

แนวทางการเสริมสร้างพฤติกรรมจิตอาสาของนักศึกษา  
มหาวิทยาลัยราชภัฏนครราชสีมา  
The Guideline for Enhancing Volunteer Behavior  
of the Students in Nakhon Ratchasima Rajabhat  
University

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## Abstract

The objectives of this research are 1) to study the volunteer behaviors of the students from Nakhon Ratchasima Rajabhat University, 2) to study the factors influence on the volunteer behaviors of the students from Nakhon Ratchasima Rajabhat University and 3) to study the guideline of enhancing the volunteer behaviors of the Nakhon Ratchasima Rajabhat University students.

The research is divided into two steps as follows: the first step is to study the volunteer behaviors and the factors influence on the volunteer behaviors the Nakhon Ratchasima Rajabhat University students based on the quantitative research methodology –there were 495 representative samples; the tool used in this research was a questionnaire; the data were analyzed by mean and standard deviation, including analysis by creating the forecasting equation in raw scores and standard scores to forecast the factors influence on the volunteer behaviors of the students studying in the regular program

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of Nakhon Ratchasima Rajabhat University by analyzing multiple linear regression, and the second step is to study the guideline of enhancing volunteer behaviors based on the qualitative research methodology, the in-depth interview and the focus group –there were 36 key informants; the tools used in this research were a semi-structured interview and a focus group interview; the data were analyzed qualitatively by making a descriptive summary.

The research findings revealed that 1) the volunteer spirit behaviors of the students were overall at a high level, along with the factors influential in the volunteer spirit behaviors of the students in Nakhon Ratchasima Rajabhat University ; in addition, the top three influential factors were the nature of future goal and self-control, the support from friends and the perception of self-capability, respectively 2) the guideline of enhancing volunteer behavior of the Nakhon Ratchasima Rajabhat University students consisted of key elements: (a) helping other people, (b) sacrificing to the society and (c) aiming for development. Furthermore, the factors influential in the volunteer spirit behaviors were as follows: (a) volunteer attitude, (b) perception of self-capability, (c) nature of future goal and self-control, (d) motivating, (e) support from family, (f) support from friends, (g) support from teachers and (h) support from universities.

**Keywords:** Guideline Enhancing Volunteer Behavior, Volunteer Behaviors, Student

## บทคัดย่อ

การวิจัยนี้มีวัตถุประสงค์ 1) เพื่อศึกษาพฤติกรรมจิตอาสาของนักศึกษามหาวิทยาลัยราชภัฏนครราชสีมา 2) เพื่อศึกษาปัจจัยที่ส่งผลต่อพฤติกรรมจิตอาสาของนักศึกษามหาวิทยาลัยราชภัฏนครราชสีมา และ 3) เพื่อศึกษาแนวทางการเสริมสร้างพฤติกรรมจิตอาสาของนักศึกษามหาวิทยาลัยราชภัฏนครราชสีมา

มีขั้นตอนการวิจัยแบ่งเป็น 2 ขั้นตอน คือ ขั้นตอนที่ 1 การศึกษาพฤติกรรมจิตอาสา และปัจจัยที่ส่งผลต่อพฤติกรรมจิตอาสาของนักศึกษามหาวิทยาลัยราชภัฏนครราชสีมา โดยศึกษาตามระเบียบวิธีวิจัยเชิงปริมาณจำนวนกลุ่มตัวอย่างที่ใช้ในการศึกษา 495 คน เครื่องมือที่ใช้ในการวิจัยคือแบบสอบถาม การวิเคราะห์ระดับพฤติกรรมจิตอาสาของนักศึกษาภาคปกติมหาวิทยาลัยราชภัฏนครราชสีมา โดยการหาค่าเฉลี่ย (Mean) และค่าส่วนเบี่ยงเบนมาตรฐาน (Standard deviation) และการวิเคราะห์โดยสร้างสมการพยากรณ์ในรูปแบบดิบและค่าแบบมาตรฐาน เพื่อพยากรณ์ปัจจัยที่ส่งผลต่อพฤติกรรมจิตอาสาของนักศึกษาภาคปกติ มหาวิทยาลัยราชภัฏนครราชสีมา โดยการวิเคราะห์ความถดถอยพหุคุณแบบปกติ (Enter Multiple Regression Analysis) ขั้นตอนที่ 2 การศึกษาแนวทางการเสริมสร้างพฤติกรรมจิตอาสา มีการศึกษาตามระเบียบวิธีวิจัยเชิงคุณภาพ โดยอาศัยกระบวนการและวิธีการสัมภาษณ์แบบเจาะลึก (In-depth Interview) และการจัดสันทนากลุ่ม (Focus Groups) กลุ่มเป้าหมายและผู้ให้ข้อมูลที่สำคัญ (Key – Informant) จำนวนทั้งหมด 36 คน เครื่องมือที่ใช้ในการวิจัยได้แก่ แบบสัมภาษณ์แบบกึ่งโครงสร้าง และแบบสนทนากลุ่ม การวิเคราะห์ข้อมูล ใช้วิธีการวิเคราะห์ข้อมูลเชิงคุณภาพ โดยวิเคราะห์ข้อมูลแบบสร้างข้อสรุป นำเสนอเป็นข้อความบรรยาย (Descriptive)

