

## **ABSTRACT**

Thesis Title : The Satisfaction of Thai Farmers Bank Staff in Using  
Lotus Notes

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The objectives of this study were threefold : first, to examine the general status of use of Lotus Notes by the staff of Thai Farmers Bank at the Head Office; second, to study the satisfaction of the Thai Farmers Bank Head Office staff in using Lotus Notes, stratifying by age, level of education, position and work experience; and third, to compare the satisfaction of the Head Office, Thai Farmers Bank staff in using Lotus Notes, based on age, level of education, position and work experience.

This study was a quantitative research. Data were collected through a self administered questionnaire from a sample of 220 employees of Thai Farmers Bank at the Head Office. The SPSS/PC<sup>+</sup> program was employed to analyze the data.

The Study found that the staff of Thai Farmers Bank at the Head Office used the Lotus Notes everyday and that each usage was for less than one hour. Lotus Notes was most utilized for documentary tasks. The majority of users were under 30 years of age, held a bachelor's degree and had less than ten years work experience. In particular, it was found that the executives were not as heavy users as the staff. The findings also showed that the staff were most satisfied with Lotus Notes for the following applications : electronic mail, prominent news, work assignment and staff complaints. The results of comparing satisfaction with the application of Lotus Notes, based on age and level of education revealed that there was generally no difference in users' satisfaction but there were significant differences in satisfaction in the use of Lotus Notes according to position and work experience. The study indicated that most of the problems occurring in the use of Lotus Notes were (a) server down, (b) system tardiness, and (c) LAN down.

The implications of these findings for the efficient application of Lotus Notes in the work of Thai Farmers Bank at Head Office are discussed.