

## C643532 : MAJOR AUDIO-VISUAL EDUCATION

KEY WORD : INTERNET / CHULALONGKORN UNIVERSITY NETWORK

MAHATTAPOL AROONSAWASDI : STATE, PROBLEMS AND NEEDS CONCERNING THE INTERNET SERVICES VIA CHULALONGKORN UNIVERSITY NETWORK UNDER NETSERVE DOMAIN AS PERCEIVED BY USER . THESIS ADVISOR : VICHUDA RATTANAPIAN, Ph.D. 120 pp. ISBN 974-636-785-4

The purpose of this research was to study state, problems and needs concerning the Internet services via Chulalongkorn University Network as perceived by active users. The samples were 584 members of Chulalongkorn University Network service center, of which 266 were instructors and 318 were students. Questionnaires were used to collect data. The statistics used to analyzed the data were percentage, mean, and standard deviation.

The findings were as follows:

1. The majority of the active Internet users accessed to the network directly from computers on campus which generally ran on Windows 95. During 9.00-11.00 pm. was found to be the most popular period of time for people to access the network. Normally, users got on the system one or two times a week with a period of 1-2 hours each time. The most popular service was electronic mail.
2. The most serious problems found in the study was related to the speed of the system. In many cases, users cannot use the Telnet service which was due to the malfunction of the system. The availability of the news group was found to be limited.
3. There was a need to upgrade the telephone systems to increase the speed of the network. The systems should have more disk space available for each user.

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ลายมือชื่ออาจารย์ที่ปรึกษาร่วม.....