ผลการวิจัย พบว่า 1) ระดับพฤติกรรมจิตอาสาของนักศึกษาภาพรวมอยู่ในระดับสูงและปัจจัยที่ส่งผลต่อพฤติกรรมจิตอาสาของนักศึกษามหาวิทยาลัยราชภัฏนครราชสีมา เรียงตามลำดับปัจจัยที่ส่งผลสูงสุด 3 อันดับแรกคือ ลักษณะมุ่งอนาคตควบคุมตนเองสนับสนุนจากเพื่อนและการรับรู้ความสามารถของตนเอง และ 2) แนวทางการเสริมสร้างพฤติกรรมจิตอาสาของนักศึกษามหาวิทยาลัยราชภัฏนครราชสีมา มีองค์ประกอบที่สำคัญคือ การเสริมสร้างพฤติกรรมจิตอาสาได้แก่ (1) การช่วยเหลือผู้อื่น (2) ความเสียสละต่อสังคมและ (3) ความมุ่งมั่นพัฒนา และปัจจัยที่ส่งผลต่อพฤติกรรมจิตอาสา ได้แก่

(1) เจตคติต่อจิตอาสา (2) การรับรู้ความสามารถของตนเอง และ (3) ลักษณะมุ่งอนาคต-ความคุ้มค่าน (4) การสร้างแรงจูงใจ (5) การสนับสนุนจากครอบครัว (6) การสนับสนุนจากเพื่อน (7) การสนับสนุนจากอาจารย์และ (8) การสนับสนุนจากมหาวิทยาลัย

**คำสำคัญ:** แนวทางการเสริมสร้างพุทธิกรรมจิตอาสา, พุทธิกรรมจิตอาสา, นักศึกษา

## 1. Introduction

As for circumstances in Thailand's society, it shows that the crisis influential in people's quality of life so far is a lack of volunteer work leading to many following problems such as narcotics caused by sellers' selfish, release of wastewater, deforestation, poverty, etc. all caused by selfish and a lack of helping other people. Therefore, teaching people to have the volunteer behaviors is fairly important to persons, organizations, the society and nations (Chaiwat Suthirat, 2009). The nature of Thai people who deserves to be Thai citizen as the standard of the national education –it is mentioned in the standard #1 that education must develop all Thai people to be “smart, good and happy” under the fifth indicator, to be moral, volunteer and conscious of being Thai citizen; Thai people live with bodily good conducts, good conducts in word and good conducts in thought, morally responsible for the society, realize, proud of being Thai people and follow the democracy; good members; volunteers for communities and the society as Thai citizen (Office of the Education Council, 2005).

However, at the present time, Thai society expects that volunteer is the virtue followed by members as any roles in the society such as in family, educational institutes and organizations. The only target valued to be promoted as volunteers is a group of youths and students –it is apparently seen from enacting the desirable natures in the policy, the act

and the standard, which is considered educational indicators, such as the National Education Act B.E. 2542 (1999), Section 6, which stipulates the educational management shall conform to development of Thai people to be perfect humans bodily, mentally, intellectually and morally, to have moralities and cultures in a living and to be able to live with other people happily (Wongpinpatch et al., 2010).

As Prawet Wasi stated that everyone has the seed of goodness in the heart that needs properly watering and loosening the soil for its growth", it conforms to what Carl Rogers stated that "humans are basically born with good behaviors and minds" (Moral Center and Children Care Institute, 2007: 22). The statements mentioned above can be summarized that to indoctrinate people about morality, ethics and volunteer behaviors to humans should be done since they are young. As the aforementioned indoctrination, the family institute and the educational institute play a key role of volunteer work supposed to have the guideline for behavioral enhancement and indoctrination.

