

ABSTRACT

Thesis Title : A Study of Information Technology Needs of Electricity
Generating Authority of Thailand Staff

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Degree Sought : Master of Arts

Major : Library and Information Science

Advisory Committee :

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The aim of the study was to survey information technology needs of Electricity Generating Authority of Thailand (EGAT) employees; more particularly, to investigate the problems experienced by workers in C4 - C6 categories and primary level C7 - C8 executives who use information technology in their work, using stratified random sampling. The sample size was 330 employees.

The objectives of the analyses were as follows: firstly, to study the information technology needs of working and primary executive level employees in EGAT; secondly, to compare the information technology needs of the two groups of employees; and thirdly, to study problems experienced in the use of information technology. The data was collected with self-administered questionnaires and analyzed by using One-way ANOVA, t-test and descriptive statistics.

The research findings can be summarized as follows:

1. LAN was found to be highly used, while microcomputers, The Internet, inhouse databases, facsimile, e-mail and CD-ROM respectively, were less used.

2. Recording data was highly used, while communications, information retrieval, dissemination of data and decision making were less used.

3. Comparison of user needs among the two groups of employees, for microcomputers, The Internet, inhouse database, facsimile, e-mail, and CD-ROM, found no differences between C4 - C6 work levels and C7 - C8 primary executive levels.

4. The study of problems experienced in the use of information technology by EGAT was in three parts: (1) Equipment and implements: employees had to utilize equipment unsuitable for their work as they lacked budget for purchasing; (2) Users: among the many problems found, users lacked training, knowledge of information technology and proficiency in English; (3) High executives: most high executives did not recognize the benefits of using information technology. This may prove to be an obstacle to increased use of information technology in EGAT.