

Ornsri Chantrasiri 2012: The Effectiveness of the AS400 Program Training on the Controlling System Staffs' Performances of the Competency by Training of the AEON Thana Sinsap (Thailand) Public Company Limited. Master of Education (Business Education), Major Field: Business Education, Department of Vocational Education. Thesis Advisor: Associate Professor Papatvadi Weerakitti, Ed.D. 111 pages.

The purposes of this research were to study the opinions of department officer control staffs 1) on the usage of the AS400 information system. This research aimed to 1) study the employees' performances on the use of AS400 information system as part of a major system, and 2) the ability to use the AS400 information system as a support system for other departments.

The populations employed in this study were 200 department officer control employees who utilized the AS400 information system at the AEON Thana Sinsap (Thailand) Public Company Limited, headquarter office. The research instruments employed in this study were questionnaire surveys. The data obtained in this study were analyzed by frequency, percentage, mean and standard deviation.

The results of this study presented that the opinions of the department officer control staffs towards the ability to use the overall system were high ($\mu = 3.79$, $\sigma = 0.81$). They rated the highest average mean scores in 13 categories. The top three categories rated the highest in the high level were 1) ability to present monthly incomes and expenses correctly, 2) ability to summarize the credit card's, installments, personal loans, and leasing correctly, and 3) ability to execute the customers' collection records from the automatic system in order to reduce bad debts.

The ability to use the AS400 information system as a support system for other departments, the staffs rated high in 14 categories. The first three highest mean scores were 1) the ability to schedule the day-to-day closing of each working system efficiently, 2) ability to summarize the departments' reports for each work units. The ability to use the AS400 information system as a support system for other departments, the result showed that overall performance were high in 14 categories. The top three highest mean scores were 1) the ability to schedule the day-to-day closing of each working system efficiently, 2) the ability to summarize each department's reports and print the reports quickly, and 3) ability to change password on desktops once a month following the MIS regulations.

Student's signature

Thesis Advisor's signature