In addition, the process of making volunteer work makes youths have good behaviors according to the study of Waraporn Wanchaithanawong and others (2008) related to the study of developing the process of making volunteer work of the nursing students in Boromarajonnani Nursing College, Chaing Mai Province that revealed that the process had four points as follows: 1) indoctrination for realizing appreciation of volunteer behaviors, 2) mental and physical preparation, 3) self-confidence and 4) continuous participation in activities. The experience of volunteer development is to develop them to be good people and intelligent people that can live happily and are proud of themselves.

Nakhon Ratchasima Rajabhat University is considered one of the government's educational institute realizing moral reinforcement to students

with the needed mission “to make smart, rational people with morality and consciousness for public” conforming to one of the university mission “to produce and develop teachers and educational personnel under the standard of teaching profession, to be volunteer and to be intellectually counted on by the society”.

Therefore, when considering the point of properness of educational area, it shows that Nakhon Ratchasima Rajabhat University is a large educational institute with the exact policy of appreciating volunteer work inside the institute. As a result, it is proper to collect the data for the research. The point of variables used in this research is studied and researched in a document and a related study to set the point of study on the path of volunteer behavioral enhancement of the students from Nakhon Ratchasima Rajabhat University so as to indicate the volunteer behaviors and the influential factors: the internal factor, which is perception of self-capability, and the external factor, which is social support, including the path of volunteer behavioral enhancement of the students from Nakhon Ratchasima Rajabhat University – The research problem blames that the volunteer behaviors of students were problem and apply for a benefit of any educational institutes, the society and local communities with sustainability in the future.

## 2. Research Objective

2.1 To study the volunteer behaviors of the students in Nakhon Ratchasima Rajabhat University

2.2 To study the factors influence on the volunteer behaviors of the Nakhon Ratchasima Rajabhat University students

2.3 To study the guideline of enhancing volunteer behaviors of the Nakhon Ratchasima Rajabhat University students

### 3. Operation Definition

The definitions in this research are listed below:

**1. Volunteer/Volunteer Work/Volunteer Spirit** means the fact that the person mentally needs give items, time, labor and self-devotion for other people and public benefits without returns, under the moral and ethical consciousness and adherence.

**2. Volunteer Behavior** means the behavioral expression related to having volunteer spirit whether it be financial assistance, labor assistance and intellectual assistance for other people without returns such as participation in social-public activities, assistance, etc. divided into three aspects: 1) the aspect of helping other people, 2) the aspect of sacrificing to the society and 3) the aspect of aiming for development.

**2.1 Aspect of Helping Other People** means the behaviors indicating kindness, generosity and assistance to other people without returns according to the following: behavior of suggesting right things to other people, the behavior of cooperating with other people for social development, the behavior of facilitating other people and the behavior of sharing items to other people.

**2.2 Aspect of Sacrificing to the Society** means the behaviors indicating spending spare time for the most beneficial results, sacrificing their time or physically sacrificing or financially sacrificing to help other people and the society as well as focusing on public benefits over personal benefits and learning to give according to the following: the behaviors of physically and financially sacrificing and sacrificing time to help other people and the society, focusing on public benefits over personal benefits, sacrificing personal benefits owned for public ones and spending their time for the most beneficial results.

**2.3 Aspect of Aiming for Development** means the behavior indicating the determination and intuitiveness of self-development and social development for peaceful societies according the following: the interest in problems and changes and the new ideas for social development, the hard-working behavior on something for success as determined and useful to the society and the behavior of achieving public work.

**3. Enhancement of Volunteer behavior** means the act of indoctrinating the students to appreciate volunteer work/spirit under physical, mental and educational preparation and self-confidence to be able to participate in activities consecutively.

**4. Volunteer Attitude** means one kind of the person's mind derived from experience and learning of those things considered feeling or emotion of the students towards volunteer work (like or dislike, be satisfied or be dissatisfied with being volunteer) –this feeling will automatically evoke; in addition, preparation to show the behaviors compatible with feeling is automatic willingness to help other people, automatic fondness to make public benefits and automatic feeling to help other people, including public appreciation.

**5. Self-Efficacy** means the fact that the person makes a decision of self-efficacy to show the volunteer behavior to achieve goals as determined and how much or less confident they are that can be changed under each situation such as helping other people, being a volunteer to help people and societies and doing public activities.

