A STUDY OF FACTORS AFFECTING KNOWLEDGE, ATTITUDE AND BEHAVIOR OF ELECTRONIC DOCUMENT SYSTEM EMPLOYEES: CASE STUDY OF PROVINCIAL ELECTRICITY AUTHORITY REGION 3 CENTRAL NAKHONPATHOM

RATWALIKA PHAMORNSUT

A THEMATIC PAPER SUMMITTED IN PARTIAL FUFILLMENT OF THE REQUIREMENTS FOR THE DEGREE OF MASTER OF SCIENCE (TECHNOLOGY OF INFORMATION SYSTEM MANAGEMENT) FACULTY OF GRADUATE STUDIES MAHIDOL UNIVERSITY 2012

Thematic Paper
entitled

A STUDY OF FACTORS AFFECTING KNOWLEDGE, ATTITUDE AND BEHAVIOR OF ELECTRONIC DOCUMENT SYSTEM EMPLOYEES: CASE STUDY OF PROVINCIAL ELECTRICITY AUTHORITY REGION 3 CENTRAL NAKHONPATHOM

R. Phamornsut.
.....
Miss Ratwalika Phamornsut
Candidate

P. Kaimuk, M.D.
.....
Assoc. Prof. Panya Kaimuk,
M.D. (Orthopedic Surgery)
Major advisor

Waranyu Wongseree
.....
Lect. Waranyu Wongseree,
Ph.D. (Electrical Engineering)
Co-advisor

B. Mahaisavariya
.....
Prof. Banchong Mahaisavariya,
M.D., Dip Thai Board of Orthopedics
Dean
Faculty of Graduate Studies
Mahidol University

.....
Lect. Supaporn Kiattisin,
Ph.D. (Electrical and Computer Engineering)
Program Director
Master of Science Program in
Technology of Information System
Management
Faculty of Engineering
Mahidol University

Thematic Paper
entitled

A STUDY OF FACTORS AFFECTING KNOWLEDGE, ATTITUDE AND BEHAVIOR OF ELECTRONIC DOCUMENT SYSTEM EMPLOYEES: CASE STUDY OF PROVINCIAL ELECTRICITY AUTHORITY REGION 3 CENTRAL NAKHONPATHOM

was submitted to the Faculty of Graduate Studies, Mahidol University
for the degree of Master of Science
(Technology of Information System Management)
on
November 7, 2012

R. Phamornsut.

Miss Ratwalika Phamornsut
Candidate

Lect. Supaporn Kiattisin,
Ph.D. (Electrical and Computer Engineering)
Chair

P. Kaimuk, M.D.

Assoc. Prof. Panya Kaimuk,
M.D. (Orthopedic Surgery)
Member

Worasit Ch

Lect. Worasit Choochaiwattana,
Ph.D. (Information Science)
Member

Waranyu Wongseree

Lect. Waranyu Wongseree,
Ph.D. (Electrical Engineering)
Member

B. Mahai

Prof. Banchong Mahaisavariya,
M.D., Dip Thai Board of Orthopedics
Dean
Faculty of Graduate Studies
Mahidol University

Lect. Worawit Israngkul,
M.S.(Technical Management)
Dean
Faculty of Engineering,
Mahidol University

ACKNOWLEDGEMENTS

I am indebted to the following people and who have given me their assistance and encouragement, guidance and support from the initial to the final level enabled to develop an understanding of the process.

This thematic paper was completed with supporting from many people. I would like to express my sincere gratitude and deep appreciation to my major advisor, Assoc. Prof Panya Kaimuk, for valuable, guidance, continuous, encouragement and the fullest support provided throughout this research.

Deeply thank to Dr. Supaporn Kiattisin for her support as the committee chair and also special thank Dr. Worasit Choochaiwattana, the external examiner of thematic paper defense for his kindness in invaluable suggestion and time sacrifice through this study. Especially, my co-advisor, Dr.Waranyu Wongseree for special attentiveness, always listening and giving several invaluable suggestion and time sacrifice for this research.

I would also like to take this opportunity to thank those who participated in the questionnaire of this research and thank back to all my friends, teachers and staffs in Technology of information system management department, Mahidol University for their support and cooperation during this study.

Eventually, I offer my regards and blessing to my family members whose invaluable support and understanding has kept me going over the past year. Thanks you to my parents and my lovely sister, is the driving force of my life.

Ratwalika Phamornsut

A STUDY OF FACTORS AFFECTING KNOWLEDGE, ATTITUDE AND BEHAVIOR OF ELECTRONIC DOCUMENT SYSTEM EMPLOYEES: CASE STUDY OF PROVINCIAL ELECTRICITY AUTHORITY REGION 3 CENTRAL NAKHONPATHOM

RATWALIKA PHAMORNSUT 5137565 EGTI/M

M.Sc. (TECHONOLOGY OF INFORMATION SYSTEM MANAGEMENT)

THEMATIC PAPER ADVISORY COMMITTEE: PANYA KAIMUK, M.D., WARANYU WONGSEREE, Ph.D.

ABSTRACT

The objective of the research is to study the factors which affected knowledge, attitude and behavior of employees who use an electronic document system and study the relationship between knowledge, attitude and behavior of employees who use an electronic document system case in The Provincial Electricity Authority Region 3 Central Nakhonpathom. The individual attitudes included gender, age, agencies in the area, education level, years of work and position. The sample group comprised of 320 persons, who were working in Provincial Electricity Authority Region 3 Central Nakhonpathom. In addition, the data were collected by questionnaire. Descriptive statistics used percentage, mean and standard deviation. Inferential statistics were applied for hypothesises testing using T-test, F-test, Pearson correlation and Least significant difference.

The results show that users in the Provincial Electricity Authority Region 3 Central Nakhonpathom have a fair knowledge, a positive attitude towards the electronic document system and do not use the electronic document system regularly. The research found that factors that affect the relationship of the variables are knowledge of electronic document systems and behavior while using the electronic document system. Whereas, the attitude towards the electronic document system does not affect the relationship.

KEY WORDS: ELECTRONIC DOCUMENT SYSTEM / KNOWLEDGE / ATTITUDE / BEHAVIOR

171 pages

การศึกษาปัจจัยที่มีผลต่อความรู้ ทัศนคติ และพฤติกรรมของพนักงานที่ใช้งานระบบสารบรรณอิเล็กทรอนิกส์ กรณีศึกษา: การไฟฟ้าส่วนภูมิภาคเขต 3 ภาคกลาง จังหวัดนครปฐม

A STUDY OF FACTORS AFFECTING KNOWLEDGE, ATTITUDE AND BEHAVIOR OF ELECTRONIC DOCUMENT SYSTEM EMPLOYEES: CASE STUDY OF PROVINCIAL ELECTRICITY AUTHORITY REGION 3 CENTRAL NAKHONPATHOM

รัตน์วาลิกา ภมรสูต 5137565 EGTI/M

วท.ม. (เทคโนโลยีการจัดการระบบสารสนเทศ)

คณะกรรมการที่ปรึกษาสารนิพนธ์: ปัญญา ไข่มุก, M.D., วรัญญู วงษ์เสรี, Ph.D.

บทคัดย่อ

การวิจัยนี้มีวัตถุประสงค์เพื่อศึกษาปัจจัยที่มีผลต่อความรู้ ทัศนคติ และพฤติกรรมของพนักงานที่ใช้งานระบบสารบรรณอิเล็กทรอนิกส์และศึกษาความสัมพันธ์ระหว่างความรู้ ทัศนคติ และพฤติกรรมของพนักงานที่ใช้ระบบสารบรรณอิเล็กทรอนิกส์การไฟฟ้าส่วนภูมิภาค เขต 3 ภาคกลาง จังหวัดนครปฐม ซึ่งจำแนกลักษณะส่วนบุคคลได้แก่ เพศ อายุ หน่วยงานในสังกัด ระดับการศึกษา ระยะเวลาในการทำงาน และตำแหน่ง โดยกลุ่มตัวอย่าง คือ พนักงานในสังกัดการไฟฟ้าส่วนภูมิภาคเขต 3 ภาคกลาง จังหวัดนครปฐมจำนวน 320 คน ซึ่งมีการเก็บรวบรวมข้อมูลโดยใช้แบบสอบถาม วิเคราะห์ข้อมูลด้วยการวิเคราะห์ข้อมูลเชิงพรรณนา โดยใช้ค่าร้อยละ ค่าเฉลี่ย ส่วนเบี่ยงเบนมาตรฐาน และการวิเคราะห์เชิงอนุมานด้วยวิธีการทางสถิติแบบใช้พารามิเตอร์และไม่มีพารามิเตอร์ ได้แก่ การทดสอบแบบที การทดสอบแบบเอฟ การทดสอบเพียร์สันและทดสอบความแตกต่างเป็นรายคู่ด้วยแอลเอสดี เพื่อทดสอบสมมุติฐาน

ผลการวิจัยพบว่าพนักงานการไฟฟ้าส่วนภูมิภาค เขต 3 ภาคกลาง จังหวัดนครปฐม มีความรู้เกี่ยวกับระบบสารบรรณอิเล็กทรอนิกส์อยู่ในระดับปานกลาง, มีทัศนคติเกี่ยวกับระบบสารบรรณอิเล็กทรอนิกส์อยู่ในระดับดี และพฤติกรรมการใช้งานระบบสารบรรณอิเล็กทรอนิกส์อยู่ในระดับปฏิบัติเป็นบางครั้ง สำหรับปัจจัยที่มีผลความสัมพันธ์ของตัวแปรได้แก่ ความรู้เกี่ยวกับระบบสารบรรณอิเล็กทรอนิกส์และพฤติกรรมการใช้งานระบบสารบรรณอิเล็กทรอนิกส์ แต่ปัจจัยที่ไม่มีความสัมพันธ์ต่อตัวแปรอื่นๆ ได้แก่ ทัศนคติเกี่ยวกับระบบสารบรรณอิเล็กทรอนิกส์

171 หน้า

CONTENTS

CONTENTS (cont.)

CONTENTS (cont.)

LIST OF TABLES

LIST OF TABLES (cont.)

LIST OF TABLES (cont.)

LIST OF TABLES (cont.)

LIST OF TABLES (cont.)

LIST OF FIGURES

CHAPTER I
INTRODUCTION

1.1 Background and Significance of study

The advancement of information technology now is fast as the world's limitless. We also know as the era of information technology and it takes part in responding needs of organizations, including government, state enterprises and the private sectors. In addition, it makes works done accurately, quickly, easily and it makes even more standard works.

A document system takes an important role in all aspects of operations because they must have been coordinated through documents so that they can understand how to work successfully together.

Generally, documents must have been managed following through Office of the Prime Minister's regulation to be related to a document system since BE 2526. The regulation has defined methods and procedures, for example, receiving and sending documents, keeping documents, borrowing documents, destroying documents and so on. Currently, technology has been developed to an electronic document system. It is by using a computer, which has been widely used in many organizations, as a tool for documental management.

Provincial Electricity Authority (PEA) is a state enterprise under the Ministry of Interior. PEA is responsible for generating, distributing and providing electricity to citizens, business sectors and industries in regions except Bangkok, Nonthaburi and Samutprakan. PEA is one of the organizations that use electronic document system, which is consistent in the national economic and social development plan. To realize the importance of information technology using in documental management of the organization since BE 2530, PEA purchased a

computer and an equipment used in the workplace. From the annual action plan BE 2544, there was a target in information technology as one of the thirteen branches to be taken to achieve the organization's goal. PEA also committed to develop information technology and communication to provide better standards, including more security, so that to support services and business operations as a tool to facilitate the performance of employees throughout the organization. And it is also to be a source of knowledge and learning to enhance the quality of employee continuously.

PEA Region 3 (Central) Nakhonpathom (PEAC3) is responsible for five provinces : Nakhonpathom, Kanchanaburi, Suphanburi, Samutsakhon and Ratchaburi (specifically Ban Pong District). Electronic document system has been used in the office thought, the problems of work on the electronic document system are as follows:

1. Receiving and sending documents between departments was not in the same practice.

2. The problem of additional accessories, a scanner for example, if it is set a different resolution, it will affect to the clarity of the document.

3. Knowledge and understanding how to use the Electronic Document System is the problem of employees.

The importance of the problems mentioned above, the researcher thus should study of factors affecting Knowledge, attitude and behavior of electronic document system employees. Case study: Provincial Electricity Authority Region 3 (Central) Nakhonpathom. The research has been applied to improve performance and management of electronic document system to be accurate, speedy and satisfying by users.

1.2 Research questions

1. What are factors affecting knowledge, attitude and behavior of electronic document system employees. Case study: Provincial Electricity Authority Region 3 Central Nakhonpathom?

2. Which factors have relationship between knowledge, attitude and behavior in electronic document system .Case study : Provincial Electricity Authority Region3 Central Nakhonpathom?

1.3 Research objectives

1. To study of factors affecting knowledge, attitude and behavior of electronic document system employees. Case study : Provincial Electricity Authority Region3 Central Nakhonpathom.

2. To study the relationship between knowledge, attitude and behavior in electronic document system Case study : Provincial Electricity Authority Region3 Central Nakhonpathom.

1.4 Research hypotheses

1. User employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom with different individual attributes have knowledge about electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom is different.

2. User employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom with different individual attributes have attitude about electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom is different.

3. User employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom with different individual attributes have behavior in using electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom is different.

4. Knowledge about electronic document system have relationship with attitude about electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom.

5. Knowledge about electronic document system have relationship with behavior in using electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom.

6. Attitude about electronic document system is positively correlated with behavior in using electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom.

1.5 Conceptual Framework

According to the concept, definitions related studies from literature review; the researcher has set up the study conceptual framework as independent and dependent variables.

Independent variables were classified into individual attributes (gender, age, agencies in the area, education level, years of work, and position).

On the other hand, dependent variables have consisted of knowledge about electronic document system, attitude about electronic document system and behavior of electronic document system.

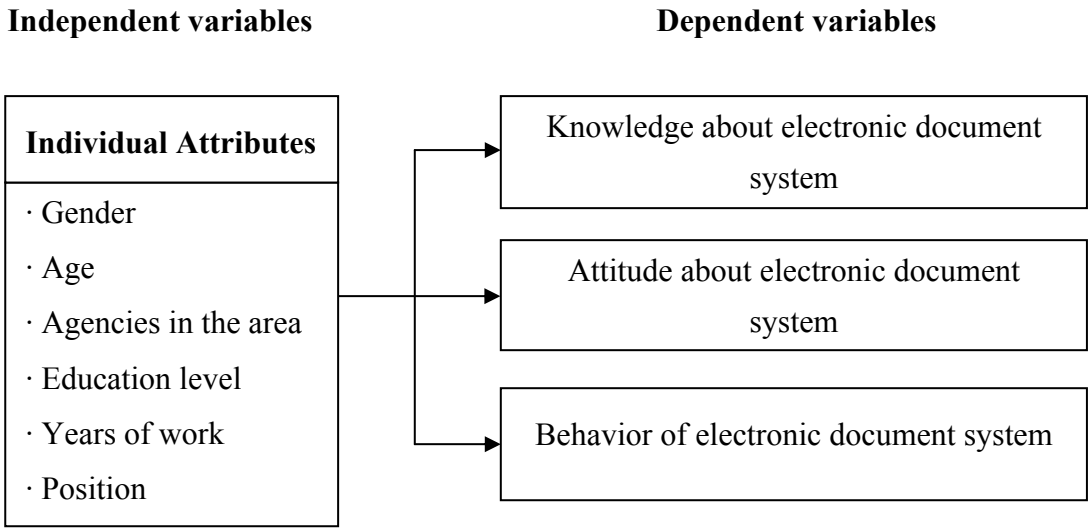

Figure 1.1 Conceptual Framework

1.6 Scope of the study

1. This study was aimed to study factors affecting Knowledge, attitude and behavior of electronic document system employees. Case study: Provincial Electricity Authority Region 3 Central Nakhonpathom.

2. The study area is under Provincial Electricity Authority Region3 Central Nakhonpathom (including Nakhonpathom, Kanchanaburi, Suphanburi, Samutsakorn and Ratchaburi (specifically Ban-Pong district).

3. The population of the study is employees under Provincial Electricity Authority Region 3 Central Nakhonpathom (including Nakhonpathom, Kanchanaburi, Suphanburi, Samutsakorn and Ratchaburi (specifically Ban-Pong district), about 400 persons.

4. The period of time that use in the research begins study from September 2012 - November 2012 total up three months.

1.7 Definitions of terms in the research

Knowledge means the expression of the effectiveness of the brain of the people in the matters of memory, remembrance of facts, rules, principles, concepts, methods, process and various events. In this study it means the study of the potentials of the electronic document system employees. Case study: Provincial Electricity Authority Region 3 Central Nakhonpathom.

Attitude means the deep inner feeling or opinions of a person, including ways to put into practice or opinions on electronic document system. In this study it means to study about deep inner feeling or opinions of the electronic document system employees. Case study: Provincial Electricity Authority Region 3 Central Nakhonpathom.

Behavior means the act or expression of psychological symptoms, both internal and external, actions to meet the needs of individuals as a result of the composition knowledge, attitude and feeling. In this study it means to study about the act or expression of psychological symptoms, both internal and external, actions to meet the needs of individuals about electronic document system employees. Case study: Provincial Electricity Authority Region 3 Central Nakhonpathom.

Information Technology means computer technology and telecommuting technology that have a network linking to each other. They are associated with data collection, storage, processing, and dissemination.

Document work regulation means The Prime Minister's office regulations about document work Buddhist Era 2526 deputy according to regulations is The Permanent Secretary The Prime Minister's office. Effective on June 1, 2526.

Document work means working related to document administrative begins to arrangement receipt transmission storage borrowing and destruction of documents.

Electronic Document System means management electronic document system running and log in to register book to get, registered book sends, reporting and evaluation in order to receive official documents – send government document in Provincial Electricity Authority Region 3 Central Nakhonpathom.

The management of electronic document system means training personnel given access to the system the grouping arrangement to make a database. Installation program and equipment. Increase steps the performance downing receive a document without any information to the other people using the same system in conjunction with a new job. Development of computer equipment. Development program to support the other systems, the network system development such as the delay in the release documentation and operation of the host computer such as speed run in the system. Automatic data backup daily, when is a document log in.

Electronic means the application of the method of electron power Electromagnetic or any other way in a similar style and meaning to the application of optical methods, magnetic methods or equipment associated with the application of various methods thus recording data can be recorded by equipped with electronic devices such as memory card (Disk), magnetic tape, magnetic disk CD-ROM disc read-only or CD-WRITER that can save data overwrite.

Dispatch means documents as evidence in the government service for example.

1. Books have back and forth between government service.
2. The book has government service to reached any other agency, which is not government agency or reach to outsider.
3. The book has any other agency, which is not government service or an outsider has reach at government service.
4. Document government service prepared for evidence in the government service.
5. Document government service prepared according to law regulation or rules.
6. Information or a book that receive from electronic document system.

Provincial Electricity Authority means Provincial Electricity Authority is a state enterprise under the Ministry of Interior duty distribution electricity services to the people in all provincial the Thai provinces nationwide except Nonthaburi province, Samutprakan province and Bangkok, which is the border responsibility of the Metropolitan Electricity Authority.

Employee means employees workers electronic document system is under Provincial Electricity Authority Region 3 Central Nakhonpathom.

Individual Attributes means characteristics considered the gender, age, agencies in the area, education level, years of work and position, as the individual factors related to employees workers electronic document system is under Provincial Electricity Authority Region 3 Central Nakhonpathom.

