STUDY ON SATISFACTION LEVEL OF USER IN THE COMPUTER LABORATORY FOR PERFORMANCE DEVELOPMENT OF WORKING PROCESS

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ABSTRACT

Abstract— This research implemented a survey research method with 110 people. The questionnaires were collected to study level of users' satisfaction of the computer lab in 4 key aspects as; 1) computer room and equipment, 2) service quality of IT staffs, 3) environment and landscape, and 4) network and information systems.

The results showed that computer lab users' overall satisfaction at high level of 74.23% ($\bar{x}$ = 3.73, S.D. = 0.97). For each aspect, the users' satisfaction was; 1) computer room and equipment's overall level at high level of 73.89 % ($\bar{x}$ = 3.7, S.D. = 0.96), 2) service quality of IT staffs' overall level at high level of 76.73 % ($\bar{x}$ = 3.83, S.D. = 0.90), 3) environment and landscape' s overall level at highl level of 79.73 % ($\bar{x}$ = 4.04, S.D. = 0.84), and 4) network and information systems' overall level at medium level of 66.55 % ($\bar{x}$ = 3.33, S.D. = 1.19).

Keywords— computer lab , satisfaction, research guidelines

INTRODUCTION

Science and technology education is an important factor in economic and society development to progress and is one of the tools that are very significance to human resource development. Nowadays, Thailand has increasing realized science and technology's significance due to the technological advancements involved more and more people's daily life. Hence, to acknowledge all Thai people to understand science and technology according to the potential of each person. Whereas, the National Education Act, B.E. 2452 has established educational management guidelines based on the principle that all learners have the ability to learn and develop themselves and considered the learners to be the most important. Learning management process content needs to be organized interest-based activities aptitude and differences of learners practice skills in dealing with situations and applied to learners to learn from real experiences, practice thinking, feasible solve the problem, as including cultivation moral ethics value and desirable characteristics. Teachers can set up an atmosphere, environment, and learning materials facilitate learning (National Education Act B.E. 2542).

The college of logistics and supply chain in Suan Sunandha Rajabhat university is another educational institution that prioritizes investment in technology by accelerating the development of education, providing education to develop the quality of people for people who will help develop the country. By providing teaching and learning that foresees technology as a high-quality tool, this can help increase the efficiency of education management to be used as a tool for country development both in economic, society, and education. Until there is a difference between a country with technology readiness and a country lacking those in the era of educational reform. Therefore, education management, that promotes effective learning and increase the learning achievement of the learners, is very important to the learners themselves.

From the above reasons, the researcher realized the importance of studying satisfaction level of accessibility of the computer lab to develop operational processes for efficiency of the College of Logistics and Supply Chain, Suan Sunandha Rajabhat University. Also, research results can be used to help develop the learning quality of learners in each category appropriately.

