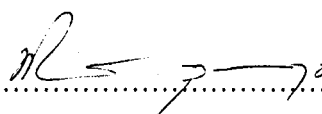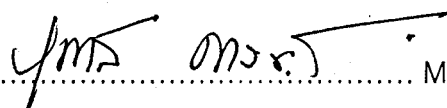THESIS TITLE : USER SATISFACTION WITH ONLINE PUBLIC ACCESS
CATALOG SERVICE OF THE LIBRARY OF RAJABHAT
INSTITUTE SAKON NAKHON

AUTHOR : MISS JITTRAPORN PENGDEE

THESIS ADVISORY COMMITTEE :

.... Chairman

(Assistant Professor Thippaval Tulyasukh)

.... Member

(Miss Jutharat Sarawanawong)

ABSTRACT

The purposes of this study were to study user state of using, satisfaction, problems and suggestion concerning online public access catalog (OPAC) the Rajabhat Institute Sakonnakhon library. The sample for this study were selected via simple random with a total of 465 persons comprising 109 faculty members and 365 students in academic year 1997. The tool of this study was a questionnaire covering questions in using state, user satisfaction, using problems, and suggestion. The coefficient of its reliability was 0.89. The analysis of data was done by using statistics in percentage, means, and standard deviation.

The research results revealed the following :

Users knew the OPAC in service at the library from the public relation. Faculty users had their objective to prepare lesson plans

while students to prepare report writings. Users knew how to search data via OPAC from directions on the computer screen. Individual application was one time a week in average. Of all the searches, title access were more popular than any other kinds, and most users Outputs of the searches could serve approximately 70-90 percent of the needs.

Toward satisfaction of receiving OPAC service, It revealed that users were satisfied very much with outcomes of searching system capabilities, and with service giving, especially, receiving outcomes that served their needs. The system possessed alternatives for users to select. The display on screen was luminous, and staff members were in service for instruction of using. Users were a little satisfied with the software and hardware.

In the problems of receiving OPAC service, it disclosed that 53.65 percent of users had a problem in slow working of the program; 52.88 percent in insufficient computers; 28.09 percent in a lag of outcome retrieval; 20.31 percent in intricate commands through the system; and 16.10 percent in insufficient service time available.

The users of OPAC suggested these important points that the program should be simple to use. Computer sets should be supplied more in each library building storey of service. The form of an outcome display should include a list of contents of the individual book. Detailed instructions of using should be presented on a monitor screen and finally the service time given should be extended.