Gender means sexual identity of the respondents. In this study, dichotomy of male and female has been used.

Age means chronological age, measured in ratio scales that denotes a number of years a respondent lived.

Agencies in the area means agencies are under Provincial Electricity Authority Region 3 Central Nakhonpathom considered the five provinces such as Nakhonpathom province, Kanchanaburi province, Suphanburi province, Sumutsakhon province and Ratchaburi (specifically Ban-Pong district).

Education level means the highest graduation obtained by employees under Provincial Electricity Authority Region3 Central Nakhonpathom. In this study four different levels of education were specified namely, High school education 6 or less than, Diploma, Bachelor's degree and Master's Degree or Higher.

Years of works means the number of years that the employees served in under Provincial Electricity Authority Region3 Central Nakhonpathom.

Position means position obtained by employees under Provincial Electricity Authority Region3 Central Nakhonpathom considered the four positions such as Administrator (Over Head Division), Academician/engineer/Accountant, Technician Officer/Bookkeeper/filing clerk and Employee of Provincial Electricity Authority.

Factors affecting Knowledge, attitude and behavior of electronic document system employees means conditions of individual attributes or individual details which encompassed gender, age, agencies in the area, education level, years of work and position.

1.8 Variable of the study

There are two variables applied in this study which are

1.8.1 Independent variable

1.8.1.1 Individual Attributes of the studied population group which encompassed gender, age, agencies in the area, education level, years of work and position.

1.8.2 Dependent variable

1.8.2.1 Knowledge about electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom.

1.8.2.2 Attitude about electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom.

1.8.2.3 Behavior in using electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom.

1.9 Level of Measurement

Variables	Measurement
Independent variable	
Individual Attributes	
- gender	nominal
- age	ordinal
- agencies in the area	nominal
- education level	ordinal
- years of work	ordinal
- position	nominal

Variables	Measurement
Dependent variable	
- Knowledge about electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom	nominal
- Attitude about electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom	scale
- Behavior in using electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom	scale

1.10 Expected Results

1. The factor that affecting knowledge, attitude and behavior of electronic document system employees. Provincial Electricity Authority Region3 Central Nakhonpathom can use the research to guideline for improving management and development of electronic document system to be efficient and effective and to correspond with users' requirements. As a result, the employees will be satisfied and confident in the system. Indirectly, it makes them work effectively.

2. The relationship between knowledge, attitude and behavior in electronic document system employees.

CHAPTER II
LITERATURE REVIEW

In the research, "A study of factors affecting knowledge, attitude and behavior of electronic document system employees. Case study : Provincial Electricity Authority Region 3 Central Nakhonpathom", taken from the conceptual framework the related concepts and theories would be discussed in this chapter. The primary sources of literature for this study were the related books & journal articles from the university library and leading academic journals and scholarly literature retrieved online from e – databases of the library. The researcher also used a few secondary sources quoting other's work from the primary sources. In conducting this research, the researcher had studied documents and related research and categorized the following topics and the chapter on literature review has been presented in the following sequence for the reader's convenience into five parts as follow:

2.1 Concepts of knowledge

2.2 Concepts of Attitude

2.3 Concepts of Behavior

2.4 Information Technology

2.5 Knowledge about electronic document system

2.6 Background history of Provincial Electricity Authority

2.7 Background history of Provincial Electricity Authority Region 3 Central Nakhonpathom

2.8 Related research

2.1 Concepts of knowledge

2.1.1 Definition of knowledge

Many scholars had given definition of knowledge as follows:

Knowledge refers to fundamental perception of human beings. The knowledge structure is developed by a series of experiences which human beings respond to particular stimulation. The knowledge structure consists of memory and mental state. Knowledge, therefore, is a selected memory which relates to mental state of human beings. Knowledge is an inner process. However, knowledge may influence human behavior and the recipient of communication. Communication theory can be occurred by the following five factors.

1. Ambiguity Resolution: communicating can confuse members of societies. Recipients always search for public information to answering their own questions and easing their confusions.

2. Attitude Formation: the impact of knowledge on attitude development. Typically, media innovation is used for developing attitude so that people will accept the innovation.

3. Agenda Setting: the influence of knowledge that spread to the public so that the public will be able to realize, and connect with a particular agenda. If the topic is relevant to people knowledge and value, people will receive the agenda.

4. Expansion of Belief system: public communication expands beliefs and values to the public. The public accumulate the beliefs from the media continuously.

5. Value Clarification: the conflict between a value and a belief is a common situation in the society. The media provide facts in a particular topic so people will get the clearer picture and better understanding of the topic.

According to Dictionary of Education by Carter V. Good (Good, 1973 : 325) knowledge means “the fact, rules and information that human beings derived and accumulated from their experience.”

According to Lexicon Webster Dictionary of Smith (Smith, 1977 : 531) knowledge means “fact, rules and structure that arise from the study or from

experiences. It can also mean knowledge about places, things or persons that are derived from observation and experiences. The acquisition of knowledge needs time."

Benjamin S. Bloom (1971 : 271) defined knowledge as the recollection of immediate or general issues, methods, procedures, or situations, with focus on memory.

Chawan Phaeratakul (1983 : 201) determined that "knowledge is the representative of the brain performance in term of recognition by recognizing.

Hornby A S. (1991) defined knowledge as understanding, all that a person knows, familiarly gained by experience.

Meinol D, Ariane BA, John C, Ikujiro N. (2002) defined knowledge that it can be divided into two parts as;

1. Declarative knowledge 'knows what'. It consists of facts like dates, the routine sequence, or details of something. Individuals are aware of this sort of knowledge, and they are able to report these facts.
2. Procedural knowledge 'knows how'. It is typified by action – based knowledge and encompasses the execution of such skills as driving or writing. Procedural knowledge is acquired in three stages; cognitive, associative and autonomous.

Prapapen Suwan (1977 : 10) defined that knowledge is an initial behavior that learner memorizes, either through practicing, seeing, hearing, or memorizing. Knowledge in this respect covers knowledge on definitions, meanings, facts, theories, rules, structures, and solution to problem.

Patrick Meredith (1961 : 10) states that knowledge consists of two elements, namely understanding and retaining. Knowledge is the capability of recognizing a particular topic which people have already understood.

Sirichai Kanjanawasree (2534 : 29) Knowledge has 4 levels:

1. Low level: occurred by guessing or illusion.

2. Average level: the knowledge from senses or beliefs. It is still uncertain.

3. Assumption level: the knowledge from thoughts or understanding, which are not from senses, such as mathematic knowledge. The knowledge in this level occurs from the meaning and hypothesis.

4. Reasonable level: the knowledge from logic. It makes people to see the concrete vision.

Vichai Wongyai (1987 : 130) also said that "knowledge is a primary behavior that enable to recognized by seeing or hearing. The knowledge in this level is, for example, fact, regulation, and specification.

As discussed above, it can be summarized that "knowledge is the ability of recognition and understanding of learning and experience that will be used to explain and apply in any events in order to research the success. In this study, the word "knowledge" could be defined knowledge of electronic document system from these steps as log in until circular notice

2.1.2 Level of knowledge

Bloom and associates (1971 : 271 - 273) separated so called Cognitive Domain into 6 levels, arranging from the easiest to the hardest.

1. Knowledge as learning to stress memories and recollection of ideas, objects and experiences, starting from memorize something easy and independent from each other to complex and related to each other.

2. Comprehension as the intellectual ability to interpret meaning as translation, guessing and summarizing to forecast.

3. Application as the ability to apply knowledge, understanding to solve problems effectively. The ability to apply gave no indication of imitation instead it was seen as the way to solve problems for new events to be success.

4. Analysis as the ability to judge any event and separate into small segments that related to each other, searching for relation of each section to find out how they composed together.

5. Synthesis as the ability to combine small segments to be as one which is considered the ability to make judgment on many things in order to construct new effective invention which involved thinking process.

6. Evaluation as the ability to make decision regarding like, idea, method and contents for some purposes by applying criteria and standard in deciding and evaluating results as being developed maximum ideas and being able to apply knowledge and understanding to help analyzing.

Bloom, Hastings and Madaus (1971) divided the cognitive domain into six levels, ranking from simple behaviors to the complex ones as follows.

1. Knowledge as defined here, involves the recall of specifics and universals, the recall of methods and processes, or the recall of pattern, structure, or setting. For measurement purposes, the recall situation involves little more than bringing to mind the appropriate material. Although some alternation of the material may be required, this is a relatively minor part of the task. The knowledge objectives emphasize most the psychological processes of remembering.

2. Comprehension this represents the lowest level of understanding. It refers to a type understanding or apprehension such that the individual knows what is being communicated and can make use of the material or idea being communicated without necessarily relating it to other material or seeing its fullest implications.

3. Application it means the use of abstractions in particular and concrete situations. The abstractions may be in from of general ideas, rules of procedures, or generalized methods. The abstractions may also be technical principles, ideas and theories, which must be remembered and applied.

4. Analysis the breakdown of a communication into its constituent elements or parts such that the relative hierarchy of ideas is made clear and/or the relations between the ideas expressed are made explicit. Such analyses are intended to clarify the communication, to indicate how the communication is organized, and the way in which it manages to convey its effects, as well as its basis and arrangement.

5. Synthesis the putting are together of elements and parts so as to form a whole. This involves the process of working with pieces, parts, elements etc., and arranging and combining them in such a way as to constitute a pattern or structure not clearly there before.

6. Evaluation it means judgments about the value of material and method for given purposes. Quantitative and qualitative are judgments about the extent to which material and method satisfy criteria. Use standard of appraisal, the criteria may be those determined by the student or those, which are given to him.

According to Bloom et al. (cited in Sawai Liamkaew, 1998 : 12) cognitive domain of knowledge consists of six steps as follow.

Bloom et al. (cited in Sawai Liamkaew, 1998 : 12) proposed that the knowledge in the aspect of memory and thinking or cognitive domain consists of six levels of knowledge as shown from low to high level in the diagram below.

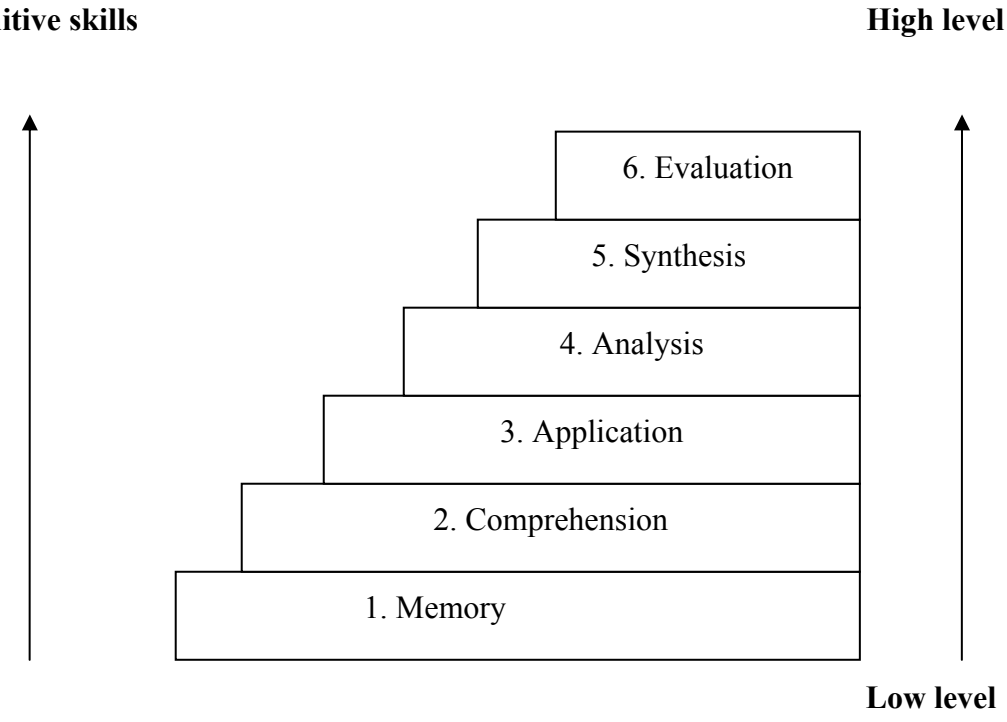

Figure 2.1 Steps of cognitive domain according to Bloom et al., (1971)

Source: Bloom et al., 1971; cited in Sawai Liamkaew, 1998 : 12

The figure shows that memory is the first step of cognitive domain of knowledge, and comprehension is a step before application. If learners cannot understand what they have learned, they cannot use that knowledge. Bloom et al. designed these steps of knowledge for curriculum design. Learners must acquire these six steps in their learning process.

1. Memory is very important for cognitive process. It is important for learning process language acquisition, problem solving, reasoning and decision making. Memory means the information that is kept in a certain period of time which can last less than one second or a life time (Lachman & Butterfield, 1979 cited in Yothin Sansonyuth et al., 1990 : 99)

2. Comprehension is a cognitive ability to expand memory in a reasonable way.

3. Application means the ability of the learners to apply knowledge and comprehension that they acquired to the new situations or problems. The application process is shown in Figure 2.2

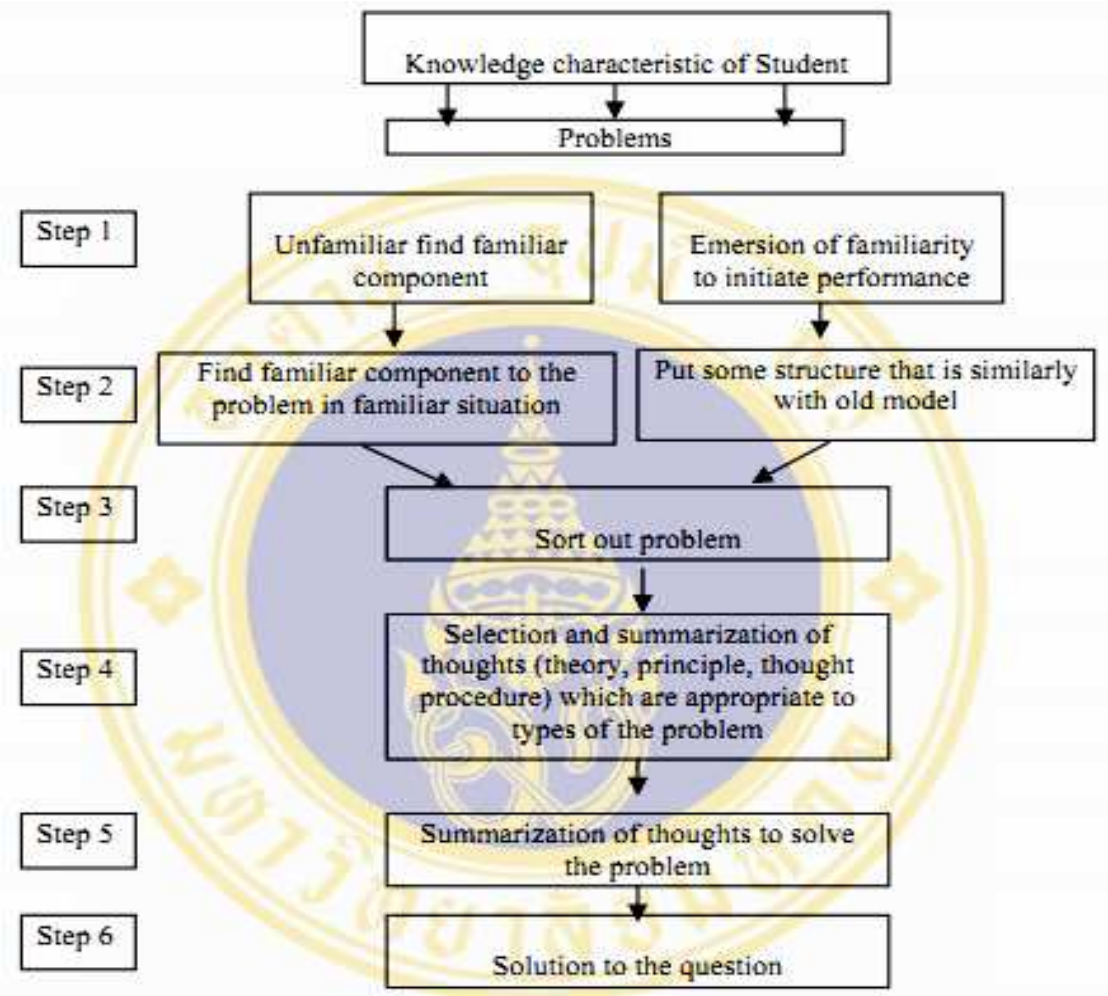

Figure 2.2 The process of "Application"

Source: Tawutchai Chaijirachaikul, 1984 : 50.

4. Analysis is a more advanced ability and skill than comprehension and application. It comprises breaking down the content into relative parts as well as finding relationship between parts of the whole. It is a tool to enhance true understanding of various things and can also be an introduction to evaluation.

5. Synthesis is the ability to put various things together as a whole. It is the process of putting together the content and substance to create a new pattern of structure. This process requires creativity within the provided scope.

6. Evaluation is the ability to make judgment over the values, thoughts, performances, methods, and contents to serve a specific purpose. Evaluation includes determining the criteria as the basis for making judgment. It is the highest level of

cognitive domain and requires the combination of knowledge, comprehension, application, analysis, and synthesis.

2.1.3 Measurement of Knowledge

There are many tools used for knowledge measurement and each of them is suitable for specific knowledge. A testing form that was used widely would be described in this study.

A testing form is a tools used to stimulate people showing their reflection in term of behavior such as speaking, writing, acting, etc. These will be observed or counted as a representative of quantitative classification or personnel style. The type of testing form can be classified as three forms. (Phaisan Wangwanich, 1983 : 35-36).

1. Testing by speaking: is a testing of asking question and answering. It also is called interviewing.
2. Testing by writing
    a. Composition: is used when people are required to describe, compile, or comment in any events.
    b. Limited Answering: is used when people are required to consider, compare, or decide under four forms of assay; true – false, completion, matching, and multiple choice.
3. Testing by acting: is a testing that people is not necessary to respond by any speaking or writing. People will be concentrated to show some real behavior or acting.

There are many instruments to evaluate the knowledge. Each instrument will be suitable for evaluating the different characteristics of knowledge. In this study, we will mention the so – popular instrument for evaluating the knowledge, that is, the examination or the evaluation form, which (Phaisan Wangwanich, 1983 : 35 – 36) identifies the forms of examination or evaluation form into three features as listed below:

1. Oral Examination – It is the test by way of direct oral correspondence or wording between the examiner and the examinee. Sometimes, this may be called “the interview”.

2. Writing Examination – This test can be separated into two types:

a. Essay Type that requires the examinee to explain, describe, compose, or criticize all matters concerning that knowledge.

b. Limited – Answer Type that requires the examinee to consider, compares, and decide the statements or details, which can be categorized into four types: right – wrong, filling in the blank, matching, and multiple choices.

3. Field Examination – This kind of examination does not require the response of wording, but the actual behavior.

The equipment that used to measure of knowledge has various types and the suitable measurement methods are different, such as questionnaires, interviewing, demonstration, and observation. The most popular tool was questionnaires. (Boonthum Jitpreedaborisut, 2540). Questionnaires used to examine response with some behaviors.

The measurement method in this study used questionnaires (testing through conversation between interviewer and interviewee), that were 'True', 'False' answers to interviewed the knowledge about electronic document system. It was more appropriate to collected data for this study.