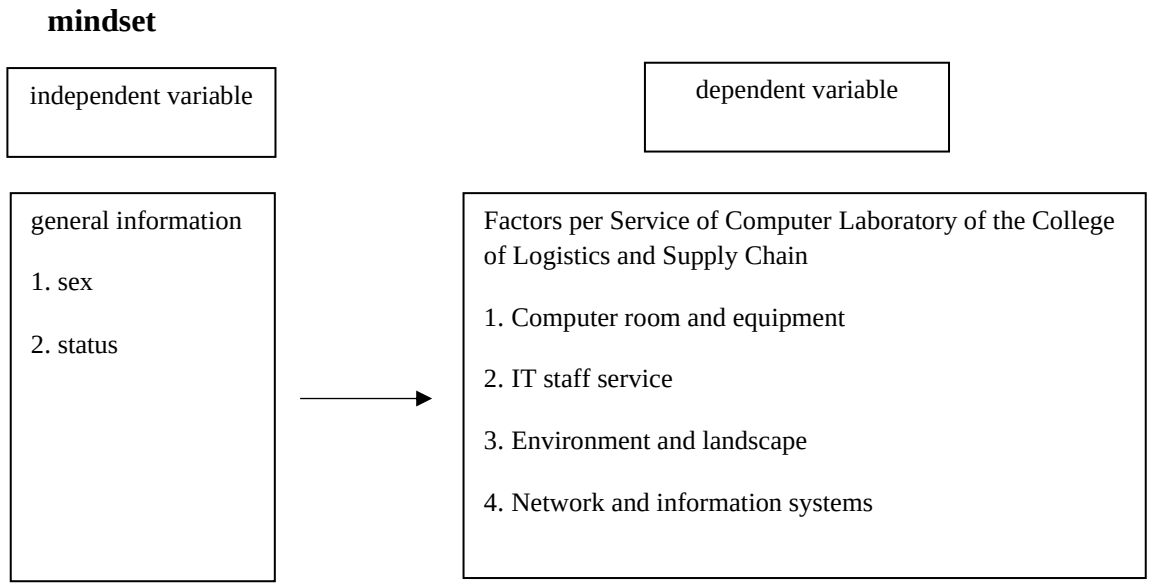
Based on Thawiphong Chintana Kham (1998), satisfaction was defined as it is a person's inclination towards something which can reduce tension and meet the needs of people. Satisfaction arising in the process of providing services between service providers and service users. It is the result of recognizing and evaluating the quality of the service that the client expects to receive and what the client actually receives in each situation. Satisfaction levels may not be constant and it may vary over time. Services' satisfaction consists of 2 parts (Sukhothai Thammathirat University Unit 8-15, 2002) as:

1. Elements of quality perception of service products:

The service recipient will know that the service received has characteristics according to the commitments of each type of business as it should be. For instance, Guests staying at the hotel will be accommodated in the room they have booked. Or, customers entering the restaurant should be served exactly what they ordered etc. It is a service that customers should receive according to the nature of each service type. This will make the customer satisfied with what they want.

2. Components of perceived quality of service:

The customer will know how appropriate service is presented in the service provider's process whether it is convenient to access. Also, this includes behavior of service providers according to their roles and their responds to the service recipients in terms of job responsibility, use of language to convey meaning, and conduct in service.



OBJECTIVE

1. To study service recipients' satisfaction level on using the computer laboratory of the College of Logistics and Supply Chain, Suan Sunandha Rajabhat University.

2. To compare service recipients' satisfaction on using the computer laboratory of the College of Logistics and Supply Chain, Suan Sunandha Rajabhat University.

METHODOLOGY

Population and sample groups

This research study service recipients' satisfaction level on using the computer lab of the College of Logistics and Supply Chain, Suan Sunandha Rajabhat University, by studying and collected questionnaires from October 2019 to July 2020.

The researcher collected data for this research by sending questionnaires according to the number of sample group (students and lecturers) of 110 people from the College of Logistics and Supply Chain, Suan Sunandha Rajabhat University. To be more specific, the sample group consisted of 106 students and 4 lecturers.

The research tools

The researcher collected sampling data from users of computer labs of students and professors by submitting a satisfaction questionnaire through the internet as an online questionnaire linked to the college's website and by sending a link to the sample group's email.

Data analysis

Data analysis for this research is divided into the following steps:

1. Data processing by a statiscal software.

2. Analysis of the general data of the sample using descriptive statistics as frequency and percentage values.

3.Analyze the accessibility satisfaction questionnaire of the computer lab of the College of Logistics and Supply Chain Suan, Sunandha Rajabhat University with descriptive statistics including mean score (X-) and standard deviation (S.D.).

By setting the criteria for analysis for interpreting the satisfaction level measurement of the sample. Regarding quality assurance, the scoring range has been set as follows.

An average of 4.50 – 5.00 means satisfaction is at the highest level.

An average of 3.50 – 4.49 means a high level of satisfaction.

An average of 2.50 – 3.49 means a moderate level of satisfaction.

An average of 1.50 – 2.49 means a low level of satisfaction.

An average of 1.00 – 1.49 means the least satisfied.

