

<b>Thesis</b>	Electronic Manual X-Ray Machine Maintenance for Baggage Passenger Airport of Thailand Public Company Limited
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### **ABSTRACT**

The purposes of the research were to determine the quality, efficiency and satisfaction of the electronic Manual X-Ray Machine Maintenance for Baggage Passenger Airport of Thailand Public Company Limited. The sampling group of this research was taken from twenty engineer officers working at the Communication and Electronic Department at the Airport of Thailand Public Company Limited.

The research has based on the Electronic Manual, Assessment of efficiency on the usage of the Manual, Satisfaction Survey Questionnaire on the usage of the Manual.

The hypothesis was set if the quality of the Manual was good, the assessed score must be or equal to 3.50, for Efficiency of the Manual based on the survey resulted from the engineers, the score must be above or equal to 80%, and has the related satisfaction value not less than 3.50.

The result of the research found that in terms of “Program Quality”, the score was fall in the range of excellent by having the average score of 4.50, and standard deviation at 0.54. In term of engineering aspect, the score found to be in the range of excellent by having the average score of 4.57, with standard deviation at 0.46. For the study of “Efficiency”, the result was at 88.44% which above the value set in the hypothesis, and lastly for the “Satisfaction Level”, the score of the result was shown in the range of high by having the average score of 4.38 with the standard deviation at 0.47.