Although there had been many instruments available, the most popular instrument referred to questionnaires.

According to Cronbach (Cited Boonthum Jitpreedaborisut, 2536 : 21 – 22) gave the meaning of questionnaires as system to compare behavior of a person or others. Brown had given the meaning as the way to test system to measure behavior systemically. They contained three significant features.

1. Systematic Procedure referred to questionnaire with definite rules of structure, management and scoring.

2. Measuring behavior only measurable behavior by respondent would answer to set question, not being direct measurement.

3. It had been only sample of all possible items which must be chosen the one to represent all questions for measuring behavior if the respondent answered either one correctly, he must get one point.

For the evaluation of knowledge in this study, the true – false questionnaire was used as the instrument to evaluate the knowledge about electronic document system.

2.2 Concepts of Attitude

2.2.1 Definition of Attitude

Attitude is the important concept in socio psychology and communication. This word is widely use. As for the definition for attitude, many scholars had given the following meanings:

The origin language of attitude based on Latin Language “Aptus” that means “Fitness or Adaptness” (Webster’s New world Dictionary, 1997 : 22)

Carter V. Good (1959 : 48) defined attitude as the readiness to display certain behavior either to support or to oppose situation or individual or any objects.

Carter V. Good (1973 : 48 – 49) said attitude is the trend or acting of one thing, one situation, or one preference based on feeling and emotion. It sometimes cannot be observed from emotion but can be supposed from speaking and acting.

Daecho Sawananon (1968 : 28) defined attitude as built personality that can be changed and being the motivation for individual to display certain behavior toward different objects.

Eagly, Alice H., and Shelly Chaiken (1998 : 269 – 322) defined an attitude can be defined as a positive or negative evaluation of people, objects, event, activities, ideas, or just about anything in your environment, but there is debate about precise definitions. Eagly and Chaiken, for example, define an attitude "a psychological tendency that is expressed by evaluating a particular entity with some degree of favor or disfavor."

Ernest R. Hilgard (referred by Somkeit Yutitham, 2541 : 58) said attitude is a condition that is ready for making decision in order to respond any targets, concepts, or situation.

G. Murphy, L. Murphy any T. Newcomb (1973 : 887) defined attitude as like or dislike that individual display toward different objects.

Hornby A S. (1991) defined attitude as the way of thinking or behaving.

Howard H. Kendler (1963 : 572) defined attitude as individual readiness to display behavior either to support or to oppose individual, institute, situation or concept.

John MD (1984) defined attitude as a board general disposition to react a certain way to categories of events, objects, or persons. Attitude has been thought to have three components, first is evaluation. The second is cognition or beliefs about the facts pertaining to the person, event, or object. The last component is the sets of actions that believe are appropriate toward the attitudinal object. The factors that cause attitude change have three categories; aspects of the person doing the communication, aspects of the communication message itself and aspects of the audience receiving the communication.

Muengman and Suwan (2529) defined that attitude is status of mind of person, which is all of the result of thinking and belief that activated with emotion and feeling. It shows trend of person to respond with positive or negative action.

Newcomb (1854 : 128) defined attitude something unique in certain individual depending on the environment that may be expressed as behavior in 2 ways, either or satisfaction which is desirable trait or undersirable trait as dissatisfaction.

Norman L. Munn (1971 : 71) defined attitude as a person's feeling and attitude toward objects, individual, situation, institute and any suggestions which may be acceptable or rejected, making a person ready to react with similar behavior.

Oppenhiem AN (1966) defined attitude as a state of readiness, a tendency to act or react in a certain manner when confronted with certain stimuli. Thus, the individual's attitude is present but dormant most of the time. Attitude are reinforced by beliefs (the cognitive component) an often attract strong feelings (the action tendency component).

Refferred by Suchat Prasitrasin (2540 : 185) Thurstone said that attitude is the summation of human feeling, idea, and frightening against something, also acting by speech, and showing some idea. He also said that idea is a symbol of attitude, and we can measure attitude by testing the personnel idea against any stimulation.

Roger (Cited Surapong Sotanasatien, 1990 : 122) defined attitude as the indicator to tell the way a person think and feel about the people, objects, environment, including the situations. Attitude has its root from beliefs which may affect behavior in the future. Attitude then is only the readiness to respond to the stimulus and being the dimension to evaluate like and dislike in particular issue which considered as Interpersonal Communication.

Rosenberg and Hovland (1960 : 1) gave the meaning of attitude as the persuasion to respond to specific event.

Sak Soonsaennee (1988 : 2) linked attitude with individual behavior as follows:

1. Complexity of emotion or individual bias in building readiness for any action based on individual's experiences.

2. Inclination to react positively to certain thing or react negatively to oppose environment 3. As for behavior, it is the preparation or ready to respond.

Besides these definitions, few issues are included as follows:

1. Internal Feeling
2. Readiness or tendency to act either way.

Thurstone (1969 : 119) said that “Attitude” is all results of human about feeling, prejudice, thought and fear, especially, the expression by speaking. Therefore, we can measure attitude of each person by measuring though of each person. Attitude is the level of increasable or declinable feeling both position and negative facing one thing such as item, person, article organization, though etc. From these feelings, knowledgeable person can tell the differences between agree and disagree.

Therefore, it was concluded that attitudes are related to overlap between feelings and beliefs or knowledge of the person likely to have Interactive behavior. In any way with the goal of attitude.

In summary, this is an attitude that's the mental attitude and thoughts and the tendency of people. The more information and exposure. Filter the results obtained, which are both positive and negative attitudes affect the behavior it can be seen that the attitude is thought to affect mood and feelings. Out by the behavior.

2.2.2 Elements of attitude

Schermerhorn Hunt and Osborn (1988) summarized the elements of attitude as follows;

Measurable Independent Variables **Covariate** **Dependent Variables**

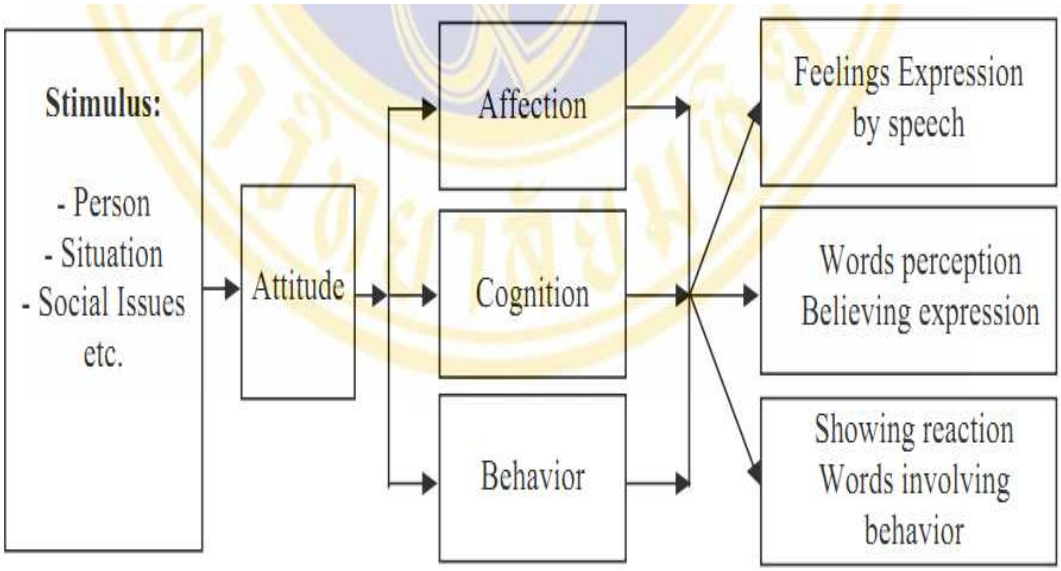

Figure 2.3 summarized the elements of attitude

Source: Schermerhorn Hunt and Osborn, 1988.

2.2.3 Characteristic of Attitude

Thitaya Suwanchot (2520 : 603) concluded the 4 characteristics of attitude following.

1. Attitude is a condition prior to the happening of reaction behavior. It could be said that attitude is a condition which is ready to act.

2. Stability of attitude will remain in a specific period. It is strong, and difficult to change. However, it does not mean that it is unchangeable.

3. Attitude is the criteria that will bring correlation to behavior and thinking. It offers the formation of either speaking or feeling, and also either facing or avoiding.

4. Encouragement is a qualification caused by attitude that makes people evaluate and select one thing, and also affect to the trend of real acting.

2.2.4 Attitude Component

The component of attitude can be classified into 3 types following (referred by Zimbardo and Ebbesen , 1970)

1. The cognitive component is beliefs of people on topics whether they like it, or not. If people have positive experience regarding a particular topic, they will have positive attitudes on the topic.

2. The affective component is relevant to emotions about topics that generate different consequences according to personal values.

3. The behavior component is human behavior on a person or an objective which is a result from knowledge and feeling.

2.2.5 Measurement of attitude

Suchart Prasitratsin (1991 : 106 - 110) note that important measuring attitude is:

1. Rating Scale: It is the simple war to rank people in case by themselves. This method is easy to create and use.

2. Likert Scale: Another popular attitude measurement technique also obtains reports of the respondent's beliefs the attitude object. To construct a Likert Scale, a large number of opinion items collected are classified according to whether the item is favorable or unfavorable the attitude object. Ultimately, the person whose attitude is measured is asked to indicate how much he agree or disagree with each item of opinion. His attitude score is the sum of his responses to the item after number have been assigned to the item agreement categories (e.g., 5 = Strongly agree, 4 = agree moderately, 3 = neutral, 2 = disagree moderately, and 1 = Strongly disagree).

3. Thurstone Scale: many items about the attitude topic are collected and then sorted by a group of judges into a series of number piles. These piles are presumed to be equal spaced on a continue ranging. This scale value of an item is taken to be the median of the numbers corresponding to the piles into which the item was distributed by the judges. The respondent's attitude score is the mean or median of the scale values of the item that he endorsed.

4. Guttman Scale: This scale evaluates item about the attitude topic by using Scalogram Analysis. This method try to find the items which have scalable characteristic, that is to say from all item if he agrees with the second item, he must agrees with the first item and if he agrees with the third, he must agrees bout before.

The equipment that used to measure of attitude had several types, almost of them are rating scale such as Equal Appearing Interval (Thurstone's Method), Guttman scale, Summated Ratings (Likert's Method), Semantic Differential (Osgood's Method).

Likert's Scale developed a type of scale that is easier to construct while yielding equally satisfactory reliability. The Likert's Scale begins with a series of statement, each of which expresses an attitude that is either clearly favorable or clearly unfavorable. Items are selected on the basis of the responses of person to whom they are administered in the process of test construction. The principal basis for item selection is internal consistency, although external criteria are also employed when available. Likert's scales call for a grad response to each statement. The response is usually expressed in items of the following five categories: Strongly agree'. 'Agree', 'Uncertain', 'Disagree' and 'Strongly disagree'. To score the scale, the response options are credited 5, 4, 3, 2, or 1 from the favorable to the unfavorable end as follows:

A. For the positive statement

Strongly agree	=	5	scores
Agree	=	4	scores
Uncertain	=	3	scores
Disagree	=	2	scores
Strongly disagree	=	1	score

B. For the negative statement

Strongly agree	=	1	score
Agree	=	2	scores
Uncertain	=	3	scores
Disagree	=	4	scores
Strongly disagree	=	5	scores

The measurement method in this study used questionnaires (testing through conversation between interviewer and interviewee), that were Likert's Scales as 'Strongly agree'. 'Agree', 'Uncertain', 'Disagree' and 'Strongly disagree' answers to interviewed the attitude about electronic document system. It was more appropriate to collected data for this study.

2.3 Concepts of Behavior

2.3.1 Definition of Behavior

The Longman Dictionary of Psychiatry defined behavior as an individual's psychological action or response to action, interaction to internal or external stimulants; and activities with observable objectives; or activities upon discretion or unconsciousness.

Prapapen Suwan (1985 : 15) defined behavior as all types of activities human done, no matter those activities will be observe or not, e.g. either consciously or unconsciously, noticed or unnoticed. Similarly Prapapen Suwan (1983 : 5) defined behavior as all human ether noticed or unnoticed, e.g. walking, speaking, thinking, feeling, interesting, etc.

Wimonsit Horayanggul (1983 : 35) remarked human behavior that psychological or internal behavior control external behavior, human have the feeling when touching, receiving, learning, remembering, thinking, decision making and moods influenced by external things in routine life, These psychological behaviors have the relationship with environmental behavior (external behavior). Human psychological behavior may relate directly with human, too. But since the human socials occur in physical environment, so psychological behavior environment, so psychological behavior more or less has the relationship with physical environment. No matter what human do. They should receive information, changing environment, try interpret the meaning, learning process and accumulate those experiences in mind which will be useful for development process in the future.

From the definition mentioned above, the researcher has concluded that behavior means human actions or responses that may be subconscious or conscious include fully reflection from knowledge and understanding, exhibit by practice. No matter that people around can observe those actions more or less, but those can be tested by instruments.

2.3.2 Types of Behavior

Sucha Junaim and Surang Junaim (1964 : 1) have classified behavior into two groups, those are:

1. Unlearned behavior means whose body practice without learning.
2. Learned behavior, behavior whose body practice after or learning or imitating from other people in the society.

2.3.3 Element of Behavior

Cronbach (1972 : 14) described that there are 7 element in human behavior:

1. Goal is the need or objective that induce activities. Human has to create activities in order to respond the need. Some activities produce pleasure or respond instantly, but some needs or objective have to use time to reach the expected result. People have many needs in the sometime, they have to respond the urgent need before and respond the respond the further needs later.
2. Readiness means level of maturity or capability needs to do the activities that respond the need. People cannot respond all their needs, some needs out of control.
3. Situation is an event for people to choose doing the activities that respond their needs.
4. Interpretation, before people decide to do any activities, they have to consider the situation first and decide to choose the way they the best pleasure.
5. Response is an activity responded the need by the way chosen in the step of interpretation.

6. Consequence, the result of doing activity which may confirm or contradict to the expectation.

7. Reaction to Thwarting, if people cannot respond their needs, in this case, they may turn back to reinterpret the situation and decide to choose a new way of response.

2.3.4 Behavioral Measurement

Personal behavior both internal and external can be studied by many methods. Internal behavior cannot be observed, the way to measure is indirect method, by interview, questionnaire, laboratory investigation and by community. Thus the instrument used for measuring behavior may be constructed questionnaire or other instruments, e.g., sphygmomanometer, stethoscope, etc.

Somjit Supannathat (1983 : 131 – 136) described two methods of studying behavior.

1. Direct study

1.1 Direct observation, for example, teacher observe student behaviors in the classroom by telling the students that the teacher will observe what the students do in the classroom, This type of observation, some student will not behave their read behaviors.

1.2 Naturalistic observation, the observe will not disturb the observed person behavior and observed person will not know that he/she is observes. This type of observation will access real behavior and the results can the nearby behavior, too. The limitation of Naturalistic Observation is much time use to access the effected behavior and the observation has to do many times in a period of time. Some behaviors may be observed up to 50 or 100 years.

In conclusion, both Direct and Naturalistic Observation, the observer must be careful, systematized and record the observed behavior. Furthermore the observer must have no bias to observed person that cause the study more valid and reliable.

2. Indirect study, there are many methods to study, those are:

2.1 Interview, the researcher needs to interrogate with the interviewee or group of interviewees by direct interrogation or through middleman, e.g., by an interpreter through interviewee who speaks language. There are two type of interview: direct interview; the interviewer will ask the interviewee on the purposed subject, indirect or informal interview; the interviewee will not know what the interviewer needs, the interviewer will go on talking and insinuate the purposed subject when having the chance, the interviewee will not know what the interviewer specifically interrogate is study his/her behavior. The interview can access many data but limitation is some hidden story that the interview does not went to disclose.

2.2 Using of questionnaire, it appropriate for the study on behavior in a large number of literate people or in a group of people who are living far away and scattering. Moreover the questionnaire can be used to ask the past behavior or trend of future behavior. Another advantage is the studied person can give his/her behavior data or other behavior that he/she does not want to show to other people with other methods of the study. The studied people are sure that the study would be confidential and questionnaire can be used any times.

2.3 Experiment, the studied people will be controlled under the conditions the researcher needs, Control can actually be use only in laboratory, but in community the study has to control any other variables which are very difficult. Laboratory experiment can access limited data, sometimes the researcher may little bit use of them and sometimes cannot be use in the actual situation. But the experiment is very useful in studying human behavior in the field of medicine.

2.4 Record, this method the researcher can access personnel behavior data by self – recorded behavior that may be daily record or some type of behavior such as; eating working, health, environment behavior, etc.

This study the researcher uses indirect behavioral study by using questionnaire with interview because it is appropriate to study human behavior in large scale and access the data as aimed.

2.4 Information Technology

The benefits resulting from Information Technology are in fashion. There are many organizations become more and more interested in the application of Information Technology in order to adopt advantages to our lifestyle and business. For the education, the benefit from information technology is used as a tool to reveal and distribute the knowledge to recipients without the limitations of time and space. It causes the interaction between the donor and the recipient so that the desired information can be achieved.

2.4.1 Definitions of information technology

Ladda given meaning information technology is technology that use computer and devices to collect, store, keep, process, and disseminate the data.

Nattinun Naponthep given meaning information technology is composed of computer technology and telecommuting technology. This technology is used for procurement, storage and dissemination.

Priwaan given meaning information technology is associated with data collection, storage, processing and printing. Information technology also make used of service and data storage.

In conclusion, information technology is both computer technology and telecommuting technology that have a network linking to each other. They are associated with data collection, storage, processing, and dissemination.

2.4.2 The necessity of information technology

Information is the key factor for operating in all organizations such as business, education, and public administration. It is responded for specific person, by mean, person of each organization has different information needs, i.e., Executive (Top Manager) who is responsible for setting the direction, vision and policy of the organization, needs both internal and external information by state summary of past,

present and future trends. Middle Management (Middle Manager) who creates strategy in order to achieve the planned objectives, needs fairly detailed information in the past, present and future. Operations Management (Operation Manager) such as staff, who works for operational control, needs specialized information which corresponding to their work.

2.5 Knowledge about electronic document system

2.5.1 The meaning of correspondence work

Correspondence work is a task which is associated with managing documents.

2.5.2 The scope of correspondence work

- Manufacture or production of document
- Send the document
- Receive the document
- Document storage
- Destroy the document

The Regulations of the Prime Minister Office on Records Management B.E. 2526 provide procedure guidelines for handling government records from creation and maintenance to disposition and the procedures for conducting records that generate, send, receive, store or otherwise processing through electronic communications.

The typical practices of records management among the government, private sectors and organizations in Thailand can be concluded as the followings:

1. Records management responsibilities are decentralized models, with multiple units in each department providing services for recordkeeping activities. The

so-called “work Saraban unit” is the common name of unit with responsibility for controlling over the current records.

2. The personnel who carry out the recordkeeping work vary from one place to another in terms of position titles, grades, academic qualifications and experience in record keeping operations and scope of duties and responsibilities. Some, frequently the heads of the records units, have the title of `general administrative officer.' The majority have the title of `clerical officer.' Some have the title of `data entry officer'.

3. The basic practices for current records control is the registry system. According to The Regulations of the Prime Minister Office on Records Management B.E. 2526 followings are the basic practices of records control. Each item of incoming correspondence regardless of its importance was:

3.1 Registered by recording in the pre-printed registration book or sheet as required.

3.2 The date of receipt and inward registration number were written on the first page of document.

3.3 The incoming document is numbered sequentially in the order in which it was received and a new sequence is started each year.