**6. Nature of Future Determination and Self-Control** means the students' expression that they are self-controlled to show the behaviors properly, can make a plan for good results or find the path against bad results, are careful and rational about their deeds by seeing that the behaviors shown would be successful and beneficial themselves and the society in

the future such as having a life goal or always learning and searching for new things.

**7. Social Support** means the fact that the person contact other people in the society by feeling or perceiving that there is a source or a person that can give a variety of supports when needed or having problems for the solution or less violence of the problems, less stress or effects and satisfaction or dissatisfaction to be supported. The supports given are divided as follows: 1) support from family 2) support from friends, and 3) support from teachers.

**7.1 Support from Family** means the fact that the students are supported from their families such as affection, carefulness, warmness, encouragement, assistance, acceptance and support for education, democratic nurture, indoctrination based on religions to be moral, ethical, honest and truthful; to sacrifice for public and grant trusts to make benefits for the society.

**7.2 Support from Friends** means the act of being given the information, suggested, encouraged, accepted to join groups, valued similarly and having good relationship from friends.

**7.3 Support from Teachers** means the fact that the students are given the information, trusted to operate, praised and complimented, accepted and valued and usefully suggested about how to do activities.

#### **4. Research Hypothesis**

The factors influential in the volunteer spirit behaviors consist of the internal factors: volunteer attitude, perception of self-capability and nature of future goal and self-control and the external factors: support from family, friends and teachers, along with the capability of forecasting the volunteer spirit behaviors of the Nakhon Ratchasima Rajabhat University students.

## 5. Expected or Anticipated Benefit Gain

1. To know the volunteer behaviors of the students in Nakhon Ratchasima Rajabhat University;
2. To know the factors that impact on the volunteer behaviors and indicate the importance of volunteer work or the factors that cause the volunteer behaviors of the university students;
3. To know the path of volunteer behavioral enhancement of the students in Nakhon Ratchasima Rajabhat University; and
4. The research findings are the information for agencies and educational institutes where make use of it as the path of volunteer behavioral enhancement in the institute and other educational institutes, as well as the future's development of volunteer behaviors.

## 6. Research Methodology

The research is divided into two steps, along with its scope as follows: the first step, the study of the volunteer spirit behaviors and the influential factors of the Nakhon Ratchasima Rajabhat University students and the second step, the guideline of volunteer spirit behavioral enhancement of the Nakhon Ratchasima Rajabhat University students on the following details of each step:

### *Step #1: Studying Volunteer Spirit Behavioral Enhancement and Influential Factors of Nakhon Ratchasima Rajabhat University Students*

1. As for the populations and representative samples, it is the quantitative research methodology in the first step –the number of populations in this research considered the first-year, the second-year, the third-year and the forth-year students studying in the regular program of

Nakhon Ratchasima Rajabhat University is 16,073 (the first semester, the academic year 2014). The representative samples were derived from calculation of Taro Yamane's formula –there were 390 representative samples. The size of representative samples was set to cover 6 faculties; thereby, the proportion increases 30 percent. Eventually, there were 495 representative samples by simple random sampling.

2. As for the research tool, a questionnaire was used in this research divided into three parts consists; part I; the individual factors; Part II; the internal and external factors and part III; volunteer behaviors : to bring the questionnaire to three experts to edit, check content validity and leave a comment by finding the index of item objective congruence during 0.66-1.00 and try out with 30 sample in Nakhon Ratchasima Rajabhat University students who were not the representative samples by finding Cronbach's alpha with the entire reliability equal to 0.913.

3. As for the data collection, the researcher made the written notifications from the director of the Research and Development Office, Nakhon Ratchasima Rajabhat University to Dean of all faculties for assistance of data collection by 495 questionnaires –it took time for 2 weeks approximately would be collected by the researcher, along with three assistants. The questionnaires received were 100 percent.

