

**ABSTRACT**

Thesis Title : Information Needs for the Development Workers of Child Abuse Organizations

Student's Name : Miss Pranee Anusasananan

Degree Sought : Master of Arts

Major : Library and Information Science

Academic Year : 2001

Advisory Committee :

- |                                     |             |
|-------------------------------------|-------------|
| 1. Assoc. Prof. Dr. Pimonpan Rapper | Chairperson |
| 2. Assoc. Prof. Pachanee Chuayjanya |             |
| 3. Miss Saranpat Anumatrachakit     |             |

The objectives of this research are to study comparatively the information needs for the development workers of child abuse organizations, who have different characteristics (educational level, job responsibility, and job experience). The purpose of this study was to survey and analyze the workers conditions, problems and information needs. The selected population consist of social workers, psychologists, pediatricians, prosecutors, and police. The data collecting method was questionnaire survey and answer sheets, the were and distributed to 80 workers who were studying at 14 organization for child protection, and 72 (90%) were returned. The obtained data were analyzed by SPSS 9.0 for Windows through the percentage, arithmetic mean, standard deviation, T-test, analysis of variance (Oneway ANOVA), and Scheffe. Major findings and conclusions include the following:

1. The majority of workers are female. Most of them are between 31-35 years old, and 54.2 percentage graduated with a bachelor's degree. They have been working in organizations for more than 10 years as social workers.

2. The workers need every external information sector at a high level; the coordination and communication between the organizations sector is the most needed, and they use personal sources, institutional sources, specialized media sources, and mass media sources at high level. In detail, newspaper and televisions are used at the two highest levels. Moreover, the workers need information that is effective and updated, and the information should be a victaul timely, as well as deep, and qualitative.

3. The workers face serious problems in using sources: 1) source information 2) information, and 3) the workers. From the study, the major problem is that they do not have enough time to find the information, can not time more information, can not update the information, can not get service timely or fast, and do not know information sources to use.

The research hypotheses are that the problem and information needs are different according to the workers characteristics (educational level, job responsibility, job experience), and the information needs of the workers are correlated with the information source:

1) Information needs for the development workers (information to show how: child abuse advocacy, law protection) The comparison between needs and their educational level shows that their is a significant difference between their groups.

2) Information needs for the development workers (information source: committee, seminar, coordination, and communication between the organization) The comparison between needs and their job responsibility shows that there is a significant difference between the groups.

3) Information needs for the development workers (information to show how: child abuse advocacy, law protection): The comparison between needs and their job responsibility shows that there is a significant difference between their groups.