3.4 The type of outward registration number in use is an annual number system.

3.5 Each outward registration number consists of the symbol of the creating agency and an annual consecutive number.

3.6 Apart from the registration book and inward and outward registration numbers, another essential register used to control a record was either a `receipt slip' or a `delivery booklet. However, in some government departments which have been used electronic recordkeeping systems, the registration book, receipt slip and delivery booklet are not in use.

The term “government documents” according to the Regulations on Records Management, is defined as documents as evidence of government services and composed of:

1. Documents which come in and go out between/among government departments.

2. Documents that government departments send to non-government agencies or individuals outside.

3. Documents that other non-government agencies or individuals outside send to government agencies.

4. Documents that government agencies create as evidence of their actions or services.

5. Documents that government agencies create in pursuance of government laws, regulations or rules and those information or documents receipted through electronic recordkeeping system .There are six types of government documents.

- External letter is defined as book dealing with public ceremonies
- Internal letter is defined as book contacts within the organization.
- Authorized sealed letter is defined as book that use seal instead of signing
- Directives (rules, regulations, orders).
- Public relations documents (proclamations, announcements, news).
- The documents created or received by the officers on duty as evidence of government service

Each type of Thai government document has its own standard form of recording medium in terms of type, shape, size, and weight of material/paper as well as layout of writing or formatting and type, size, and color of script. Also the use of words of salutation, personal pronouns, and complimentary clauses appropriate to the recipients is essential. In the appendices of the Regulations on Records Management B.E. 2526, a list of appropriate words of salutation, personal pronouns and complimentary clauses are given for each class of person, and a list of royal language is also given.

In addition, the official original letters/documents of government departments must be affixed with handwritten signatures of officials with authority. Generally, the officials who have authority to sign official documents are those

officials appointed as heads of the departments of each ministry .As part of documentary form, the annotations such as inward and outward registration numbers, date stamps, notes of transmission (degree of urgency and level of confidentiality), date of hearing or reading, note of transaction, date of office receipt, and personnel concerned with that document are added to the original documents.

2.5.3 Specifying the speed of the dispatch

- Indispensable
- Hasty
- Urgent

Specifying the speed of the dispatch by using red ink. If you want to send the letter on time, you should write the date in front of the letter. If sending the letter is too slow, you can use communication device such as telegram, radiogram, or telephone.

2.5.4 Secret book

The book or letter that other people cannot know. If others know, it may effect to the security of the country.

2.5.5 The operations of the correspondence work

Regulation of the Prime Minister with the correspondence work since BE 2548

In 2005 revision of the Regulation of the Prime Minister on Recordkeeping B.E.2548 was decreed to support electronic transaction. It has been proved to be appropriate with the present situations. It also helps actuating the work efficiently. The Regulation was added definition of Electronic and The Electronic correspondence work.

2.5.6 The meaning of electronics

- Electronic is the application that associated with the electrons, electricity, waves and electromagnetic.
- The Electronic correspondence work is the data transmission by mean of electronic.

In conclusion, the data that receive from the electronic correspondence work is part of information technology which is very important for people who are correspondence worker.

2.6 Background history of Provincial Electricity Authority

Provincial Electricity Authority is a state enterprise under the Ministry of Interior duty distribution electricity services to the people in all provincial the Thai provinces nationwide except Nonthaburi province, Samutprakan province and Bangkok, which is the border responsibility of the Metropolitan Electricity Authority.

2.6.1 Background history of Provincial Electricity Authority

Thailand's electricity using for the first time last year in 2427 Majesty King Chulalongkorn the Great or Rama V founder The electricity generation in Thailand is field marshal Chaophraya Surasakmontri (Choem Sangchuto) when it is titled is Chao Muen Wai Woranat. You've installed the generator, electrical wiring and installation electrical lighting at Department of Cavalry. Which houses the Ministry of Defence today. In 2472 have set up electricity department in the division Bura governance of Public Health Department of the Ministry of Interior and build power plant for electricity sale give with general public at Nakhonpathom municipality is the first in the provincial.

The Provincial Electricity Authority have establish follow Act Provincial Electricity Authority Buddhist era 2503 at 28 September 2503. The major objective of

the Provincial Electricity Authority is production, arranged, delivery and distribution electric energy give with people. Businesses and industries in the field distribution 73 provinces nationwide exception of Bangkok, Nonthaburi province and Samutprakan provinces. Provincial Electricity Authority currently can pay the electric current gives the home in the countryside in village level is total 73,200 a village, for 99.98 percentages of village nationwide amount cause Thailand was the first country in provincial Southeast Asia people has the electricity used throughout entire nation within period of fast time.

2.6.2 Vision of Provincial Electricity Authority

The Provincial Electricity Authority is the lead agency at the international level. In the energy business and related businesses.

2.6.3 Mission of Provincial Electricity Authority

Supply and provide electricity and related services in the country and neighboring countries have Standards to meet the needs of customers satisfaction. The quality of the product and the ongoing development of the organization. The modern business management. Effective and in line with market conditions. The competition for business and social responsibility and the environment.

2.7 Background history of Provincial Electricity Authority Region 3 Central Nakhonpathom

2.7.1 Background history of Provincial Electricity Authority Region 3 Central Nakhonpathom

The Provincial Electricity Authority is a government enterprise under the Ministry of Interior, established under 1960 Act by the Royal Decree executed on 20th September 1960. Then published in the Government Gazette on 27th September 1960. The authority’s responsibility is primarily concerned with the generation, distribution, sales and provision of electric energy services to the business and industrial sectors as

well as to the general public in provincial areas, with the exception of Bangkok, Nonthaburi and Samut Prakran provinces.

The PEA has expanded electricity supply to all areas covered 73 provinces, approximately 510,000 km2, accounting for 99% of the country's total area. In order to upgrade the quality of life of people and support other developments in rural area, PEA has developed and applied modern technology to electricity supply and distribution dispatching system for improving efficient, reliability and quality of service.

2.7.2 PEA's three major objectives are:

1) To continue to improve its provision and distribution services of electric energy for customers: to achieve the highest possible level of sufficiency, efficiency and reliability in power distribution commensurate with safety practices; to meet the timely need of customers; and to keep pace with changing circumstances.

2) To optimize its business and operations in order to be more profitable and thereby achieve sufficient revenues to facilitate further development.

3) To develop its organizational structure, man power and resources management in order to achieve the highest level of efficiency and effectiveness.

2.7.3 Vision and Mission of Provincial Electricity Authority Region 3 Central Nakhonpathom

Vision

Provincial Electricity Authority is a leading organization of international standard , doing business in energy, services and related businesses.

Mission

The Provincial Electricity Authority is responsible for the provision of standardized electricity services and related business to meet both domestic and international demands from Thailand's neighboring countries. There are continual

corporate development plans to introduce modern and effective business to keep pace with changing market conditions and business competition.

In 2009 there were 901 PEA's sub-offices scattered throughout the country, rendering service to their customers. The PEA has grouped its service area into 4 regions.

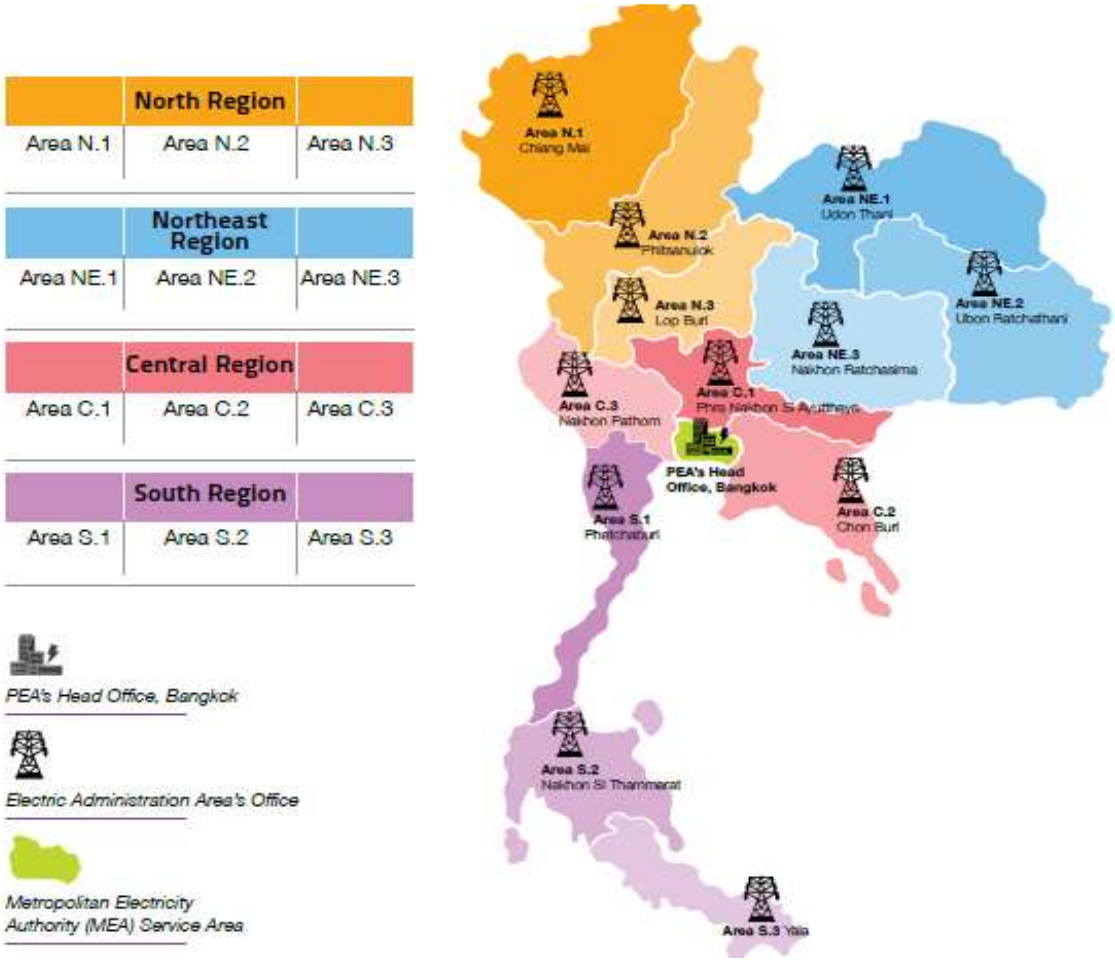

Figure 2.4 PEA has grouped its service area into 4 regions

Source: Provincial Electricity Authority Region 3 Central Nakhonpathom, 2011.

The provincial authority central3 in Nakhornpathom has been first constructed in the name of the provincial authority central 4. Mr. Sutham Ponlapak was the first leader of this organization. This organization was located in Narongfifa Road, Nakhonpathom. In 1973, it has moved to 242/15 25 Mokkala Road,

Nakhonpathom. In 2003, it moved to 9/1 Moo.1 Thaiyawas sub-district, Nakhonchaisri district, Nakhonpathom province.

The provincial authority central 3 is responsible for Nakhornpathom province, Kanchanaburi province, Suphanburi province, Samutsakorn province and Ratchaburi (specifically Ban-Pong district) supply to all areas covered 34 districts , 376 sub-districts , 3,353 villages and approximately 28,229 km^2.

2.8 Related research

Boonyavee Watcharachokchaipong (2010 : Abstract) To study knowledge, understanding and opinions towards electronic documentary system of personnel in Trang Municipality, Trang province. From the study results, most respondents were aware that the electronic documentary system had an effect on the organization. The municipality was ready in terms of the system and operation of the system, but there were not sufficient supporting factors. Some personal factors were significantly related to knowledge, understanding, and opinions towards the electronic documentary system. When considering each factor separately, it was found that gender and educational attainment were related to knowledge and understanding of the electronic documentary system. Duration of employment was related to the respondents, opinion that the electronic documentary system helped them work faster and more conveniently. Educational attainment was related to the opinion about adoption of the system. Gender, educational attainment, and position in the municipality were related to their opinion about sufficiency of supporting factors. Besides, the respondents suggested that the municipality should assign skilled employees to be responsible for the system, arrange training for the employees involved in the system on a regular basis, and provide sufficient materials and budget to support expansion of the system in the future.

Fongnuan Jaipisaeng (1997 : Abstract) The Correspondence System for the Department of Industrial Works is developed for document management. Using a

computer system for monitoring the constant flow of documents throughout many divisions in the Department of Industrial Works, Ministry of Industries. System Development Life Cycle (SDLC) methodology is used in system development. System requirements are achieved by interviewing the users using the existing correspondence system. For the development of software Microsoft Access is used and Jet Database Engine is bundled with Program Microsoft Access.

Kowit Chuamklang (2005 : Abstract) A study of factors affecting general administration in secondary schools under the supervision of the Buriram General Education Department. The results of the study were as follows: 1. Level of the administrators' and general administration teachers' opinions toward the factors affecting general administration in the secondary school both as a whole and on each area were at a high level. 2. Level of the administrators' and general administration teachers' opinions toward the factors affecting general administration in the secondary school both as a whole and on each area, indicated no significant difference. 3.There was a significant difference at 0.05 between the opinions of the administrators and general administration teachers toward the factor affecting general administration teachers toward the factor affecting general administration in documentary, in the medium and small schools. 4. There was significant difference at 0.1 between the opinions of the administrators and general administration teachers toward the factor affecting general administration in finance and accounting, from the medium and small schools. 5. There was a significant difference at 0.1 between the opinions of the administrators and general administration teachers toward the factor affecting general administration in inventory, from the medium and small schools. 6.There was no significant difference between the opinions of the administrators and general administration teachers toward the factor affecting general administration in inventory, in the difference experience.

Maneerat Katasai (2007 : Abstract) The study of the Attitude of Officers for e-Office Management: Case Study of Mae Fah Luang University Chiangrai. The findings of the study revealed that the administrators and staffs had knowledge, understanding and good attitude of e-Office management in documents delivery system, the university information intra-publicize and enhance the educational

standard control, internal control and the 5 s' activities. However, the organization behavior of e-Office using were needed to be developed for the resources preservation concrete. The university should tune in the staff opinion and pay attention to the follow up evaluation for the achievement of e-Office management system using. Furthermore, the university should apply the Information Technology to the academic managerial, and services and specify the Information Technology policy, annual plan for the continually development.

Orn-anong Khamyong (2010 : Abstract) To study factors affecting the usage of electronic document system of Maejo University personnel. From the study results, It was also found that the use of this system could reduce time spending in submission, exchange and filing document with more convenience. In addition the system could save the spaces containing the document data and paper. Anyhow, the problems such as inconvenience access or login, unable to open, attach documents and some complication were still found due to some users do not understand adequately the system, Additionally, the system's administrator cannot resolve the problems within timeline needs of the users and some tools support was not appropriately used. For suggestions to improve the use of electronic document system efficiency, the University's administrator especially the chief executive and teachers should support policy or budget to develop this system implementation, the users' ability and the tool in need. In parallel, the system administrator should contact the software vendor or specialist urgently in order to increase solve problems on the network stability and increase efficiency of the system together with making less problems found from the end users. Moreover, regularly training sessions and positive ideas to use the system should be more provided.

Puttichai Chaieudome (2010 : Abstract) This research to study the attitudes to the central personnel agency under the office of Permanent Secretary Ministry public Health on the electronic document. The results showed that key factors in operating the electronic document, office of Permanent Secretary Ministry public Health was successful in a related field will need to set clear operational guidelines standardizing the organization and needs to be allocated, providing adequate computer

and equipment and improve the network stability of use, Planting coast attitude, subconscious and the good people at all levels to work together. Incorporated the problem of how to use to remedy the situation, assistance, monitoring and evaluation plan the annual training to convey the level of relevant knowledge, such as the use of computers and operating systems, the basic steps use of electronic document. To be applied in an organization as well institution and associated knowledge in information technology law and office of the prime minister on the electronic document work.

Rungthip Bunchamrun, Pannee Chreekeo and Sasithorn Wangkhamklang (2005 : Abstract) The research findings revealed that most practitioners working on the correspondence and secretarial works in faculties, centers and offices had a perception that documents received and delivered among offices were systematically registered, followed the procedures and steps designated, checked, monitored, followed-up, accelerated in order to meet the time limit, and forwarded through the same steps of practice. There were the following systems: persons responsible for checking the order and correctness before forwarding the document, a handbook provided with standard models for official letters, notification of people involved at the right time in case of receiving incoming urgent letters, a system of separating the in-coming letters from the out-going ones, (internal and external letters), and use of IT in communication. However, there was no collective information and the number of the received and the delivered letters in each year nor can IT system which was convenient to retrieve the document needed, and a document classifying system but without using an IT system in filing. Furthermore, there was no system to examine old document thus there was no disposal of the obsolete documents according to the rules and regulations of the office of the Prime Minister B.E. 2526. Nevertheless, there were experienced people responsible for drafting correspondence letters, checking the accuracy and the format of the official letters. For those receiving the services of correspondence and secretarial works, most of them had a perception that the institute had a sound system of receiving and delivering documents, but they were satisfied with the services at a moderate level and suggested that there be a training program as well as an implementation of IT for secretarial works in order to be faster, more accurate and efficient.

In the above literature reviews, it is a reasonable to apply some principles and concepts to the research. The researcher utilizes the principles and concepts from knowledge, attitude behavior and social science as a guideline for conducting this study. To start with the employees under Provincial Electricity Authority Region 3 Central Nakhonpathom have been targeted to be a sample group of the study. Then, for the researcher has designed the tool based on three perspectives, including knowledge, attitude and behavior. The details have been discussed next chapter.

CHAPTER III
RESEARCH METHODOLOGY

This study has focused on finding out A study of factors affecting knowledge, attitude and behavior of electronic document system employees. Case study : Provincial Electricity Authority Region 3 Central Nakhonpathom. Therefore chapter three has contained methods and procedures that have been utilized to identify knowledge, attitude and behavior of electronic document system employees. Case study : Provincial Electricity Authority Region 3 Central Nakhonpathom. The chapter has contained a discussion of the design of the study, a description of the population and sample, a description of the research instrument, and the methods that has been used to collect and analyze data. A systematic procedure for this research project has been presented in this chapter as follows:

3.1 Research design

This research has been carried out by using a descriptive survey designed method. It has meant data collected in order to answer questions about the current status of the subject or topic study. This research was the most commonly used and the basic reason carrying out descriptive research was to identify the cause of sometime that is happening. In this research to gain specific understanding on the knowledge, attitude and behavior of electronic document system, the researcher has offered closed questions at the questionnaires. Factors affecting the aforesaid knowledge, attitude and behavior of electronic document system were also taken into consideration. In addition, relationship between knowledge, attitude and behavior of electronic document system were discussed in order to address problem and to find appropriate amendment to electronic document system. The instruments employed for data collection were the knowledge test and questionnaires.

3.2 Population and Sample

3.2.1 Population

The population in this research were 1,621 persons who employees under Provincial Electricity Authority Region 3 Central Nakhonpathom (including Nakhonpathom province, Kanchanaburi province, Suphanburi province, Samutsakorn province, Ratchaburi (specifically Ban-Pong district).