4. As for the data analysis, the researcher used SPSS for Windows to analyze the data on the following details:

4.1) To analyze the individual factors: gender, Age, faculty and student's activity attendance by descriptive statistics such as frequency and percentage;

4.2) To analyze the level of volunteer behaviors of the students in the regular program of Nakhon Ratchasima Rajabhat University by descriptive statistics such as mean and standard deviation;

After that, interpreting the meaning of average scores compared to the criteria and being divided into 5 level of evaluation calculated from:

$$\text{Range} = \text{Maximum Value} - \text{Minimum Value} = 5-1 = 0.80$$

$$\text{Number of Floors} \quad 5$$

Therefore, the average scores of the volunteer behaviors of the students (regular program) in Nakhon Ratchasima Rajabhat University are listed below:

Average Scores from 4.21 to 5.00 mean Very High Level of Volunteer Behavior

Average Scores from 3.41 to 4.20 mean High Level of Volunteer Behavior

Average Scores from 2.61 to 3.40 mean Moderate Level of Volunteer Behavior

Average Scores from 1.81 to 2.60 mean Low Level of Volunteer Behavior

Average Scores from 1.00 to 1.80 mean Very Low Level of Volunteer Behavior

4.3) To create the forecasting equation in raw scores and standard scores to forecast the factors influential in the volunteer spirit behaviors of the students in the regular program of Nakhon Ratchasima Rajabhat University by inferential statistics multiple linear regression.

### ***Step #2: Studying Guideline of Volunteer Spirit Behavioral Enhancement of Nakhon Ratchasima Rajabhat University Students***

It is the qualitative research methodology in the second step based on the in-depth interview and the focus group on the following details:

1. The key informants consist of the group of director of Nakhon Ratchasima Rajabhat University and the group of students who participated in propelling volunteer activities/projects in Nakhon Ratchasima Rajabhat University –there are 36 key informants in total that are 11 executives from in-depth interview and 25 representatives of the students from discussion.

2. As for collecting the data, the researcher used a semi-structured interview and a focus group interview as the research tools.

3. The data were analyzed qualitatively to make a descriptive summary by classification under the objectives obtained from the interview and the focus group in order to connect to the concept, theory and other related studies, together with the context conforming to the content analysis

## 7. Research Findings

The research findings were divided into 2 steps as follows:

### *Step #1: Studying Volunteer Spirit Behavioral Enhancement and Influential Factors of Nakhon Ratchasima Rajabhat University Students*

1. The volunteer spirit behaviors of the Nakhon Ratchasima Rajabhat University students were overall at a high level ( $\bar{X} = 3.64$ , S.D. = 0.55). When considering each of the aspects, it showed that the aspects with the highest mean were the aspect of helping other people ( $\bar{X} = 3.65$ , S.D. = 0.59) and the aspect of sacrificing to the society and the aspect of aiming for development with equal mean ( $\bar{X} = 3.63$ , S.D. = 0.64) respectively.

**Table I:** Level of Volunteer Spirit Behaviors of Nakhon Ratchasima Rajabhat University Students in 3 Aspects

Volunteer Spirit Behaviors	$\bar{X}$	S.D.	Level of Behaviors
Aspect of Helping Other People	3.65	0.59	High
Aspect of Sacrificing to Society	3.63	0.56	High
Aspect of Aiming for Development	3.63	0.64	High
Total Mean	3.64	0.55	High

Remark: The criteria of the average scores of volunteer behaviors of the students (regular program) in Nakhon Ratchasima Rajabhat University are listed below:

Average Scores from 4.21 to 5.00 mean Very High Level of Volunteer Behavior

Average Scores from 3.41 to 4.20 mean High Level of Volunteer Behavior

Average Scores from 2.61 to 3.40 mean Moderate Level of Volunteer Behavior

Average Scores from 1.81 to 2.60 mean Low Level of Volunteer Behavior

Average Scores from 1.00 to 1.80 mean Very Low Level of Volunteer Behavior

2. As for analyze the data of the factors influential in the volunteer spirit behaviors of the Nakhon Ratchasima Rajabhat University students, it revealed that the influential factors could forecast the volunteer spirit behaviors at a statistically significant level of .05 and had the relation with the volunteer spirit behaviors at a high level, the coefficient of multiple correlation of .782 considered more effective than forecasting by 61.1 percent ( $R^2 = .611$ ) and the standard error of forecasting equal to  $\pm .904$ . In addition, when considering the coefficient of regression in standard scores, it indicated

that the forecasting variables with the highest) that could forecast the volunteer spirit behaviors of the students in the regular program of Nakhon Ratchasima Rajabhat University were the aspect of future goal and self-control ( $\beta = .210$ ) and the support from friends ( $\beta = .187$ ) respectively whereas the forecasting variables with the lowest were the aspect of volunteer attitude ( $\beta = .095$ ) that could make the forecasting equation as follows:

