score of 3.54 (89%).

4.3.2 Training Satisfaction

Opinion Points	Mean	%	Satisfaction Level
1. Training Content	3.53	88%	Very Good
2. Duration of Training	3.34	83%	Very Good
3. Suitability of Training Model/Methods	3.54	88%	Very Good
4. Ongoing Learning and Development	3.52	88%	Very Good
5. Feasibility of Practice	3.53	88%	Very Good
Total	3.49	87%	Very Good

In Clause 4.3.2, it was found that the most satisfactory aspect for the trainees was suitability of training model/methods with a mean score of 3.54 (88%). The second most satisfactory aspect was the training content with a mean score of 3.53 (88%). The third most satisfactory aspect was feasibility of practice with a mean score of 3.53 (88%). The satisfaction level of the trainees in training aspects was "Very Good" with a mean score of 3.49 (87%).

4.3.3 Satisfaction with Lecturers

Opinion Points

		Mean	%	Satisfaction Level
1.	Ability to Convey/Communicate/Understand	3.57	89%	Very Good
2.	Complete Sequencing of Content Descriptions	3.51	88%	Very Good
3.	Providing Opportunities for Questions-Opinions	3.62	90%	Very Good
4.	Answering Questions to the Point and Clearly.	3.76	94%	Very Good
5.	Suitability of Time Expenditure	3.49	87%	Very Good
	Total	3.59	90%	Very Good

In Clause 4.3.3, it was found that aspect of satisfaction with lecturers in which the trainees were most satisfied was answering the questions to the point and clearly with a mean score of 3.76 (94%). The second most satisfactory aspect was providing opportunities for questions-opinions with a mean score of 3.62 (90%). The third most satisfactory aspect was ability to convey/communicate/understand with a mean score of 3.57 (89%). Overall, the satisfaction of the trainees with lecturers was "Very Good" with a mean score of 3.59 (90%).

5 Summary of Additional Recommendations

1. I would like more time for training.
2. I would like more training courses.

6 Project Implementation Follow-up

The Company has a follow-up process for the implementation of the project. After completing the short-term vocational training course by the Center for Training and Skill Development in collaboration with the Headquarters Office, Royal Thai Armed Forces Headquarters, the 197 active duty soldiers preparing for discharge were asked about how they would apply the knowledge gained from the training to further their careers or apply for jobs with various organizations. The results of the questioning were as follows:

1. After the training, 123 trainees (62.43%), will keep the training as knowledge.
2. 41 of the trainees (20.81%) used the training to pursue their own careers.
3. 24 of the trainees (12.18%) applied for jobs in the field of training.
4. 7 of the trainees (3.55%) continued to study in the field of training.
5. 2 of the trainees (1.03%) were interested in applying for a job at Sino-Thai.

7. Summary of Project Performance
7.1 Benefits for Communities and Society
- According to the results of the follow-up, for the active duty soldiers who apply the knowledge they have gained to their own professions and find jobs in the fields where they have been trained post-discharge, the minimum income of 67 soldiers will be 363 baht/person/day or according to the minimum wage prescribed by law.
- Reduced poverty, creation of employment, and lower unemployment rate for the country's population.
- A solution for labor shortages in the construction business
- Good living conditions for soldiers and their families after discharge.