3.2.2 Sample size sampling

Finding size of sampling to collect field data by finding mean of population through Taro Yamane's formula from an eligible population (Yamane, 1973 : 729) as follows.

$$n = \frac{N}{1 + Ne^2}$$

When n = Sample size

N = Size of total population

e = The error of sampling 0.05

$$\text{Substitute } n = \frac{N}{1 + Ne^2}$$

$$n = \frac{1{,}621}{1 + 1{,}621\ (0.05)^2}$$

$$n = \frac{1{,}621}{5.0525}$$

$$n = 320 \text{ persons}$$

Therefore, sampling must be at least 320 persons to be presented as representatives of the people for testing power and convenience in data collection.

Samples selection for the research was done with Stratified random sampling because Stratified random sampling or divide be a member of institute all arrangement of the people have feature takes in same group in the following procedures:

1st procedure: Setting up sampling in the research which were employees under Provincial Electricity Authority Region 3 Central Nakhonpathom. They were classified according to province of Provincial Electricity Authority Region 3 Central Nakhonpathom (including Nakhonpathom province, Kanchanaburi province, Suphanburi province, Samutsakorn province, Ratchaburi (specifically Ban-Pong district).

2nd procedure: people classify selected employees under Provincial Electricity Authority Region 3 Central Nakhonpathom. They were classified according to province of Provincial Electricity Authority Region 3 Central Nakhonpathom into fives groups based on the province of Provincial Electricity Authority Region 3 Central Nakhonpathom (including Nakhonpathom province, Kanchanaburi province, Suphanburi province, Samutsakorn province, Ratchaburi (specifically Ban-Pong district).

3rd procedure: Dividing sample size have note go out follow group amount in the people by use the proportion of each group people is formed type.

4th procedure: Use Simple random sampling for random from employees under Provincial Electricity Authority Region 3 Central Nakhonpathom each group follow sample size was calculated come from 3 item, loud picture.

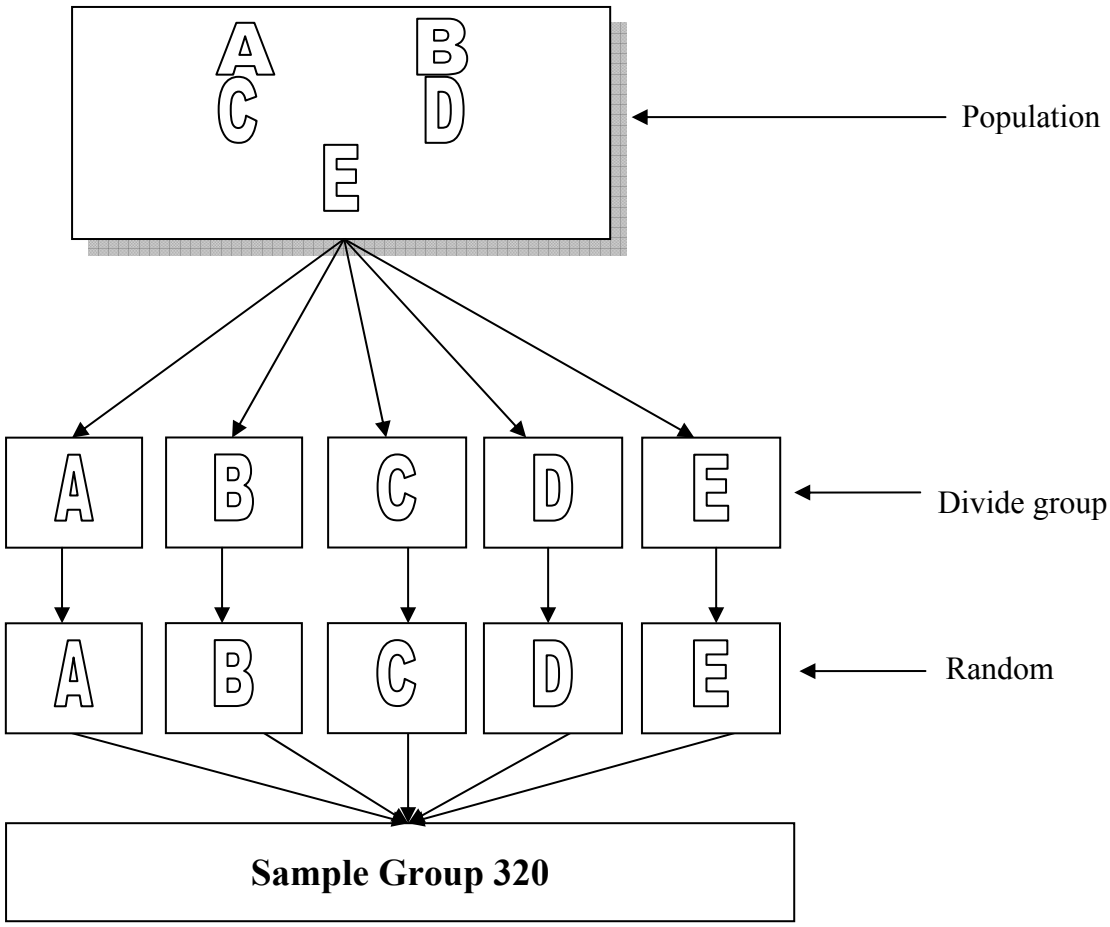

Figure 3.1 Stratified Random Sampling Character

Source: Tanin Sincharu, 2007 : 63.

Table 3.1 Show studied groups

Examples	Population (Persons)
1.Employees under PEA at Nakhonpathom	80
2. Employees under PEA at Samutsakorn	80
3. Employees under PEA at Suphanburi	80
4. Employees under PEA at Kanjanaburi	70
5. Employees under PEA at Ratchaburi (specifically Ban-Pong district)	10
Total	**320**

3.3 Research Instruments

3.3.1 The data collection instruments of the research

The tools used in this survey research were composed of questionnaire and measuring model constructed from the study in document, concepts and related researches including the research conceptual framework. There were both open – ended questions and close – ended questions. The questionnaire was divided into 4 parts as follows:

Part 1 The Individual Attributes of participant has been designed to survey individual attributes of participant including gender, age, agencies in the area, education level, years of work and position. The questions were check list and close – ended questions as the followings:

- Gender personal character of a human who indicates physical character which, divided into 2 groups including female and male.

- Age personal character of a human who indicates age since born until now, which, count age the amount year divided into 4 groups including less than 25 years, 25 - 35 years, 36 - 45 years and over 46 years.

- Agencies in the area agencies are under Provincial Electricity Authority Region 3 Central Nakhonpathom considered the five provinces including Nakhonpathom province, Kanchanaburi province, Suphanburi province, Sumutsakhon province and Ratchaburi (specifically Ban-Pong district).

- Education level means the highest graduation obtained by employees under Provincial Electricity Authority Region 3 Central Nakhonpathom, divided into four groups including High school education 6 or less than, Diploma, Bachelor's degree and Master's Degree or Higher.

- Years of works the number of years that the employees served in under Provincial Electricity Authority Region 3 Central Nakhonpathom, divided into 7 groups including 1 – 5 years, 6 – 10 years, 11 – 15 years, 16 – 20 years, 21 – 25 years, 26 – 30 years and over 31 years.

- Position obtained by employees under Provincial Electricity Authority Region 3 Central Nakhonpathom, divided into 4 groups including Administrator (Over Head Division, Academician/engineer/Accountant, Technician Officer/ Bookkeeper/ Filing clerk and Employee of Provincial Electricity Authority.

Part 2 Knowledge about electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom it consisted check - list questions. (10 questions).

The scoring was set as follow:

Correct answer = 1 score

Incorrect answer = 0 score

The classification of score level was categorized into 3 level of knowledge based on Pichai ritjarun (2001 : 292) as follows:

$$\text{Width of the interval} = \frac{\text{Highest score} - \text{Low score}}{\text{Class amount}}$$

High level : if score from 7 to 10

Moderate level : if score from 3 to 6

Low level : if score from 0 to 2

Part 3 Attitude about electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom by Likert's Scale, which consist of 5 choices; Strongly agree, Agree, Uncertain, Disagree and Strongly disagree (10 questions). The scoring was set as follow:

Strongly agree	=	5	scores
Agree	=	4	scores
Uncertain	=	3	scores
Disagree	=	2	scores
Strongly disagree	=	1	score

The classification of score level was categorized into 3 level of knowledge based on Kanlaya Wanitbancha (2003 : 39) as follows:

$$\text{Width of the interval} = \frac{\text{Highest score} - \text{Low score}}{\text{Class amount}}$$

Lowest attitude means the score was in between	1.00 – 1.80
Low attitude means the score was in between	1.81 – 2.60
Moderate attitude means the score was in between	2.61 – 3.40
High attitude means the score was in between	3.41 – 4.20
Highest attitude means the score was in between	4.21 – 5.00

Part 4 Behavior in using electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom by Likert's Scale, which consist of 5 choices; Never practice, Seldom practice, Practice sometime, Practice rather routine and Practice always (10 questions). The scoring was set as follow:

Practice always	=	5	scores
Practice rather routine	=	4	scores
Practice sometime	=	3	scores
Seldom practice	=	2	scores
Never practice	=	1	score

The classification of score level was categorized into 3 level of knowledge based on Kanlaya Wanitbancha (2003 : 39) as follows:

$$\text{Width of the interval} = \frac{\text{Highest score} - \text{Low score}}{\text{Class amount}}$$

Lowest behavior in using means the score was in between	1.00 – 1.80
Low behavior in using means the score was in between	1.81 – 2.60
Moderate behavior in using means the score was in between	2.61 – 3.40
High behavior in using means the score was in between	3.41 – 4.20
Highest behavior in using means the score was in between	4.21 – 5.00

Problem and obstacle and suggestions towards Knowledge, attitude and behavior of electronic document system employees. Case study : Provincial Electricity Authority Region 3 Central Nakhonpathom. The questions were open – ended questions for respondents commented about Knowledge, attitude and behavior of electronic document system employees. Case study : Provincial Electricity Authority Region 3 Central Nakhonpathom.

The construction of questionnaire

Questionnaires as the instrument to collect data were designed from relevant research theories and documents carefully arrange to suit this research prior to taking them to Thesis Advisors Committee, scholars and persons with experiences to test and revise for better questionnaires with accuracy and validity as agree with required contents. Later, the revised questionnaires were tried out with 30 sample participants at Provincial Electricity Authority Region 3 Central Nakhonpathom (including Nakhonpathom province, Kanchanaburi province, Suphanburi province, Samutsakorn province, Ratchaburi (specifically Ban-Pong district) for actual study.

Creation of the Questionnaire

1. The questionnaire was created from studying theories and concepts about the topic for research from textbooks, government papers, thesis, reports etc.

2. The concept of a comprehensive literature review to create a query to a study by the fact that the respondent can meet the objectives of the research setting.

3. The scope of the questionnaire was determined to cover the subject for the study in order to let the sample population give facts directly to meet the purpose of the study.

4. The researcher submitted the questionnaire to the thesis control panel, specialist and people with experience to check and give suggestions for corrections and improvements so that the questionnaire would be correct, clear and according to the subject matter. It was tested for validity and reliability by five specialists. The corrected and improved questionnaire was used as a trial with similar population as the sample, employees, totaling 30 persons under Provincial Electricity Authority Region 3 Central Nakhornpathom.

5. The tested and proved questionnaire after the pre – test was used to collect data from the real sample population.

3.3.2 Quality of the research Instrument:

When finishing the questionnaire construction, the questionnaire has been tested for the quality according to the following procedures:

1. The content validity and covers idioms and expressions used to fit the tool has been created by experts to inspect the contents of the language Thailand. And the measurement and evaluation of survey techniques IOC (index of item objective congruence) with the following criteria to determine a score.

Given +1 score When certain questions were relevant to the purpose.

0 score When not sure that the questions were relevant to the purpose or not.

-1 score When certain questions are not consistent with the purpose.

After the lead of the experts came to the IOC. Using the formula of Rovinelli and Hambleton (1977 : 49 – 60).

$$\text{IOC} = \frac{\Sigma R}{N}$$

When IOC represent Index of the text corresponds to the main study.

ΣR represent The total score of all expert's opinion.

N represent Number of experts.

2. The reliability has been checked by testing the reviewed and improved questionnaire with the 30 persons, who had qualification similar to that of the sample. The researcher has divided principals into five categories due to their Provincial Electricity Authority Region 3 Central Nakhornpathom settings. Then the researcher has based on the proportion of the Provincial Electricity Authority Region 3 Central Nakhornpathom zones to choose 30 persons for pilot test sample group.

The reliability test value has been analyzed by using Cronbach's Alpha (Cronbach, 1974 : 161). Reliability Coefficients to search for the confident value (0.90). It is commonly used as a measure of the internal consistency reliability of a psychometric instrument.

$$\alpha_K = \frac{n}{n-1}\left[1-\frac{\Sigma S^2}{S_t^2}\right]$$

When α_K represent coefficient of reliability.

n represent number of items on the scale (questionnaire).

ΣS_t^2 represent the sum of variance of each item.

S_t^2 represent variation of the questionnaire.

3. The questionnaire has been improved by asking the thesis advisors to check the appropriateness and the content coverage again, and then it was used with the actual samples.

3.4 Data Collection

The collection of data was done by the researcher herself in stages as given below.

1. The researcher prepared official letter from the Faculty of Engineering, Mahidol University, asking for permission and assistant in collecting data within the Office of Provincial Electricity Authority Region 3 Central Nakhornpathom included Nakhonnpathom Suphanburi Kanchanaburi Samutsakorn and Ratchaburi (specifically Ban-Pong district).

2. After obtaining his written permission, the researcher has met the zonal directors of each zone of the district to explain the purpose of the study and the details of the questionnaires.

3. After that the deputy / assistant directors of planning of these zones were requested to help distributing and collecting the questionnaires to and from the principals of the zones.

4. To assure the respondents' confidentiality, the researcher has attached a letter to the questionnaires to explain the purpose of the study and tell them clearly that it was not necessary to show their name or school names on the questionnaire. The respondents have been given one week to respond the questionnaires.

5. After that the deputy / assistant directors of planning of these zones have helped to collect back and hand over to the researcher.

6. Send 320 copies of a questionnaire by mailing to all departments of Provincial Electricity Authority in Suphanburi, Kanchanaburi, Samutsakorn and Ratchaburi (specifically Ban-Pong district).

7. Departments of Provincial Electricity Authority in Nakhonpathom, 100 copies of a questionnaire are collected by the researcher.

8. When the researcher has collected all 320 persons of the questionnaire from the sample population, she summarized and analyzed the result as described below.

3.5 Statistics and Data analysis

All the data collected from respondents has been check out, grouped and tabulated to facilitate the analysis process. The data has been electronically processed and analyzed by using computer application software SPSS for WINDOWS version 17 Programs (Statistics Package for the Social Science). The researcher has used both the descriptive and inferential statistics while analyzing the data.

This research has studies the factors that influence knowledge, attitude and behavior of electronic document system employees which hypotheses of study were set as mentioned in the subject 3.2 Research framework and Hypotheses. Furthermore, The SPSS was used to analyze the collected data to support the sufficient details for summarizing the results and verifying hypotheses, including the conclusion and recommendation.

Statistics used in the research

1. The statistics used for determining content validity of the questionnaire by Rovinelli and Hambleton is Index of Consistency (IC).
2. To analyze the reliability of questionnaires used the Cronbach's Alpha Coefficient.
3. The statistics used in data analysis is divided into two categories as follows:

Descriptive statistic

All respondents that received have been used to describe as percentage, mean and standard deviation. The statistical data have been shown to the form that can be quickly understood as tables, charts and context descriptions. In this survey, the researcher has used these forms for analyzing each part of survey results as follows:

1. Analyze the data Individual Attributes has been used in presenting information received from the study in order to describe by applying statistical analysis such as frequency, percentage that been shown in table and chart.

2. Analyze the data knowledge about electronic document system of Provincial Electricity Authority Region 3 Central Nakhornpathom has been used in presenting information received from the study in order to describe by applying statistical analysis such as frequency, percentage mean ($\overline{X}$), standard deviation (S.D.) that been shown in table.

3. Analyze the data attitude about electronic document system of Provincial Electricity Authority Region 3 Central Nakhornpathom has been used in presenting information received from the study in order to describe by applying statistical analysis such as mean ($\overline{X}$), standard deviation (S.D.) that been shown in table.

4. Analyze the data behavior in using electronic document system of Provincial Electricity Authority Region 3 Central Nakhornpathom has been used in presenting information received from the study in order to describe by applying statistical analysis such as mean ($\overline{X}$), standard deviation (S.D.) that been shown in table.

Inferential statistics

1. For testing hypothesis t – test. If there was 2 groups testing between independent variables and dependent variables on knowledge, attitude and behavior of electronic document system of Provincial Electricity Authority Region 3 Central Nakhornpathom they are different with statistic significance of 0.05 level, or not.

2. For testing hypothesis One – Way ANOVA. If there was more than 2 groups testing between independent variables and dependent variables on knowledge, attitude and behavior of electronic document system of Provincial Electricity Authority Region 3 Central Nakhornpathom they are different with statistic significance of 0.05 level, or not.

3. Relation analysis between knowledge, attitude and behavior of electronic document system of Provincial Electricity Authority Region 3 Central Nakhornpathom with participation by the Pearson Correlation statistic they are related with statistic significance of 0.05 level, or not.

4. The significant differences were tested by LSD (Least Significant Difference).

3.6 Research Schedule

Table 3.2 Research Schedule

ACTIVITY	Time (Month)							
	1	2	3	4	5	6	7	8
Preliminary study								
Define scope								
Define Research Framework and hypotheses								
Pilot testing								
Gathering data								
Data coding								
Data Analysis								
Documentation								

CHAPTER IV
RESULTS

This study was a study of factors affecting Knowledge, attitude and behavior of electronic document system employees Case study : Provincial Electricity Authority Region3 Central Nakhonpathom. This is Survey Research. The sample consisted of 320 electronic document system user of Provincial Electricity Authority Region 3 Central Nakhonpathom. Questionnaires were utilized for this study. The analyzed with a computer by using SPSS for Windows Programs. The presentation are divided the section as follows:

4.1 General Information of participant.

4.2 Knowledge of electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom.

4.3 Attitude of electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom.

4.4 The behavior in using electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom.

4.5 Comparison on the differences between individual attributes with the knowledge, attitude and behavior in using electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom. The individual attributes included gender, age, agencies in the area, education level, years of work and position.

4.6 Correlation Analysis between knowledge, attitude and behavior in using electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom.

4.1 Individual Attributes of participant.

The individual attributes information of the user employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom included gender, age, agencies in the area, education level, years of work and position.

Table 4.1 Number and percentage of the user employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom classify gender

Individual Attributes	Number (n = 320)	Percentage (100.00)
1. Gender:		
Female	151	47.19
Male	169	52.81
Total	**320**	**100.00**

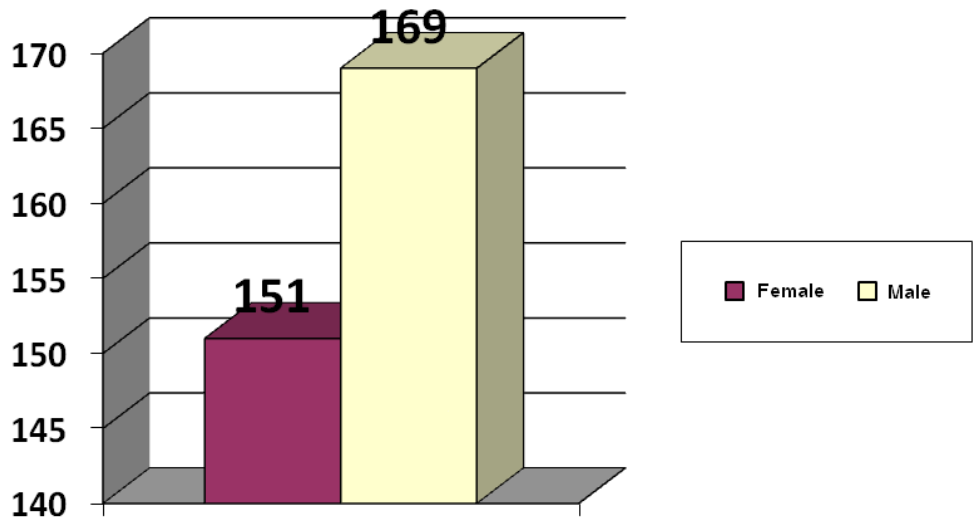

Figure 4.1 Chart the number of user employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom classify gender

From table 4.1 and figure 4.1 found that user employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom the most are male for 52.81% (169 persons) and female for 47.19% (151 persons).