RESULTS

According to the study titled "Study on the level of satisfaction in using computer laboratories to develop operational processes to be more efficient" with the following results:

Table 1. General information of the sample who answered the questionnaire

general information	number (people)	percent
sex		
man	35	31.82
female	75	68.18
include	**110**	**100.00**
status		
logistics college student	106	96.36
Lecturer of the College of Logistics	4	3.64
include	**110**	**100.00**

From table 1, Considering the personal information of the sample respondents of 110 people, the finding was that most of the respondents were female of 75 people (68.18%) and 35 males (31.82%), being students of 106 people (96.36%) and lecturers of 4 people (3.64%).

Table 2. satisfaction assessment results

(n=105)

Questions of the satisfaction assessment form	percent	S.D.	average	meaning
1. computer room and equipment				
1.1 Availability and completeness of computers in service	75.45	0.84	3.77	high
1.2 Availability and completeness of serviced projectors	75.82	0.89	3.79	high
1.3 Availability and integrity of audio and mic services	73.64	0.97	3.68	high
1.4 The number of computers is sufficient for the service	70.55	1.13	3.53	high
1.5 Modern equipment and systems for service	74.00	0.95	3.70	high
include	**73.89**	**0.96**	**3.70**	**high**
2. IT staff service				
2.1 Friendly, courteous, and willing to service	78.00	0.90	3.90	high
2.2 Attentive, enthusiastic in service	77.27	0.89	3.86	high
2.3 Consulting, recommending usage and solving problems	78.00	0.88	3.90	high
2.4 Knowledgeable	79.09	0.81	3.95	high
2.5 Convenience in contacting for service	73.45	0.99	3.67	high
2.6 Quickness in solving problems and services	74.18	0.99	3.71	high
2.7 Quality and accuracy of work provided	77.09	0.87	3.85	high
include	**76.73**	**0.90**	**3.83**	high
3. environment and landscape				
3.1 There is a proper placement within the computer lab	78.18	0.86	3.91	high
3.2 The place inside the computer lab is neat and clean	79.09	0.84	3.95	high
3.3 Computer room comfort	79.09	0.83	3.95	high
3.4 Proper lighting in the computer room	82.18	0.75	4.11	high
3.5 The optimum temperature in the computer room	79.82	0.87	4.00	high
3.6 Atmosphere and place	80.00	0.91	4.33	high
include	**79.73**	**0.84**	**4.04**	high
4. Network and Information Systems				
4.1 The internet is ready enough to provide services	68.18	1.17	3.41	moderate
4.2 Internet speed	64.91	1.21	3.25	moderate
include	**66.55**	**1.19**	**3.33**	moderate
total average	**74.23**	**0.97**	**3.73**	high

4.50 – 5.00 = highest, 3.50 – 4.49 = high, 2.50–3.49 = moderate, 1.50–2.49 = low
1.00–1.49 = least

Table 2. From a sample of 110 people, the results showed as the following details:

The computer lab users' overall satisfaction at high level of 74.23% ($\bar{x}$ = 3.73, S.D. = 0.97). For each aspect, the users' satisfaction was; 1) computer room and equipment's overall level at high level of 73.89 % ($\bar{x}$ = 3.7, S.D. = 0.96), 2) service quality of IT staffs' overall level at high level of 76.73 % ($\bar{x}$ = 3.83, S.D. = 0.90), 3) environment and landscape' s overall level at highl level of 79.73 % ($\bar{x}$ = 4.04, S.D. = 0.84), and 4) network and information systems' overall level at medium level of 66.55 % ($\bar{x}$ = 3.33, S.D. = 1.19).

CONCLUSION AND FUTURE WORK

The research title of "Study on satisfaction level of user in the computer laboratory for performance development of working process" is an exploratory research. Research tools are: 1) Satisfaction questionnaire on the services of the College of Logistics and Supply Chain Computer Laboratory. The questionnaire considered 4 key aspects as 1) Computer room and equipment, 2) IT staff service, 3) Environment and landscape, and 4) Network and information systems to develop the computer labs. The samples were divided into 2 groups as 106 students and 4 lecturers and using a random sampling method. The results were summarized using the descriptive analysis as frequency and percentage including mean ($\bar{x}$) and standard deviation (SD). The results showed that users of the College of Logistics and Supply Chain computer labs satisfaction level is at moderate to high level.

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