THE MODERN ROLES OF COMPUTER LABS

Peerapol Kaewumphai & Mr. Aphirak Thitinaruemit

Suan Sunandha Rajabhat University, Bangkok, Thailand

E-mail: *peerapol.ke@ssru.ac.th, ** kevin.wo@ssru.ac.th

ABSTRACT

The modern roles of computer labs are vital to boost up productivity, tackle performance, enhance knowledge and skills, and contribute to the success of the higher organizations. The effect of proper modern role is the same as the basic principle of management or put the right man on the right job which the can be positively related to employees' highly focus, high job satisfaction, and high morale. However, the diversity information or demographic of employees, such as gender, age, education level, income, religion, and regional origin can also be the factors contributing to the level of satisfaction of staff in Suan Sunandha Rajabhat University. This study has been conducted with a view of ascertaining the level of satisfaction of the proper roles of computer labs' staff of Suan Sunandha Rajabhat University, Bangkok, Thailand.

The objectives of this study were to survey the level of satisfaction of computer staff of the university based on their roles contributing to the success of the university and to investigate the level of satisfaction by evaluating at their different demographic backgrounds such as gender, age, education level, income, religion, and regional origins. The questionnaire survey was designed specifically for this survey. The questionnaires were distributed to target group which were all campus employees who were working on computer labs based on the method of convenience sampling. Fortunately, about 85 respondents were received with proper answers and format. Data analysis and statistical evaluation were conducted with SPSS. The significant findings from with study revealed that the majority of the respondents rated that they had high level of satisfaction in three major roles: first was to provide training programs of knowledge and skills of information technology regularly, second was to provide modern computer equipment and state of art facilities to students, staff, and faculty members, and third was to help the university increase the academic performance as well as boost up productivity. In addition, it found that male respondents significantly reported higher satisfied and comfortable with their roles than female respondent. More importantly, as the age increases, the level of roles satisfaction increased. In other words, the older the employees became, the more experiences with their roles and more satisfaction they became. Also, the higher education level implies higher income, the more employees would have higher job satisfaction. Finally, education level, religion and regional origins had no significant real impacts on the level of roles satisfaction.

Keyword: Satisfaction, Performance, Demographic Information, Productivity

Introduction

Satisfaction is the key of success of modern higher education organizations in Thailand. The modern roles of computer labs need to provide better service quality to students, staff, and faculty members. In fact, the stakeholders of the university often requires the university to develop a new plan for service quality and new roles of staff for services to be modern higher standard as other international universities from European and North American Universities. The international University Ranking is now an important institution that provide many modern guidelines and instructions for academic services and general services for students in higher education institutions to be evaluated as a norm of world ranking universities. The modern roles of computer labs, it is belief, are both important and necessary to boost up productivity, tackle performance, enhance knowledge and skills, and contribute to the success of the higher organizations both short-term and long-term. The effects of proper modern role of computer labs and information technology staff is certainly similar to the known basic principle of management or put the right man on the right job which the can be positively related to university employees' highly focus, high job satisfaction, and high morale. However, since

there is the problems of the diversity information or demographic of employees, such as gender, age, education level, income, religion, and regional origin can also be the factors contributing to the different level of satisfaction of staff in Suan Sunandha Rajabhat University which is the main study of this research. Therefore, the researcher is interested in studying and conducting the survey with a view of understanding the level of satisfaction from the effectiveness of the roles of computer labs' staff of Suan Sunandha Rajabhat University, Bangkok, Thailand.

Research Methodology

In order to answer the core of the research problems, important information from campus employees and their perspectives & suggestions play an important role. Questionnaire data collection methods were used to collect all necessary and vital data needed for answering the core research questions and research objectives. Therefore, a structured questionnaire was conducted with the close-ended questions to campus employees. In fact, this research study has been conducted with a view of understanding and ascertaining the level of satisfaction of the proper roles of computer labs' staff of Suan Sunandha Rajabhat University, Bangkok, Thailand. The objectives of this study were to survey the level of satisfaction of computer staff of the university based on their roles contributing to the success of the university to sharing knowledge and skills of computer information technology as well as to survey and to investigate the level of satisfaction of users and trainers by evaluating at their different demographic backgrounds such as gender, age, education level, income, religion, and regional origins. The questionnaire survey, however, was designed specifically for the data collection of the special survey. The questionnaires were developed and distributed to target group which were all campus employees of Suan Sunandha Rajabhat University who were working on computer labs based on the method of convenience sampling. Fortunately, about 85 respondents were received with proper answers and format. Data analysis and statistical evaluation were conducted with SPSS. The findings are expected to be helpful for the enhancement of future services of the university.

In order to measure the overall satisfaction of staff at Suan Sunandha Rajabhat University with the computer labs, the questionnaire was developed with the concepts and important questions.

1. What are the important factors contributing to the success of the campus computer labs?
2. What are the significance of demographic information contributing to the level of satisfaction of campus computer labs?
3. What are the overall level of satisfaction of campus computer labs?

Table 1. Factors Contributing to Success of Computer Labs

Factors	Means	SD	Ranking
1. Modern Facilities	3.76	0.84	1
2. Service Quality	3.71	0.91	2
3. Flexible Times	3.53	0.98	3
4. Management Policy	3.48	0.76	4
5. Staff Knowledge & Skills	3.39	0.89	5

Findings

From table 1, many respondents had rated factors contributing to success of computer labs. The respondents rated "Modern Facility" as number one in the ranking with a mean of 3.76 and standard deviation of 0.84. The respondents rated "Service Quality" as number two in the ranking with a mean of 3.71 and standard deviation of 0.91. The respondents rated "Flexible Times" as number three in the ranking with a mean of 3.53 and standard deviation of 0.98. The respondents rated "Management Policies" as number four in the ranking with a mean of 3.48 and standard deviation of 0.76. Finally, the respondents rated "Staff Knowledge & Skills" as number five in the ranking with a mean of 3.39 and standard deviation of 0.89.

The vital information has been discussed and the findings from with study showed that the majority of the respondents rated that they had rather high level of satisfaction in three major roles: first, the university should provide training programs of knowledge and skills of information technology regularly, second, the university should upgrade and provide modern computer equipment and state of art facilities to students, staff, and faculty members. Third, the computer labs should aim to help the university increase the academic performance as well as boost up productivity. Moreover, it found that male respondents significantly reported higher satisfied and comfortable with their roles than female respondent. In addition, as the age of respondents increases, the level of roles satisfaction increased. This means, the older the employees became, the more experiences with their roles and more satisfaction they became. Moreover, the higher education level of respondents implies higher or more income in the job duty, the more employees tented to have higher job satisfaction. Finally, many other demographic factors such as education level, religion and regional origins had no significant real impacts on the level of satisfaction of the respondents.

Acknowledgement

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