Table 4.2 Number and percentage of the user employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom classify age

Individual Attributes	Number (n = 320)	Percentage (100.00)
2. Age		
Less than 25 years	45	14.06
25 – 35 years	124	38.75
36 – 45 years	83	25.94
Over 46 years	68	21.25
Total	**320**	**100.00**

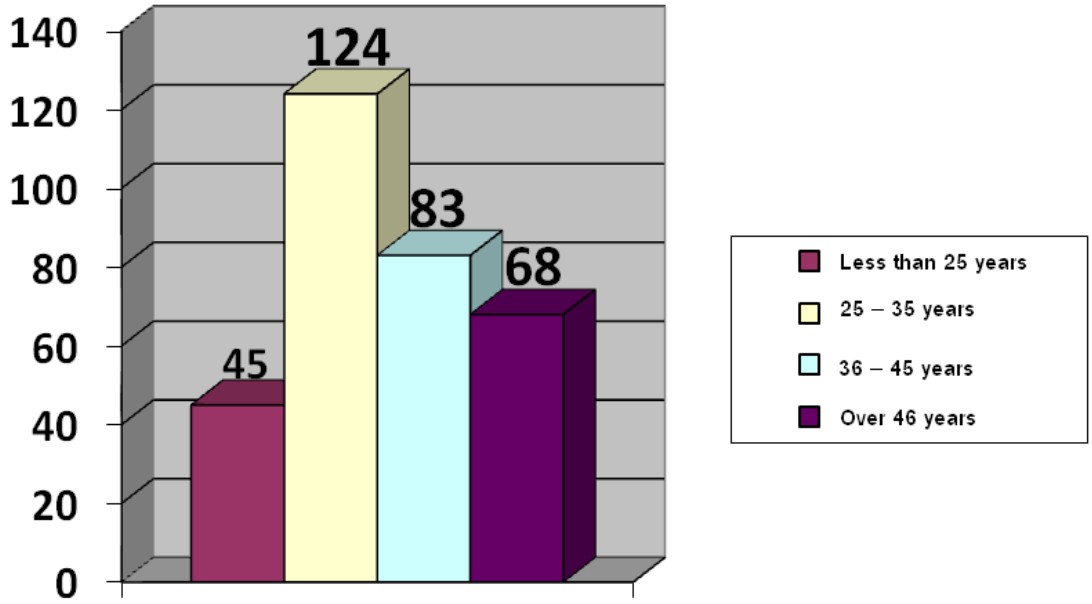

Figure 4.2 Chart the number of user of electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom Province classify age

From table 4.2 and figure 4.2 found that user employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom the most are between 25 – 35 years for 38.75% (124 persons) next be aged between 36 – 45 years for 25.94% (83 persons) be aged are between over 46 years for 21.25% (68 persons) and be aged are less than 25 years for 14.06% (45 persons).

Table 4.3 Number and percentage of the user employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom classify agencies in the area

Individual Attributes	**Number (n = 320)**	**Percentage (100.00)**
3. Agencies in the area		
Nakhonpathom Province	80	25.00
Kanchanaburi Province	70	21.88
Supanburi Province	80	25.00
Samut Sakhon Province	80	25.00
Banpong District Ratchaburi Province	10	03.12
Total	**320**	**100.00**

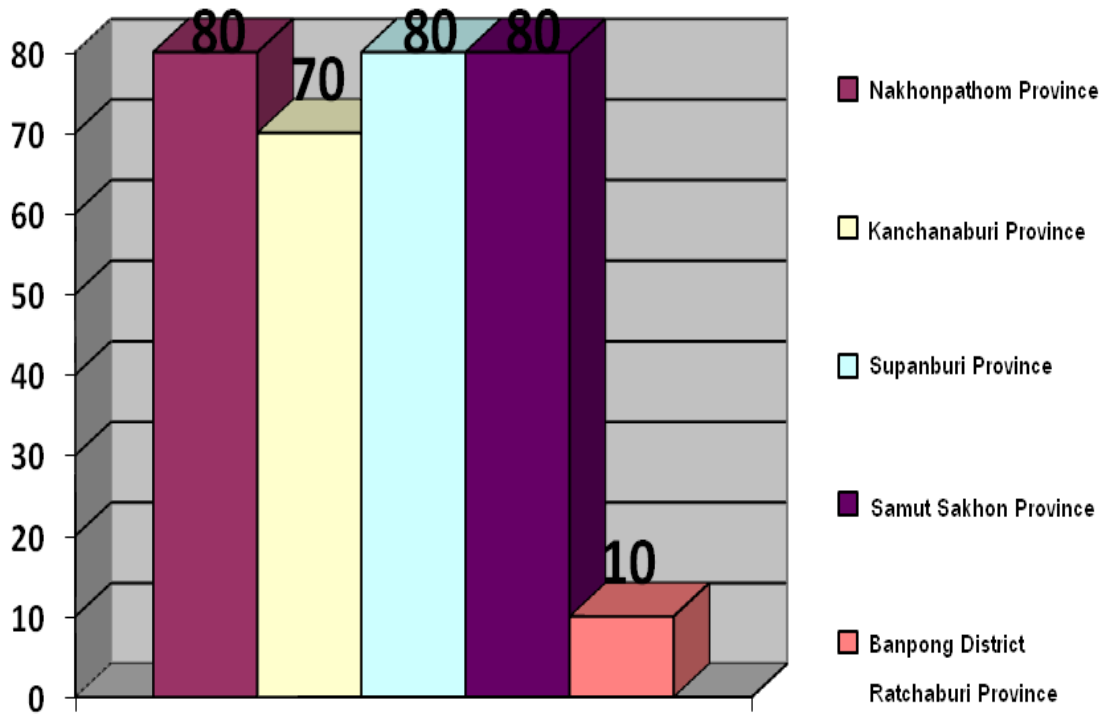

Figure 4.3 Chart the number of user employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom classify agencies in the area

From table 4.3 and figure 4.3 found that user employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom the most agencies in the area Nakhonpathom Province for 25.00% (80 persons) next agencies in the area Supanburi Province for 25.00% (80 persons) agencies in the area for Samut Sakhon for 25.00% (80 persons) agencies in the area Kanchanaburi for 21.88% (70 persons) and agencies in the area Banpong District Ratchaburi Province for 03.12% (10 persons).

Table 4.4 Number and percentage of the user employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom classify education level

Individual Attributes	Number (n = 320)	Percentage (100.00)
4. Education level		
High school education 6 or less than	6	01.87
Diploma	93	29.06
Bachelor's Degree	174	54.38
Master's Degree or Higher	47	14.69
Total	**320**	**100.00**

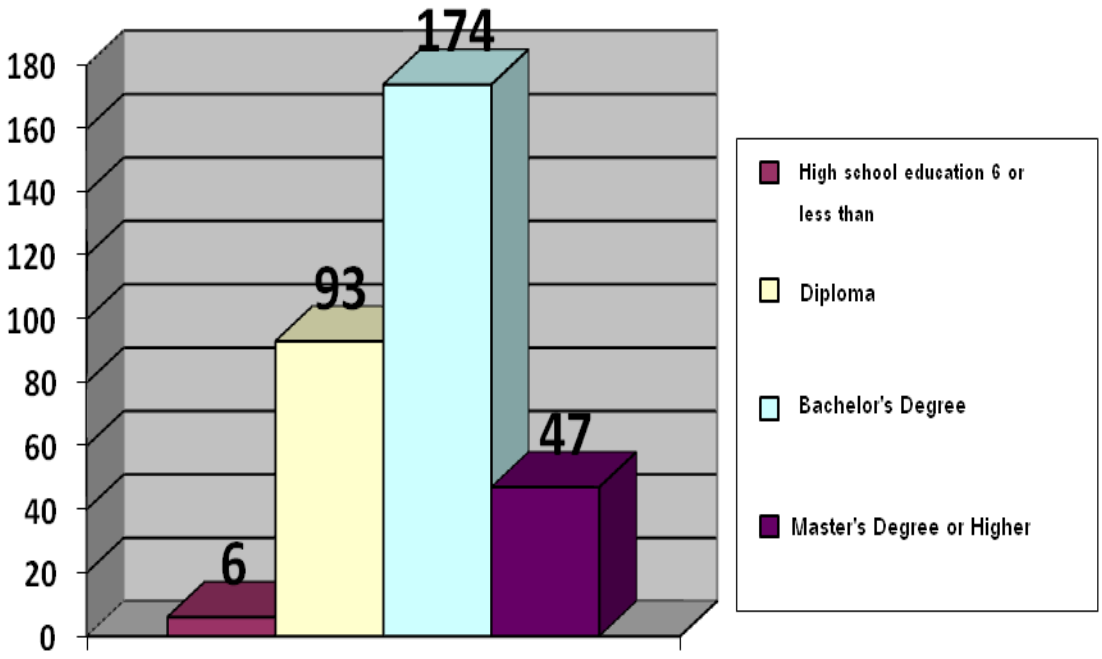

Figure 4.4 Chart the number of user employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom classify education level

From table 4.4 and figure 4.4 found that user employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom the most have education level in bachelor's degree for 54.38% (174

persons) next education level diploma for 29.06% (93 persons) education level master's degree or higher for 14.69% (47 persons) and education level high school education 6 or less than for 1.87% (6 persons).

Table 4.5 Number and percentage of the user employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom classify years of work

Individual Attributes	Number (n = 320)	Percentage (100.00)
5. years of work		
1 – 5 years	115	35.94
6 – 10 years	83	25.94
11 – 15 years	17	05.31
16 – 20 years	39	12.19
21 – 25 years	27	08.44
26 – 30 years	16	05.00
Over 31 years	23	07.18
Total	**320**	**100.00**

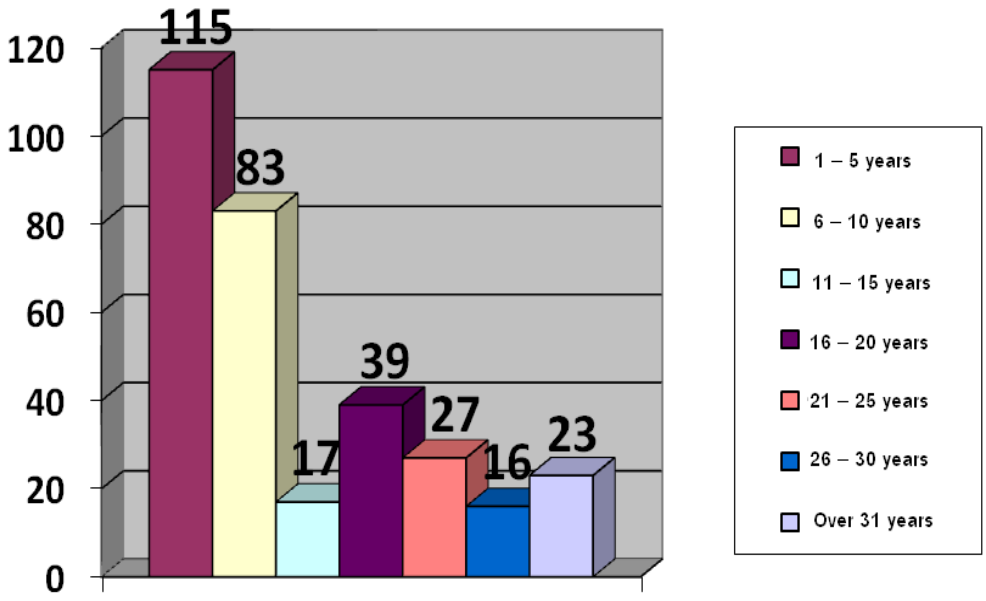

Figure 4.5 Chart the number of user employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom classify years of work

From table 4.5 and figure 4.5 found that user employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom the most years of work 1 – 5 years for 35.94% (115 persons) next years of work 6 – 10 years for 25.94% (83 persons) years of work 16 – 20 years for 12.19% (39 persons) years of work 21 – 25 years for 08.44% (27 persons) years of work over 31 years for 07.18% (23 persons) years of work 11 – 15 years for 05.31% (17 persons) and years of work 26 – 30 years for 05.00% (16 persons).

Table 4.6 Number and percentage of the user employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom classify position

Individual Attributes	**Number (n = 320)**	**Percentage (100.00)**
6. Position		
Administrator (Over Head Division)	34	10.62
Academician/Engineer/Accountant	137	42.81
Technician Officer/Bookkeeper/Filing clerk	138	43.13
Employee of Provincial Electricity Authority	11	03.44
Total	**320**	**100.00**

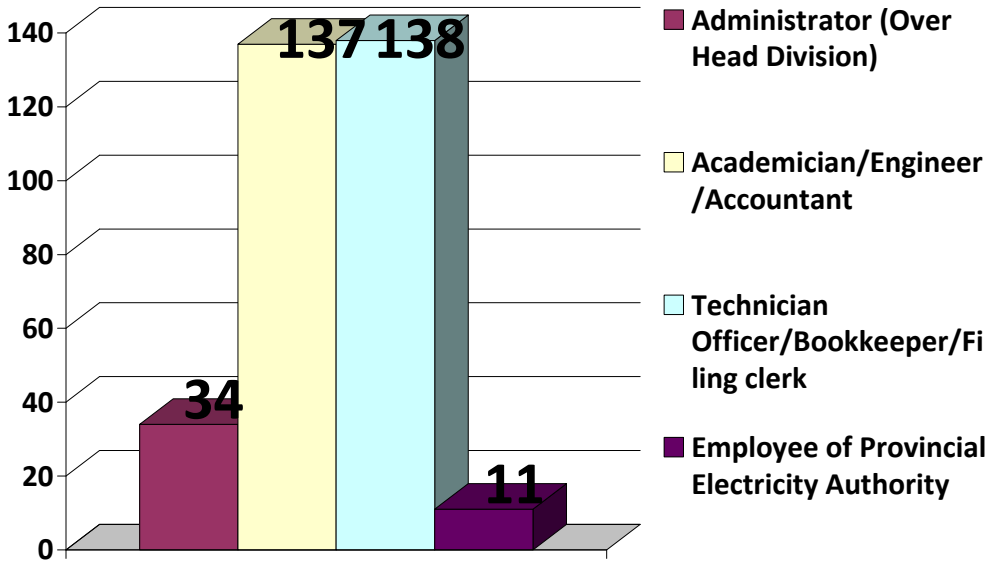

Figure 4.6 Chart the number of user employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom classify position

From table 4.6 and figure 4.6 found that user employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom the most Technician Officer/Bookkeeper/Filing clerk Position for 43.13% (138 persons) next Academician/Engineer/Accountant Position for 42.81% (137 persons) Administrator (Over Head Division) Position for 10.62% (34 persons) and employee of Provincial Electricity Authority Position for 03.44% (11 persons).

4.2 Knowledge about electronic document of Provincial Electricity Authority Region 3 Central Nakhonpathom

For knowledge about electronic document of Provincial Electricity Authority Region 3 Central Nakhonpathom. Questionnaire character is check list. Question about knowledge about electronic document of Provincial Electricity Authority Region 3 Central Nakhonpathom 10 items the answer choose 2 answers be true and false. User employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom 320 persons. Details were shown in table 4.7.

Table 4.7 Number and percentage of knowledge about electronic document of Provincial Electricity Authority Region 3 Central Nakhonpathom

Knowledge about electronic document of Provincial Electricity Authority Region 3 Central Nakhonpathom	False		True	
	n	%	n	%
1. User of electronic document system can log in by retrieve any URL.	130	(40.62)	190	(59.58)
2. Using the electronic document system requires Program any browser.	104	(32.50)	216	(67.50)
3. How, if a document sends to come as paper orange color, but have no document attachment?	225	(70.31)	95	(29.69)
4. How, The blue document and orange document. There is differences?	136	(42.50)	184	(57.50)
5. The system can find documents retrospective since 2546 to 2554 years in electronic document system get or no	95	(29.69)	225	(70.31)
6. How, if the document want scanned into the electronic document system is not clear?	186	(58.12)	134	(41.88)
7. What the symbols  mean?	127	(39.69)	193	(60.31)

Table 4.7 Number and percentage of knowledge about electronic document of Provincial Electricity Authority Region 3 Central Nakhonpathom (cont.)

Knowledge about electronic document of Provincial Electricity Authority Region 3 Central Nakhonpathom	False		True	
	n	%	n	%
8. Agencies origin cannot "Pull a document the back" from electronic document system in any case.	224	(70.00)	96	(30.00)
9. You can follow the work from electronic document system get or no.	118	(36.88)	202	(63.12)
10. If a document in the format of Microsoft Word in your computer already. You can send a document get or no. How, if get.	111	(34.69)	209	(65.31)

$\overline{x}$ = 5.45, S.D. = 2.60

From table 4.7 found that user employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom the most of the knowledge about electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom. The most correct answer is knowledge in item 5 that the system find documents retrospective since 2546 to 2554 years in electronic document system get or no is get equivalent to percentage 70.31 next be the knowledge in item 2 is the using the electronic document system requires Program any browser be Internet explorer equivalent percentage 67.50 and knowledge in item 10 is If a document in the format of Microsoft Word in your computer already. You can send a document get or no. How, if get. Get by enclose a document Microsoft Word from the computer log in immediately.

Table 4.8 Number of Percentage level knowledge about electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom

Level Knowledge	Number	Percentage
Low level (0 – 2 point)	68	21.25
Middle level (3 – 6 point)	194	60.63
High level (7 – 10 point)	58	18.12
Total	**320**	**100.00**

From table 4.8 found that user employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom the most level knowledge about electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom in the middle level equivalent percentage 60.63.

4.3 Attitude about electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom

For Attitude about electronic document of Provincial Electricity Authority Region 3 Central Nakhonpathom. Questionnaire character is Likert Scale 5 level be Strongly agree, Agree, Uncertain, Disagree and Strongly disagree. User employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom 320 persons. Details were shown in table 4.9.

Table 4.9 Mean and standard deviation of attitude about electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom

Attitude of electronic document system	Opinion levels		
	Mean	**S.D**	**decode**
1. Electronic document system cause the convenience to do your the work.	4.37	0.84	Strongly agree
2. Electronic document system cause the quickness and timely per job to the receiver.	4.25	0.77	Strongly agree
3. Electronic document system help document old search.	3.93	0.83	Agree
4. The use of electronic document system are complicated.	3.64	1.01	Agree
5. Electronic document system reduces paper use and expenses in an institute.	3.94	0.98	Agree
6. Electronic document system important and necessary to perform your job.	3.94	0.91	Agree
7. Electronic document system can be used stead of accept – deliver in the book model a notebook as well.	3.98	0.86	Agree
8. Electronic document system has the reliability, data document doesn't be lost.	3.87	0.92	Agree
9. Electronic document system can available to meet with the requirement in practical.	3.95	0.90	Agree
10. Electronic document system can increase efficiency your performance better.	4.13	1.85	Agree
Total	**4.00**	**0.58**	**Agree**

Note: 1.00 – 1.80 = Strongly disagree, 1.81 – 2.60 = disagree, 2.61 – 3.40 = Uncertain, 3.41 – 4.20 = Agree, 4.21 – 5.00 = Strongly agree.