The forecasting equation of the variables influential in the volunteer spirit behaviors of the Nakhon Ratchasima Rajabhat University students in raw scores:

$$Y = 1.426 + .841(X_3) + .714(V_2) + .602(X_2) + .518(V_3) + .429(V_1) + .326(X_1)$$

The forecasting equation of the variables influential in the volunteer spirit behaviors of the Nakhon Ratchasima Rajabhat University students in standard scores:

$$X = 0.210(Z_{x3}) + .187(Z_{v2}) + .170(Z_{x2}) + .111(Z_{v3}) + .107(Z_{v1}) + .095(Z_{x1})$$

**Table II** : Analysis of Multiple Linear Regression for Variable Forecasting Influential in Volunteer Spirit Behavior of Nakhon Ratchasima Rajabhat University Students

Model	B	SE <sub>b</sub>	$\beta$	t	p-value
Aspect of Future Goal and Self-Control X <sub>3</sub>	0.841	0.190	0.210	4.427	0.000
Support from Friends V <sub>2</sub>	0.714	0.178	0.187	4.009	0.000
Aspect of Perception of Self-Capability X <sub>2</sub>	0.602	0.157	0.170	3.839	0.000
Support from Teachers V <sub>3</sub>	0.518	0.188	0.111	2.756	0.006
Support from Family V <sub>1</sub>	0.429	0.183	0.107	2.341	0.020
Aspect of Volunteer Attitude X <sub>1</sub>	0.326	0.138	0.095	2.353	0.019
Constants 1.426 ; SE <sub>est</sub> = ± 9.04					
R = .782 ; R <sup>2</sup> = .611 ; F = 68.946 ; p-value = .000					

## *Step #2: Studying Guideline of Volunteer Spirit Behavioral Enhancement of Nakhon Ratchasima Rajabhat University Students*

As for the guideline of volunteer spirit behavioral enhancement of the Nakhon Ratchasima Rajabhat University students, the researcher brought the points of volunteer spirit behaviors in three aspects and the factors influential in the volunteer spirit behaviors into internal and external factors to find the guideline of volunteer spirit behavioral enhancement of the Nakhon Ratchasima Rajabhat University students on the following summaries:

1. The volunteer spirit behaviors consisted of (a) Aspect of Helping Other People: when seeing their teachers or friends who are holding a lot of stuffs, the students should hurry to help those immediately; the students should share the stationery to their friends; the students should hearten or encourage their friends when their friends or people they know are encountering problems; when their friends quarrel with each other, the students should find a solution for those problems without taking any sides; the students should help their friends solve problems from work by acting as a consultant and finding a proper solution, (b) Aspect of Sacrificing to Society: when other people need labors for any work, the students should give them a hand immediately without any hesitations; when the disable or the older need help, the students should give them a hand immediately; if the students have to use items with other people, they should sacrifice them to people who more need them; the students should sacrifice their personal time to academic consulting or reviewing lessons with their friends; the students should be responsible for public work before theirs and (c) Aspect of Aiming for Development: the students should invite their friends, members in family or people nearby to participate in social activities; the students brainstorm for activities of creative social development such as an activity of volunteer camp, academic services, etc.; the students should

cooperate with their friends or other people to find a path of making people in a community have consciousness to public; the students should campaign for people's awareness of problems and solutions of current social problems; the students should update on the information of solutions of current social problems that will be applied to self-development and public development.

2. The factors influential in the volunteer spirit behavioral enhancement of the students consisted of the following internal factors: (a) Aspect of Volunteer Attitude: feeling guilty when the students damage public items; admiring when the students see people nearby make benefits to the society; maintaining public items and places owned by the university considered the responsibility of all students; blaming when people do not abide by social rules, (b) Aspect of Perception of Self-Capability: thinking of being able to help other people; being confident to have time to help for public work; being confident to do activities/projects that help the society; thinking of being able to act as a volunteer to help the society; if their friends ask for help, the students are confident to help them and (c) Aspect of Future Goal and Self-Control: behaving to save more resources both in the university and their own house; when being assigned to do activities, the students will make a plan of expenses and materials for the maximum benefits; getting other people's comment when working with other people; believing that participation in volunteer activities can make them happy; the students participate in various volunteer activities

