

## ABSTRACT

Thesis Title : Student Usage of Online Public Access Catalog Service :  
A Study at Ramkhamhaeng University  
Student's Name : Miss Parita Cheaisiri  
Degree Sought : Master of Arts  
Major : Library and Information Science  
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Advisory Committee :

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The objectives of this study attempted to investigate and compare state of use and problems of usage of Online Public Access Catalog (OPAC) service among Ramkhamhaeng University undergraduate students. Data were collected through questionnaires which were distributed to 379 students of various faculties who utilized OPAC service for information retrieval. Results were analyzed using descriptive statistics, One - Way analysis of variance and scheffe's test.

Based on the findings of the study, the following conclusion was reached : students mostly used OPAC service at the general service area at 2-4 times a week and consumed less than 10 minutes at each time. Students learned how to use OPAC service by themselves from menu shown on screen and selected Thai text mode to retrieve for information through titles and subject headings. Major purpose of OPAC service usage was to study and search for relevant interested subjects. For information retrieval, students oftenly confronted significant problems of tardy output and hanging up of

computer system; insufficient or uncompleted of bibliographic data, non-relevance of required information; lacking of computer literacy/skills; research skills with complicated keywords and usage of foreign languages. Besides, there were not only no library staff to advise use of OPAC service to users, but insufficiency of computers for OPAC service which causing long time of waiting for service.

The study concluded with students who possessed experience and computer skills were better potential for utilizing OPAC service and access to information resources than those who had less experience and computer skills.