From table 4.9 found that user employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom there is the attitude about electronic document system of Provincial Electricity Authority Region 3

Central Nakhonpathom overall in the agree level ($\bar{x}$ = 4.00) when consider case item found that attitude of electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom with the highest average strongly agree level be electronic document system cause the convenience to do your the work ($\bar{x}$ = 4.37) next be electronic document system cause the quickness and timely per job to the receiver ($\bar{x}$ = 4.25).

Attitude about electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom with the highest average agree level be Electronic document system can increase efficiency your performance better ($\bar{x}$ = 4.13) next be Electronic document system can be used stead of accept – deliver in the book model a notebook as well ($\bar{x}$ = 3.98) Electronic document system can available to meet with the requirement in practical ($\bar{x}$ = 3.95) Electronic document system reduces paper use and expenses in an institute ($\bar{x}$ = 3.94) Electronic document system important and necessary to perform your job ($\bar{x}$ = 3.94) Electronic document system help document old search ($\bar{x}$ = 3.93) Electronic document system has the reliability, data document doesn't be lost ($\bar{x}$ = 3.87) and The use of electronic document system are complicated ($\bar{x}$ = 3.64).

4.4 The behavior in using electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom

For the behavior in using electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom. Questionnaire character is Likert Scale 5 level be Practice always, Practice rather routine, Practice sometime, Seldom practice and Never practice. User employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom 320 persons. Details were shown in table 4.10.

Table 4.10 Mean and standard deviation of the behavior in using electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom

The behavior in using electronic document system	**Opinion levels**		
	Mean	**S.D**	**decode**
1. You are usable electronic document system	3.10	0.91	Practice sometime
2. You have to change the password of the user	2.48	0.96	Seldom practice
3. You rearrange the importance of a document in accept - send a document.	2.64	1.13	Practice sometime
4. You key fill in all the information of the document received – deliver in the electronic document system.	2.69	1.17	Practice sometime
5. You have to specify the speed of document in the electronic document system.	2.74	1.19	Practice sometime
6. You check the clarity of the scanned document. First attach to the system.	2.59	1.21	Seldom practice
7. You follow the work after sending the document has already.	2.63	1.28	Practice sometime
8. You do closing work after the operation is finished.	2.74	1.23	Practice sometime
9. You study manual work electronic document system, when a problem in the workplace.	2.66	1.12	Practice sometime
10. Now, you still have to write a detailed book accept – deliver down a notebook register a book conjunction with using electronic document system.	2.51	1.20	Seldom practice
Total	**2.68**	**0.92**	**Practice sometime**

Note: 1.00 – 1.80 = Never practice, 1.81 – 2.60 = Seldom practice, 2.61 – 3.40 = Practice sometime, 3.41 – 4.20 = Practice rather routine, 4.21 – 5.00 = Practice always

From table 4.10 found that user employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom there is the behavior in using electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom overall in the practice sometime level ($\bar{x}$ = 2.68) when consider case item found that the behavior electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom with the highest average practice sometime level be You are usable electronic document system ($\bar{x}$ = 3.10) next be You do closing work after the operation is finished ($\bar{x}$ = 2.74) You have to specify the speed of document in the electronic document system ($\bar{x}$ = 2.74) You key fill in all the information of the document received – deliver in the electronic document system ($\bar{x}$ = 2.69) You study manual work electronic document system, when a problem in the workplace ($\bar{x}$ = 2.66) You rearrange the importance of a document in accept - send a document ($\bar{x}$ = 2.64) You follow the work after sending the document has already ($\bar{x}$ = 2.63)

The behavior electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom with the highest average Seldom practice level be You check the clarity of the scanned document. First attach to the system ($\bar{x}$ = 2.59) next be Now, you still have to write a detailed book accept – deliver down a notebook register a book conjunction with using electronic document system ($\bar{x}$ = 2.51) and you have to change the password of the user ($\bar{x}$ = 2.48).

4.5 Comparison on the differences between individual attributes with the knowledge, attitude and behavior in using electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom. The individual attributes included gender, age, agencies in the area, education level, years of work and position

This study was about a study of factors affecting knowledge, attitude and behavior in using of electronic document system employees. Case study : Provincial Electricity Authority Region3 Central Nakhonpathom was classified by individual attributes with the knowledge, attitude and behavior in using electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom. The individual attributes included gender, age, agencies in the area, education level, years of work and position.

Hypothesis 1: User employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom with different individual attributes have knowledge about electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom is different.

Hypothesis 1.1: User employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom with gender different have knowledge about electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom is different.

Table 4.11 Shows a comparison of the knowledge about electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom classify gender

List	Gender				t	Sig
	Female		Male			
	Mean	S.D	Mean	S.D		
The knowledge about electronic document system	6.30	0.21	4.70	0.27	0.000	0.000*

* Significant at 0.05 level

From table 4.11 found that the knowledge about electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom classify gender test results were analyzed Independent Samples t – test statically significant at 0.05 level which be valuable Sig = 0.000 mean user employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom with gender different have knowledge about electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom is statically significant different $\alpha = 0.05$. Thus, research hypothesis were reject.

Hypothesis 1.2: User employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom with age different have knowledge about electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom is different.

Table 4.12 Shows a comparison of the knowledge about electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom classify age

List		SS	df	MS	F	Sig.
The knowledge about electronic document system	between Group	0.711	3	0.237	3.616	0.014*
	within Group	20.701	316	0.066		
	total	21.412	319			

* Significant at 0.05 level

From table 4.12 found that the knowledge about electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom classify ages test results were analyzed F – test statically significant at 0.05 level which be valuable Sig = 0.014 mean user employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom with age different have knowledge about electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom is statically significant different $\alpha = 0.05$. Thus, research hypothesis were reject. By classify for compare all cases pairs with the statistics LSD as the table 4.13.

Table 4.13 Shows a comparison of the knowledge about electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom classify age cases pairs

The knowledge about electronic document system	Less than 25 years	25 – 35 years	36 – 45 years	Over 46 years
Ages				
Less than 25 years	-	0.984	0.351	0.064
25 – 35 years	-	-	0.214	0.020*
36 – 45 years	-	-	-	0.001*
Over 46 years	-	-	-	-

* Significant at 0.05 level

From table 4.13 test results cases pairs found that user employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom the average age knowledge about electronic document system different 2 pairs for example

User employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom age 25 – 35 years have knowledge about electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom different with user employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom Province age over 46 years.

User employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom age 36 – 45 years have knowledge about electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom different with User employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom age over 46 years.

Hypothesis 1.3: User employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom with agencies in the area different have knowledge about electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom is different.

Table 4.14 Shows a comparison of the knowledge about electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom classify agencies in the area

List		SS	df	MS	F	Sig.
The knowledge about	between Group	0.854	4	0.213	3.270	0.012*
electronic document	within Group	20.558	315	0.065		
system	total	21.412	319			

* Significant at 0.05 level

From table 4.14 found that the knowledge about electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom classify agencies in the area test results were analyzed F – test statically significant at 0.05 level which be valuable Sig = 0.012 mean user employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom with agencies in the area different have knowledge about electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom is statically significant different $\alpha = 0.05$. Thus, research hypothesis were reject. By classify for compare all cases pairs with the statistics LSD as the table 4.15.

Table 4.15 Shows a comparison of the knowledge about electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom classify agencies in the area cases pairs

The knowledge about electronic document system	Nakhon pathom Province	Kancha naburi Province	Supanburi Province	Samut Sakorn Province	Banpong District Ratchaburi Province
Agencies in the area					
Nakhonpathom Province	-	0.116	0.052	0.000*	0.167
Kanchanaburi Province	-	-	0.759	0.064	0.541
Supanburi Province	-	-	-	0.109	0.641
Samut Sakorn Province	-	-	-	-	0.771
Banpong District Ratchaburi Province	-	-	-	-	-

*Significant at 0.05 level

From table 4.15 test results cases pairs found that user employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom the average agencies in the area knowledge about electronic document system different 1 pair for example

User employees electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom agencies in the area Nakhonpathom Province have knowledge about electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom different with user employees electronic

document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom agencies in the area Samut Sakorn Province.

Hypothesis 1.4: User employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom with education level different have knowledge about electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom is different.

Table 4.16 Shows a comparison of the knowledge about electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom classify education level

List		SS	df	MS	F	Sig.
The knowledge about	between Group	0.775	3	0.258	3.953	0.009*
electronic document	within Group	20.637	316	0.065		
system	total	21.412	319			

* Significant at 0.05 level

From table 4.16 found that the knowledge about electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom classify education level test results were analyzed F – test statically significant at 0.05 level which be valuable Sig = 0.009 mean user employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom with education level different have knowledge about electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom is statically significant different $\alpha = 0.05$. Thus, research hypothesis were reject. By classify for compare all cases pairs with the statistics LSD as the table 4.17.

Table 4.17 Shows a comparison of the knowledge about electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom classify education level cases pairs

The knowledge about electronic document system	High school 6 or less than	Diploma	Bachelor's degree	Master's degree or higher
Education level				
High school 6 or less than	-	0.001*	0.002*	0.009*
Diploma	-	-	0.640	0.188
Bachelor's degree	-	-	-	0.286
Master's degree	-	-	-	-

*Significant at 0.05 level

From table 4.17 test results cases pairs found that user employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom the average education level knowledge about electronic document system different 3 pairs for example

User employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom education level High school 6 or less than have knowledge about electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom different with user employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom education level Diploma education level Bachelor's degree and education level Master's degree.

Hypothesis 1.5: User employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom with years of work different have knowledge about electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom is different.

Table 4.18 Shows a comparison of the knowledge about electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom classify years of work

List		SS	df	MS	F	Sig.
The knowledge about electronic document system	between Group	1.287	6	0.215	3.337	0.003*
	within Group	20.125	313	0.064		
	total	21.412	319			

* Significant at 0.05 level

From table 4.18 found that the knowledge about electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom classify years of work test results were analyzed F – test statically significant at 0.05 level which be valuable Sig = 0.003 mean user employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom with years of work different have knowledge about electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom is statically significant different $\alpha = 0.05$. Thus, research hypothesis were reject. By classify for compare all cases pairs with the statistics LSD as the table 4.19.

Table 4.19 Shows a comparison of the knowledge about electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom classify years of work cases pairs

The knowledge about electronic document system	**1 – 5 years**	**6 – 10 years**	**11 – 15 years**	**16 – 20 years**	**21 – 25 years**	**26 – 30 years**	**Over 31 years**
years of work							
1 – 5 years	-	0.513	0.347	0.103	0.000*	0.087	0.010*
6 – 10 years	-	-	0.572	0.283	0.002*	0.184	0.036*
11 – 15 years	-	-	-	0.841	0.078	0.541	0.282
16 – 20 years	-	-	-	-	0.051	0.602	0.276
21 – 25 years	-	-	-	-	-	0.289	0.474
26 – 30 years	-	-	-	-	-	-	0.686
Over 31 years	-	-	-	-	-	-	-

*Significant at 0.05 level

From table 4.19 test results cases pairs found that user employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom the average years of work knowledge about electronic document system different 4 pairs for example

User employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom years of work 1 – 5 years have knowledge about electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom different with user employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom years of work 21 – 25 years and years of work over 31 years

User employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom years of work 6 – 10 years have knowledge about electronic document system of Provincial Electricity Authority

Region 3 Central Nakhonpathom different with user employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom years of work 21 – 25 years and years of work over 31 years

Hypothesis 1.6: User employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom with position different have knowledge about electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom is different.

Table 4.20 Shows a comparison of the knowledge about electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom classify position

List		SS	df	MS	F	Sig.
The knowledge about electronic document system	between Group	0.234	3	0.078	1.166	0.323
	within Group	21.178	316	0.067		
	total	21.412	319			

* Significant at 0.05 level

From table 4.20 found that the knowledge about electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom classify position test results were analyzed F – test statically significant at 0.05 level which be valuable Sig = 0.323 mean user employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom with position different have knowledge about electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom is not statically significant different α = 0.05. Thus, research hypothesis were negative.

Hypothesis 2: User employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom with different individual attributes have attitude about electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom is different.

Hypothesis 2.1: User employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom with gender different have attitude about electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom is different.

Table 4.21 Shows a comparison of attitude about electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom classify gender

List	Gender				t	Sig
	Female		Male			
	Mean	S.D	Mean	S.D		
Attitude about electronic document system	4.06	0.57	3.95	0.59	0.106	0.926

* Significant at 0.05 level

From table 4.21 found that attitude about electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom classify gender test results were analyzed Independent Samples t – test statically significant at 0.05 level which be valuable Sig = 0.926 mean user employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom with gender different have attitude about electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom is not statically significant different $\alpha = 0.05$. Thus, research hypothesis were negative.

Hypothesis 2.2: User employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom with age different have attitude about electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom is different.

Table 4.22 Shows a comparison of attitude about electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom classify age

List		SS	df	MS	F	Sig.
Attitude about electronic document system	between Group	0.437	3	0.146	0.427	0.734
	within Group	107.683	316	0.341		
	total	108.120	319			

* Significant at 0.05 level

From table 4.22 found that attitude about electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom classify ages test results were analyzed F – test statically significant at 0.05 level which be valuable Sig = 0.734 mean user employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom with age different have attitude about electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom is not statically significant different $\alpha = 0.05$. Thus, research hypothesis were negative.

Hypothesis 2.3: User employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom with agencies in the area different have attitude about electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom is different.

Table 4.23 Shows a comparison of attitude about electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom classify agencies in the area

List		SS	df	MS	F	Sig.
Attitude about electronic document system	between Group	1.719	4	0.430	1.272	0.281
	within Group	106.401	315	0.338		
	total	108.120	319			

* Significant at 0.05 level

From table 4.23 found that attitude about electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom classify agencies in the area test results were analyzed F – test statically significant at 0.05 level which be valuable Sig = 0.281 mean user employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom with agencies in the area different have attitude about electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom is not statically significant different $\alpha = 0.05$. Thus, research hypothesis were negative.

Hypothesis 2.4: User employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom with education level different have attitude about electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom is different.

Table 4.24 Shows a comparison of attitude about electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom classify education level

List		SS	df	MS	F	Sig.
Attitude about electronic document system	between Group	4.012	3	1.337	4.059	0.007*
	within Group	104.108	316	0.329		
	total	108.120	319			

* Significant at 0.05 level

From table 4.24 found that attitude about electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom classify education level test results were analyzed F – test statically significant at 0.05 level which be valuable Sig = 0.007 mean user employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom with education level different have attitude about electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom is statically significant different $\alpha = 0.05$. Thus, research hypothesis were reject. By classify for compare all cases pairs with the statistics LSD as the table 4.25.

Table 4.25 Shows a comparison of attitude about electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom classify education level cases pairs

Attitude about electronic document system	High school 6 or less than	Diploma	Bachelor's degree	Master's degree or higher
Education level				
High school 6 or less than	-	0.165	0.627	0.862
Diploma	-	-	0.003*	0.005*
Bachelor's degree	-	-	-	0.441
Master's degree	-	-	-	-

*Significant at 0.05 level

From table 4.25 test results cases pairs found that user employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom the average educational attitude about electronic document system different 2 pairs for example

User employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom education level diploma have attitude about electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom different with user employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom education level Bachelor's degree and education level Master's degree.

Hypothesis 2.5: User employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom with years of work different have attitude about electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom is different.

Table 4.26 Shows a comparison of attitude about electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom classify years of work

List		SS	df	MS	F	Sig.
Attitude about electronic document system	between Group	3.093	6	0.515	1.536	0.166
	within Group	105.027	313	0.336		
	total	108.120	319			

* Significant at 0.05 level

From table 4.26 found that attitude about electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom classify years of work test results were analyzed F – test statically significant at 0.05 level which be valuable Sig = 0.166 mean user employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom with years of work different have attitude about electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom is not statically significant different α = 0.05. Thus, research hypothesis were negative.

Hypothesis 2.6: User employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom with position different have attitude about electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom is different.

Table 4.27 Shows a comparison of attitude about electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom classify position

List		SS	df	MS	F	Sig.
Attitude about electronic document system	between Group	3.319	3	1.106	3.336	0.020*
	within Group	104.801	316	0.332		
	total	108.120	319			

* Significant at 0.05 level

From table 4 – 27 found that attitude about electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom classify position test results were analyzed F – test statically significant at 0.05 level which be valuable Sig = 0.020 mean user employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom with position different have attitude about electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom is statically significant different $\alpha = 0.05$. Thus, research hypothesis were reject. By classify for compare all cases pairs with the statistics LSD as the table 4.28.

Table 4.28 Shows a comparison of attitude about electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom classify position cases pairs

Attitude about electronic document system	**Administrator (Over Head Division)**	**Academician /Engineer/ Accountant**	**Technician officer /Bookkeeper /Filling clerk**	**Employee of PEA**
Position				
Administrator (Over Head Division)	-	0.714	0.254	0.049*
Academician/ Engineer/ Accounting	-	-	0.017*	0.016*
Technician officer/ Bookkeeper/ Filling clerk	-	-	-	0.136
Employee of PEA	-	-	-	-

*Significant at 0.05 level

From table 4.28 test results cases pairs found that user employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom the average position attitude about electronic document system different 3 pairs for example

User employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom Administrator (Over Head Division) position have attitude about electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom different with user employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom Employee of Provincial Electricity Authority position.

User employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom Academician/ Engineer/ Accounting position have attitude about electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom different with user employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom Technician officer/ Bookkeeper/ Filling clerk position and Employee of Provincial Electricity Authority position.

Hypothesis 3: User employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom with different individual attributes have behavior in using electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom is different.

Hypothesis 3.1: User employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom with gender different have behavior in using electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom is different.

Table 4.29 Shows a comparison of behavior in using electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom classify gender

List	Gender				t	Sig
	Female		Male			
	Mean	S.D	Mean	S.D		
Behavior in using electronic document system	2.79	0.85	2.58	0.97	0.046	0.024*

* Significant at 0.05 level

From table 4.29 found that behavior in using electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom classify gender test results were analyzed Independent Samples t – test statically significant at 0.05 level which be valuable Sig = 0.024 mean user employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom with gender different have behavior in using electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom is statically significant different $\alpha = 0.05$. Thus, research hypothesis were reject.

Hypothesis 3.2: User employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom with age different have behavior in using electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom is different.