In addition, the influential factors consisted of the following external factors: (a) Aspect of Motivating: the students should create a student team as a model for volunteer spirit behaviors at a faculty level, including a list of successful subject; the students should launch a project of assistance for younger students and friends for volunteer spirit behavioral enhancement; the students should hold interesting, various activities; the students should

give an opportunity to students to participate in setting volunteer activities; the students should provide the information about participation in volunteer activities and allocate time in studying in classes and participating in activities, (b) Aspect of Support from Family: family should teach their children based on religion to have morality, honesty and sacrifice to public; family should get advice from their children when encountering problems in doing social activities; family should teach their children to maintain public items; family should support when their children do social activities; family should admire their children (the students) when they make benefits to public, (c) Aspect of Support from Friends: friends should send the information about social activities; friends should guide and advise how to do social activities; the fact that the students get encouraged from their friends; when having volunteer spirit behaviors, the students should be accepted to the group to do activities for social benefits, (d) Aspect of Support from Teachers: teachers should appreciate participation in the students' volunteer spirit behavioral activities, teachers should guide and advise how to do volunteer activities; teachers should clearly inset the content of volunteer activities in subjects; teachers should count on the action of social activities by give an opportunity to the students to participate in planning and making a decision; teachers should encourage and act as a consultant for the students' social activities and (e) Aspect of Support from Universities: the policy for charity activities should be shaped that can serve communities/localities for real; the students should be indoctrinated a good value and supported volunteer spirit behaviors consecutively; the communicative way should be provided to give an opportunity to the students to leave a various comment related to volunteer; a prize/reward/certificate of self-devotion should be granted to the students consecutively; the information about activities should be widely spread; the all-year calendar of activities should be clearly set.

## 8. Discussion

As for the summary of the research findings, it consists of the following interesting points:

In the first step, the volunteer spirit behaviors and the factors influential in the volunteer spirit behaviors of the Nakhon Ratchasima Rajabhat University students, it is divided into two points here as follows:

1.1) As for studying the volunteer spirit behaviors of the Nakhon Ratchasima Rajabhat University students, it revealed that the volunteer spirit behaviors of the students in the regular program of Nakhon Ratchasima Rajabhat University were overall at a high level. When considering each of the aspects, it revealed that the aspects with the highest mean were the aspect of helping other people and the aspect of sacrificing to the society and the aspect of aiming for development with equal mean respectively. As for the abovementioned research findings, it conforms to the study of Nattanichakorn Sriboribun (2007) on the causal model development of volunteer high school students from Sakom School of the Office of the Basic Education Commission and could be summarized as follows: there are three elements for the volunteer students: helping other people, sacrificing to the society and aiming for development. The mean of volunteer scores was at a moderate level. When considering each of the elements, the aspect of helping other people was at a very high level; the aspect of sacrificing to the society was at a moderate level; the aspect of aiming for development was at a moderate level. In addition, as for the study of Nantarat Pariwattham (2010) on the factors influential in the volunteer spirit behaviors of children and youths who receive a scholarship of the Crown Property Bureau, it revealed that the volunteer spirit behaviors consisted of helping other people, sacrificing to the society, aiming for social development and public

mind at a frequent operational level. Furthermore, as for the study of Anusorn Sapplo (2008) on the volunteer spirit behaviors of the Chandrasem Rajabhat University students, it revealed that the Chandrasem Rajabhat University students overall had the volunteer spirit behaviors at the highest level.

As for the research findings above, it could be summarized that the volunteer spirit behaviors of Thai youths at the present time in the aspect of helping other people, sacrificing to the society and aiming for social development were at a high level or frequent operation level. It indicates that Thai youths at the present time have the exact volunteer behaviors, especially the aspect of helping other people.

1.2) As for the factors influential in the volunteer spirit behaviors of the Nakhon Ratchasima Rajabhat University students, it revealed that the factors influential in the volunteer behaviors in the regular program of Nakhon Ratchasima Rajabhat University could forecast the volunteer spirit behaviors of the students in the regular program at a statistically significant level of .05 and had the relation with the volunteer spirit behaviors at a high level: the forecasting variables with the highest coefficient of regression in standard scores that could forecast the volunteer spirit behaviors of the students in the regular program of Nakhon Ratchasima Rajabhat University were the aspect of future goal and self-control and the aspect of support from friends respectively whereas the forecasting variables with the lowest coefficient of regression in standard scores were the aspect of volunteer attitude conforming to the study of Pornprom Pakpuak (2007) on some factors influential in public mind of the fourth year students in the eastern area of Saha Wittaya, Bangkok; it revealed that the variables of five factors concerned public mind significantly. In addition, they could together forecast public mind by 48.20 percent, and the weighted values of the factors

positively influential in public mind in the aspect of use avoidance, the aspect of responsibility and the aspect of use respect at a statistically significant level were perception of self-capability and relationship between students and teachers. Moreover, as for the study of Sukontha Sengcharoen (2013) on analysis of causal relation structure of the factors influential in public consciousness of undergraduates from Srinakharinwirot University, it revealed that the variables with the most influential in public mind were the aspect of future goal and self-control, support from family, perception of self-capability, volunteer attitude and social support from universities at a statistically significant level of .01.

