

MANAGEMENT OF INFORMATION TECHNOLOGY.

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ABSTRACT

Information technology office is becoming more and more importance for the success of modern high-tech and high quality education. The management of information technology can be measured by the level of satisfaction from their major users. It is imperative for the office of information and technology in the campus of Suan Sunandha Rajabhat University to obtain regular feedback and valuable suggestions from students, staff, faculty members, and top level of university's management. To gain a high level of satisfaction from major users reflects successful management of information technology office. The purposes of this research were to conduct a survey and examine vitality of factors of management that affected the high level of satisfaction from the perspectives of students, staff, and faculty members. This study employed quantitative research study which surveying with 100 students, 50 staff, and 50 faculty members who were the regular users of services of computer technology office and who showed a willingness to provide honest feedback, and straight comments and valuable suggestions. Statistical analysis and statistical description were performed by using modern SPSS program. Frequency, tabulation, mean, and standard deviation were used for data analysis and generated findings. The findings of this survey revealed that the majority of representatives reported a high level of satisfaction the office of technology information with the overall mean was 4.63 with SD of 0.8791. There was no significant difference between the three groups of students, staff, and faculty members. The key factors contributed to the high level of satisfaction included high quality services, flexible time and policy, and offering modern and upgraded computers and facilities. There were three important suggestions. First, there should be regular trainings about new software applications. Second, the trainings should be separated with the different needs and level of proficiency of students, staff, and faculty members. Finally, there should be no extra costs or fees for the in-house trainings.

Keyword: Information Technology, Satisfaction, Feedback, Faculty Members

INTRODUCTION

Information technology office management is so important for the success of modern higher education institutions for many reasons. It is a profession involving the design, implementation, evaluation, and maintenance of the process of work within the office as well as to provide regular variety of training programs for students, staff, and faculty members of Suan Sunandha Rajabhat University. Moreover, since the job is office management, the main duties and responsibilities for monitoring and reviewing systems, normally office manager must be focusing on specific projects. The supervisor duty also involves the managing of team administrative, allocating roles, duties, and resources, recruiting staff and training, and issuing assignments and projects. In addition, measuring service quality of information technology office and the computer labs is an important and necessary aspect in the quality improvement process since it provides vital feedback from users and customers about how to be improve the process and the system in the near future and about type of services provided

at the present and the extent to which it meets the expectation of users and suits with customer needs. The effectiveness of office management also need to regularly determine the extent to which their service quality providing to users, students, staff, and faculty members would be effective and productive.

Information technology office is now an important image of the university and becoming more and more importance for the long term success of modern high-tech and high quality education. In fact, the management of information technology can be measured by the level of satisfaction from their major users who may be students, staff, and faculty members of the university. Therefore, it is imperative for the office of information and technology and its management team in the campus of Suan Sunandha Rajabhat University to obtain regular feedback and valuable suggestions from major users of students, staff, faculty members, as well as top level of university's management.

METHODOLOGY

In order to obtain the findings of this study, there are many important stages of reseach process: from research design, target popolation, sample group, data collection, research instrument, data collection, procedure, and data analysis. To gain an understanding of high level of satisfaction from major users which may reflect successful management of information technology office. The objectives of this research were to conduct a survey study and examine vitality of factors of management that affected the high level of satisfaction from the perspectives major users of students, staff, and faculty members. This study utilized mainly quantitative research study which surveying with 200 samples which were 100 students, 50 staff, and 50 faculty members who were the regular users of services of computer technology office and who showed a willingness to communicate with an honest feedback, and straight comments and valuable suggestions. Statistical analysis and statistical description were performed by using modern SPSS program. Frequency, tabulation, mean, and standard deviation were used for data analysis and generated findings.

