

## ABSTRACT

Thesis Title : The Effectiveness of Utilization of Information Technology for  
Improving the Record Management System : A Case Study of the  
Permanent Secretary Ministry Office of Public Health

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Degree Sought : Master of Arts

Major : Political Science

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The objective of this research are twofold:

1. To assess the effectiveness of utilization of information technology for improving the record management system of the Permanent Secretary Ministry Office of Public Health by incorporating computer program.

2. To study the factors affecting the effectiveness of information technology utilization as stated in 1.

A survey was designed in which a Questionnaire was given to a sample of 200 staff members from 21 divisions, involving record management.

The research finding are as follows:

1. The effectiveness of such utilization is moderate as indicated by the overall improvement of the document management in terms of operation time, circulation monitoring, document filing and disposal of expired documents.

2. The factors most affecting the effectiveness of the utilization less than 0.05 statistical significance are the members' attitudes towards the change and their educational levels.