In the second step, the guideline of volunteer spirit behavioral enhancement of the Nakhon Ratchasima Rajabhat University students, it revealed that there are three aspects of the path of volunteer spirit behavioral enhancement: the aspect of helping other people, the aspect of sacrificing to the society and the aspect of development, including the factors influential in the volunteer spirit behaviors pushing both of the internal and external factors. The internal factors consisted of volunteer attitude, perception of self-capability and nature of future goal and self-control whereas the external factors consisted of motivating, support from family, friends, teachers and universities. This conforms to the study of Walairak Bunpha (2010) on the process of making volunteer work of the community in Pho Sai Sub-district, Pho Sai District, Ubon Ratchathani Province; it revealed that the guideline of improving the process of making volunteer work consisted of working with other people by realizing problems and outcomes happening to the society and following the dharmic principles; rewarding, admiring, praising as a good model of the society and giving an opportunity to a person with public mind to do a benefit to public, along with creating the mechanism that emphasizes doing a benefit to public.

This will be guided as the example by the locality or the municipality without spending any money to do activities. In addition, as for the study of Piyanart Sorawisut (2009) on the motivation of youth leaders to do activities to the society (the case study of the Bangkok Youth Counsel, it revealed that the motivation of doing social activities in the Bangkok Youth Counsel is to hold the activity that is useful to children and youths substantially by the intention of friends and teachers, including the creative activity that makes people happy and enjoy while doing the activity. It reflects the group of youths, who was interviewed, is motivated inside to do activities to the society. Except the related studies, it was found that the aforementioned study conformed to the theory of social learning –it was explained that the human's behavior did not display and change due to only environmental factors, but it also jointly included the individual factors that must have determined each other with the behavioral factors.

As for the research findings above clearly indicates that the path of volunteer spirit behavioral enhancement of the Nakhon Ratchasima Rajabhat University students should be pushed both in the internal and external factors such as motivating and social supports.

## 9. Suggestion

### 1. Suggestion on Application of Research Findings

1.1) As for the research findings of the factors influential in the volunteer spirit behaviors of the Nakhon Ratchasima Rajabhat University students, it revealed that the factor of the aspect of future goal and self-control had the highest weighted mean; therefore, the volunteer spirit behavioral enhancement should improve the activity of getting other people's comment, provide more various activities and have the behavior of saving resources.

1.2) The guideline of volunteer spirit behavioral enhancement of the students should promote the aspect of motivating by a good model of volunteer behavior such as respecting, helping carry teachers' stuffs, etc., creating a volunteer team in each faculty, especially participating in activities held by the university –the model team will propel elder or younger students and inspire them to feel like doing or doing activities without discomfort, along with holding interesting activities so that the students will see a benefit of volunteer spirit behaviors in a clear image such as teamwork, each other's assistance, making friends from other different faculties and branches, learning and experience outside classrooms, self-appreciation of doing social benefits, etc.

1.3) The key factors that can push the volunteer spirit behavioral enhancement from the directors' comments and the students' comments are support from teachers and universities considered another factor that needs supporting the volunteer activities consecutively and substantially without forcing them to do. Mostly, teachers are offered to more appreciate participation in volunteer activities aside from indoctrination to the students, each other's assistance, learning to sacrifice, generosity, public and social benefit-making, along with more volunteer activities that should be inset in faculty activities, subjects and clubs so that the students have better visions. In addition, the students should not be forced to participate in community service, yet the students should be given an opportunity to freely select instead and should be admired when doing public activities.

## 2. Suggestion on Next Research

2.1) The participatory operation research should be conducted for the application to the real situation in a nature of evaluation research.

2.2) Other related elements or factors influential in volunteer spirit behaviors of the students should be studied.

2.3) The pattern of volunteer behavioral enhancement should be magnified an outcome by holding activities or projects that support behavioral enhancement variously.

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