ABSTRACT

Thesis Title   : Evaluation of the Computerized Registration Project

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Advisory Commitee :

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This study has 3 objectives.

1. To evaluate the result of the computerized registration service project undertaken by districts in Bangkok Metropolis.

2. To examine factors affecting to the result of the project.

3. To compare the group means of satisfaction of the districts' service before and after the computerized registration service is put into effect.

The research population is the people asking for the service from the registration section in Bangkok. A sample of 225 people was used in the study.

The research findings are as follows ;

1. It is clear that a number of people who are satisfied with the project is greater than the people who are not satisfied.

2. It is found that the following factors, i.e., gender, district , equalization , juristiction , public relation , work flow , human relation influence the people mean

of satisfaction of the project.

3. It is found that there is significant difference between the two group means of satisfaction of the registration services before and after computerization used.