In terms of data collection, the completed questionnaires were edited and checked carefully for its completeness and consistency. Either test of validity or reliability was conducted to ensure that they passed the minimum requirements. Statistical analysis was performed by employing an Excel program and statistical package for social sciences (SPSS) program. Frequency, tabulation, mean, and standard deviation were used for data analysis and generated proper conclusion. Quantitative data collected was then analyzed and interpreted in line with the focus of research aims through the use of SPSS program.

FINDINGS

The findings of this survey showed that the majority of representatives reported a high level of satisfaction the office of technology information with the overall mean was 4.63 with SD of 0.8791. There was no significant difference between the three groups of students, staff, and faculty members.

Table 1. Ten important factors of satisfaction

| No. | Factor | N | Mean | SD |
|-----|--|-----|------|-------|
| 1 | Easiness to register and contact information | 200 | 4.51 | 0.913 |
| 2 | Training sessions organized | 200 | 4.48 | 0.819 |
| 3 | Well-maintained of facilities | 200 | 4.33 | 0.789 |
| 4 | Modern equipment and software | 200 | 4.22 | 0.750 |
| 5 | Convenient operating hours | 200 | 3.98 | 0.881 |

| No. | Factor | N | Mean | SD |
|-----|--------------------------------------|-----|------|-------|
| 6 | Prompt service | 200 | 3.67 | 0.982 |
| 7 | Individualized attention | 200 | 3.54 | 0.719 |
| 8 | Helpfulness of staff | 200 | 3.44 | 0.991 |
| 9 | Usefulness of the training knowledge | 200 | 3.34 | 0.831 |
| 10 | Effectiveness of training management | 200 | 3.25 | 0.794 |

From table 1, it revealed all ten important factors and the rating from the sample group. First, the respondents rated “Easiness to register and contact information” as number one with the mean of 4.51 and standard deviation of 0.913. Second, the respondents rated “Training session organized” as number two with the mean of 4.48 and standard deviation of 0.819. Third, the respondents rated “Well-maintained of facilities” as number three with the mean of 4.33 and standard deviation of 0.789. Third, the respondents rated “Modern equipment and software” as number four with the mean of 4.22 and standard deviation of 0.750. Fifth the respondents rated “Convenient operating hours” as number five with the mean of 3.98 and standard deviation of 0.881. Sixth, the respondents rated “Prompt service” as number six with the mean of 3.67 and standard deviation of 0.982. Seventh, the respondents rated “Individual attention” as number seven with the mean of 3.54 and standard deviation of 0.719. Eighth, the respondents rated “Helpfulness of staff” as number eighth with the mean of 3.44 and standard deviation of 0.991. Ninth, the respondents rated “Usefulness of training knowledge” as number nine with the mean of 3.34 and standard deviation of 0.831. Finally, the respondents rated “Effectiveness of training management” as number ten with the mean of 3.25 and standard deviation of 0.794.

SUGGESTIONS

The key factors contributed to the high level of satisfaction included high quality services, flexible time and policy, and offering modern and upgraded computers and facilities. There were three important suggestions. First, there should be regular updated of trainings about new software applications. Second, the trainings should be separated with the different needs and level of proficiency of students, staff, and faculty members. Finally, there should be no extra costs or fees for the in-house trainings. Moreover, there are important suggestions from seven basic functions of management that need to be done in order to have an effective office management. First, the office manager need to do planning for short term and long term. Second, the office manager needs to conduct organizing with all the time, budget, and resources. Third, the office manager needs to staffing which means to assign proper duties and responsibility for each staff and monitoring them daily, weekly, and monthly. Fourth, the office manager needs to do the directing which means to give all staff the direction of the office or what the office expects them to do, to perform, and to achieve. Fifth, the office manager needs to do the motivating. This means staff need to motivate to achieve high productivity and conducting the tasks with high performance. Sixth, the office manager needs to do the co-ordination. This means the office manager will act as a facilitator to ensure the staff will work as a teamwork for a singular purpose. Finally, the office manager needs to do the controlling by regularly checking the list of works and schedule. The monitoring to gain feedback to enhance the performance in the office.

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