Table 4.30 Shows a comparison of behavior in using electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom classify age

List		SS	df	MS	F	Sig.
Behavior in using electronic document system	between Group	7.601	3	2.534	3.067	0.028*
	within Group	261.705	316	0.826		
	total	268.676	319			

* Significant at 0.05 level

From table 4.30 found that behavior in using electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom classify age test results were analyzed F – test statically significant at 0.05 level which be valuable Sig = 0.028 mean user employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom with age different have behavior in using electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom is statically significant different $\alpha = 0.05$. Thus, research hypothesis were reject. By classify for compare all cases pairs with the statistics LSD as the table 4.31.

Table 4.31 Shows a comparison of behavior in using electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom classify age cases pairs

Behavior in using electronic document system	Less than 25 years	25 – 35 years	36 – 45 years	Over 46 years
Age				
Less than 25 years	-	0.720	0.160	0.229
25 – 35 years	-	-	0.163	0.052
36 – 45 years	-	-	-	0.003*
Over 46 years	-	-	-	-

* Significant at 0.05 level

From table 4.31 test results cases pairs found that user employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom the average age behavior in using electronic document system different 1 pair for example

User employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom age 36 – 45 years have behavior in using electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom different with user employees electronic document

system in under Provincial Electricity Authority Region 3 Central Nakhonpathom age over 46 years.

Hypothesis 3.3: User employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom with agencies in the area different have behavior in using electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom is different.

Table 4.32 Shows a comparison of behavior in using electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom classify agencies in the area

List		SS	df	MS	F	Sig.
Behavior in using electronic document system	between Group	1.798	4	0.449	0.530	0.713
	within Group	266.878	315	0.847		
	total	268.676	319			

* Significant at 0.05 level

From table 4.32 found that behavior in using electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom classify agencies in the area test results were analyzed F – test statically significant at 0.05 level which be valuable Sig = 0.713 mean user employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom with agencies in the area different have behavior in using electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom is not statically significant statically significant different $\alpha = 0.05$. Thus, research hypothesis were negative.

Hypothesis 3.4: User employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom with education level different have behavior in using electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom is different.

Table 4.33 Shows a comparison of behavior in using electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom classify education level

List		SS	df	MS	F	Sig.
Behavior in using electronic document system	between Group	24.919	3	8.306	10.768	0.000*
	within Group	243.757	316	0.771		
	total	268.676	319			

* Significant at 0.05 level

From table 4.33 found that behavior in using electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom classify education level test results were analyzed F – test statically significant at 0.05 level which be valuable Sig = 0.000 mean user employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom with education level different have behavior in using electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom is statically significant different $\alpha = 0.05$. Thus, research hypothesis were reject. By classify for compare all cases pairs with the statistics LSD as the table 4.34.

Table 4.34 Shows a comparison of behavior in using electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom classify education level cases pairs

Behavior in using electronic document system	High school 6 or less than	Diploma	Bachelor's degree	Master's degree or higher
Education level				
High school 6 or less than	-	0.000*	0.001*	0.045*
Diploma	-	-	0.029*	0.000*
Bachelor's degree	-	-	-	0.001*
Master's degree	-	-	-	-

*Significant at 0.05 level

From table 4 – 34 test results cases pairs found that user employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom the average education level behavior in using electronic document system different 6 pairs for example

User employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom education level High school 6 or less than have attitude about electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom different with user employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom education level Diploma education level Bachelor's degree and education level Master's degree.

User employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom education level Diploma have attitude about electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom different with user employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom education level Bachelor's degree and education level Master's degree.

User employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom education level Bachelor's degree have attitude about electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom different with user employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom education level Diploma education level Master's degree.

Hypothesis 3.5: User employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom with years of work different have behavior in using of electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom is different.

Table 4.35 Shows a comparison of behavior in using electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom classify years of work

List		SS	df	MS	F	Sig.
Behavior in using electronic document system	between Group	3.043	6	0.507	0.598	0.732
	within Group	265.633	313	0.849		
	total	268.676	319			

* Significant at 0.05 level

From table 4.35 found that behavior in using electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom classify years of work test results were analyzed F – test statically significant at 0.05 level which be valuable Sig = 0.732 mean user employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom with years of work different have behavior in using electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom is not statically significant different $\alpha = 0.05$. Thus, research hypothesis were negative.

Hypothesis 3.6: User employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom with position different have behavior in using electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom is different.

Table 4.36 Shows a comparison of behavior in using electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom classify position

List		SS	df	MS	F	Sig.
Behavior in using electronic document system	between Group	9.914	3	3.065	3.732	0.012*
	within Group	259.482	316	0.821		
	total	268.676	319			

* Significant at 0.05 level

From table 4.36 found that behavior in using electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom classify position test results were analyzed F – test statically significant at 0.05 level which be valuable Sig = 0.012 mean user employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom with position different have behavior in using electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom is statically significant different $\alpha = 0.05$. Thus, research hypothesis were reject. By classify for compare all cases pairs with the statistics LSD as the table 4.37.

Table 4.37 Shows a comparison of behavior in using electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom classify position cases pairs

Behavior in using electronic document system	**Administrator (Over Head Division)**	**Academician /Engineer/ Accountant**	**Technician officer /Bookkeeper /Filling clerk**	**Employee of PEA**
Position				
Administrator (Over Head Division)	-	0.109	0.003*	0.412
Academician/ Engineer/ Accounting	-	-	0.025*	0.941
Technician officer/ Bookkeeper/ Filling clerk	-	-	-	0.347
Employee of PEA	-	-	-	-

*Significant at 0.05 level

From table 4.37 test results cases pairs found that user employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom the average position behavior in using electronic document system different 2 pairs for example.

User employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom Administrator (Over Head Division) position have behavior in using electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom different with user employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom Technician officer/ Bookkeeper/ Filling clerk position.

User employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom Academician/ Engineer/ Accounting position have behavior in using electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom different with user employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom Province Technician officer/ Bookkeeper/ Filling clerk position.

4.6 Correlation Analysis between knowledge, attitude and behavior in using of electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom Province

Researcher do hypothesis test by use the way seeks Correlation Analysis between knowledge, attitude and behavior in using electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom.

Hypothesis 4: Knowledge about electronic document system have relationship with attitude about electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom.

Table 4.38 Shows analysis result relationship between knowledge about electronic document system with attitude about electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom.

Variable	Correlation	Sig
Knowledge about electronic document system	0.049	0.384

** Significant at 0.01 level

* Significant at 0.05 level

From table 4.38 Analysis result relationship between knowledge about electronic document system with attitude about electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom test results relationship correlation be valuable correlation coefficient equal 0.049 found that knowledge about electronic document system there was no significant relationship attitude about electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom because be valuable Sig equal 0.384 which, more than 0.05 significant at 0.01 level. Thus, research hypothesis were negative.

Hypothesis 5: Knowledge about electronic document system have relationship with behavior in using electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom.

Table 4.39 Shows analysis result relationship between knowledge about electronic document system with behavior in using electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom.

Variable	Correlation	Sig
Knowledge about electronic document system	0.304	0.000**

** Significant at 0.01 level

* Significant at 0.05 level

From table 4.39 Analysis result relationship between knowledge about electronic document system with behavior in using electronic document system of

Provincial Electricity Authority Region 3 Central Nakhonpathom test results relationship correlation be valuable correlation coefficient equal 0.304 found that knowledge about electronic document system there was significant relationship behavior in using electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom because be valuable Sig equal 0.000 which, less than 0.05 significant at 0.01 level. Thus, research hypothesis were reject.

Hypothesis 6: Attitude about electronic document system have relationship with behavior in using electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom.

Table 4.40 Shows analysis result relationship between attitude about electronic document system with behavior in using electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom.

Variable	Correlation	Sig
Attitude about electronic document system	-0.038	0.503

** Significant at 0.01 level

* Significant at 0.05 level

From table 4.40 Analysis result relationship between attitude about electronic document system with behavior in using electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom test results relationship correlation be valuable correlation coefficient equal -0.038 found that attitude about electronic document system there was no significant relationship behavior in using electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom because be valuable Sig equal 0.503 which, more than 0.05 significant at 0.01 level. Thus, research hypothesis were negative.

Conclude test results hypothesis

Table 4.41 Conclude test results hypothesis

Item	Hypothesis	The statistics used Test results
1	User employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom with different individual attributes have knowledge about electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom is different 1.1 User employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom with gender different have knowledge about electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom is different	Independent t – test Hypothesis reject
	1.2 User employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom with age different have knowledge about electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom is different	F – test Hypothesis reject
	1.3 User employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom with agencies in the area different have knowledge about electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom is different	F – test Hypothesis reject

Table 4.41 Conclude test results hypothesis (cont.)

Item	Hypothesis	The statistics used Test results
	1.4 User employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom with education level different have knowledge about electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom is different	F - test Hypothesis reject
	1.5 User employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom with years of work different have knowledge about electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom is different	F - test Hypothesis reject
	1.6 User employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom with position different have knowledge about electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom is different	F – test Hypothesis reject
2	User employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom with different individual attributes have attitude about electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom is different	

Table 4.41 Conclude test results hypothesis (cont.)

Item	Hypothesis	The statistics used Test results
	2.1 User employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom with gender different have attitude about electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom is different	Independent t – test Hypothesis negative
	2.2 User employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom with age different have attitude about electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom is different	F – test Hypothesis negative
	2.3 User employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom with agencies in the area different have attitude about electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom is different	F – test Hypothesis negative
	2.4 User employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom with education level different have attitude about electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom is different	F – test Hypothesis negative

Table 4.41 Conclude test results hypothesis (cont.)

Item	Hypothesis	The statistics used Test results
	2.5 User employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom with years of work different have attitude about electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom is different	F – test Hypothesis negative
	2.6 User employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom with position different have attitude about electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom is different	F – test Hypothesis negative
3	User employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom with different individual attributes have behavior in using electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom is different 3.1 User employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom with gender different have behavior in using electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom is different	Independent t – test Hypothesis negative

Table 4.41 Conclude test results hypothesis (cont.)

Item	Hypothesis	The statistics used Test results
	3.2 User employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom with age different have behavior in using electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom is different	F – test Hypothesis reject
	3.3 User employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom with agencies in the area different have behavior in using electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom is different	F – test Hypothesis negative
	3.4 User employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom with education level different have behavior in using electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom is different	F - test Hypothesis reject
	3.5 User employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom with years of work different have behavior in using electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom is different	F – test Hypothesis negative

Table 4.41 Conclude test results hypothesis (cont.)

Item	Hypothesis	The statistics used Test results
	3.6 User employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom with position different have behavior in using electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom is different	F – test Hypothesis reject
4	Knowledge about electronic document system have relationship with attitude about electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom	Correlation Coefficient Hypothesis negative
5	Knowledge about electronic document system have relationship with behavior in using electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom	Correlation Coefficient Hypothesis reject
6	Attitude about electronic document system have relationship with behavior in using electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom	Correlation Coefficient Hypothesis negative

CHAPTER V
DISCUSSION

This chapter attempted to make sense of results of the study in regard with related concepts and theories and discuss what the study would lead to in this chapter. A Study of factors affecting Knowledge, attitude and behavior of electronic document system employees Case study : Provincial Electricity Authority Region 3 Central Nakhonpathom. The questionnaires total of 36 questions comprising 6 questions of individual attributes consideration including gender, age, agencies in the area, education level, years of work and position and comprising 30 questions of factors affecting knowledge, attitude and behavior of electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom. These variables obviously affected level of knowledge, attitude and behavior in using of electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom. Therefore the study of compare between the 3 factors with general information and the study of correlation between the 3 factors would provide better understanding of problem as well as solution to electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom. The purpose of the study were to a study of factors affecting knowledge, attitude and behavior of electronic document system employees Case study : Provincial Electricity Authority Region 3 Central Nakhonpathom. Research results are being presented in the following sequence discussions:

5.1 Knowledge about electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom.

5.2 Attitude about electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom.

5.3 The behavior in using electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom.

5.4 Comparison on the differences between individual attributes with the knowledge, attitude and behavior in using electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom. The individual attributes included gender, age, agencies in the area, education level, years of work and position.

5.5 Correlation Analysis between knowledge, attitude and behavior in using electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom.

5.1 Knowledge about electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom

This study result found that most of the user employees electronic document system had knowledge about electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom at high level (60.63%) because document work is the work that exists all an institute because of all the operations, whether it is small or large. The operating system documentation. The electronic document system has been designated by the regulations necessary to monitor the achievement of that task to the recipient, and the recipient must be a response as well. To confirm that the letter was sent successfully and may be due to the development of information and communication technology has progressed rapidly. Provincial Electricity Authority Region 3 Central Nakhonpathom recognizes the importance by bring information technology comes in to use, now document quantity of other organizational there is quantity increased significantly. Cause a problem for the management of documents store and destruction of documents. Moreover, the administration officer does not know the way to store, search and destroy documents correctly according to the Prime Minister's document with the 2526 and 2548. Provincial Electricity Authority Region 3 Central Nakhonpathom Province is genesis is an agency that recognizes the importance of managing documents follow thoroughly, document work and administrative tasks as working with all departments to develop a system of performance management documentation, including the

transmission, storage and destruction of the loan. Provincial Electricity Authority Region 3 Central Nakhonpathom Province has spearheaded the development of the index system for electronic document system to support document management. To help optimize the performance management process to quickly and easily document the time by the participation of information technology and communications center. Therefore, the use of the electronic document system and Electronic Document level knowledge of Provincial Electricity Authority Region 3 Central Nakhonpathom Province is high. Because the electronic document system has focused on the electronic document system. In addition, Provincial Electricity Authority Region 3 Central Nakhonpathom is the training of expert knowledge and the electronic document system. The trial of electronic document system of Provincial Electricity Authority Region 3 Central Nakhornpathom. As a result, the electronic document system behavior, knowledge about the system is that it is an electronic document process. The main ideas. And bring those to benefit or suffer from the various problems that can arise. Consistent with the concept of Bloom and colleagues (Supaporn Chanpattana, 2003) To study and resolve the behavior of knowledge into 6 levels by the hierarchy of capabilities, from low to high.

1. Knowledge mean the ability to recognize or feel.
2. Comprehension means Capable of catching the importance of stories.
3. Application mean Ability to bring up things that have been achieved is to benefit, or to troubleshoot problems that occur.
4. Analysis means the ability to distinguish the story into pieces.
5. Synthesis mean the ability to bring a story or something related is tied into smaller stories.
6. Evaluation means diagnostics, or thinking principles.

Conclude that knowledge is related to the fact that the rules and details of the story, and behaviors. The individual and the collective memory that can be transmitted to you. This knowledge is important for the attitude that later recognition. Divided into six levels of knowledge, from the simple to the complex. To include the concrete and the abstract for example Knowledge, Comprehension, Application, Analysis, Synthesis, Evaluation.

As opposed to research of Maneerat Katasai (2007) The study of the Attitude of Officers for e-Office Management: Case Study of Mae Fah Luang University Chiang Rai Study results found that administrators group had knowledge, understanding and good level of e-Office. Part the employees group who perform work document be stationed institute and the employees who use the system had knowledge, understanding and moderate level of e-Office. And as opposed to research of Boonyavee Watcharachokchaipong (2010) To study knowledge, understanding and opinions towards electronic documentary system of personnel in Trang Municipality, Trang province study results most staff Trang city municipal had knowledge, understanding towards the electronic documentary system at moderate level (more than percentage 55.36).

5.2 Attitude about electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom

Study results found that user employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom there is the attitude of electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom overall in the agree level or high level because attitudes, feelings and opinions as a person have towards the people and situations in a way that any offer will be accepted or rejected as a result, individuals with and reactions to the same behavior throughout (Norman L. Munn, 1971 : 71) and user employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom have agreed that the electronic document system online access to the document work management of Provincial Electricity Authority Region 3 Central Nakhonpathom cause Effective and convenient performance document greater and see that electronic document system that is suitable for receiving – deliver the books within Provincial Electricity Authority Region 3 Central Nakhonpathom. In order that electronic document system made receiving – deliver in the book are convenience and fast. Is the appropriate to publish news and information to make operations more efficiently. Which is consistent with the theory of Sak Sunthonseni (1988 : 2) mention

attitudes linked to the behavior of individuals. That attitude is the relationship between feelings and beliefs overlap or know of a person. Likely to have interactive behavior. In any way with the goal of attitude. In summary, this attitude is an attitude of mind and emotions. And the tendency of people. The more information and exposure. Filter the results obtained; which are both positive and negative attitudes is the result of the behavior. To see that attitude includes the idea that affects mood and feelings, by the behavior and corresponds to your research of Maneerat Katasai (2007) The study of the Attitude of Officers for e-Office Management: Case Study of Mae Fah Luang University Chiang Rai Study results found that administrators group, the employees group who perform work document be stationed institute and the employees who use the system had attitude good level of e-Office. An opposed to research of Orn-anong Khamyong (2010) To study factors affecting the usage of electronic document system of Maejo University personnel. From the study results personal had attitude of electronic document system overall at moderate level.

5.3 The behavior in using electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom

Study results found that user employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom there is the behavior in using electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom overall in the practice sometime level or middle level. It may be because administration's policy give with user employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom according to the Prime Minister's document with the Buddhist Era 2526 and add repaired (copy 2) Buddhist Era 2548 continues and operating requirements correctly. As opposed to research of Maneerat Katasai (2007) The study of the Attitude of Officers for e-Office Management: Case Study of Mae Fah Luang University Chiang Rai. From the study results administrator group access electronic document system in the interval at 8:00 to 12:00 pm of the frequency of use is not more than 3-5 times per day, the employees group who perform work document be

stationed institute access in the interval at 8:00 to 12:00 am and at 13.00 - 16.00 hours and after 16.00 hours of work a system frequency of 6-9 times per day and the employees who use the system access electronic document system in the interval at 8:00 to 12:00 am and at 13.00 - 16.00 hours of work, the frequency of use is not more than 3 - 5 times per day, so the use of electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom, therefore the book outlines what Government does, including data, news or books from the electronic archives system. That means the traffic news or books through a system of communication by means of communicated electronically, that is the process of information technology that has brought computer technology and to the telecommunications to apply themselves. Therefore, it is essential that the implementation of the document or the administrative agencies of the state to learn and develop skills in applying the technology to be used effectively in daily operation and applied to the unit. sectors. Which will be useful in other areas as a result. The use of an electronic document system will need to follow the manual of an electronic document system, from start to finish. This is consistent with the traditional concept of revolution Archives Forum Archives Modern Archives in accordance with the Prime Minister (No. 2) Buddhist Era, 2548 (Prime Minister, 2005: 32).

The results of these discussions. However, the system used in the management of the organization has been supported by government agencies to establish performance standards to be more effective. The government has a policy that the government used to do. "E-Government" (E-Government) seriously by all government agencies, a policy that will be implemented as concrete as soon as every agency, every department and implementation of electronic document system access helpful Management Document. To reduce the performance of the document. Electronic Document which shows that the performance index is used to support the operating level. The information system for operational support for the operating staff. And information system that can effectively meet the needs of the electronic document systems. Help optimize performance and solve problems quickly and accurately with ease.

5.4 Comparison on the differences between individual attributes with the knowledge, attitude and behavior in using electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom. The individual attributes included gender, age, agencies in the area, education level, years of work, and position

5.4.1 Comparison on the differences between individual attributes with the knowledge about electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom. The individual attributes included gender, age, agencies in the area, education level, years of work, and position.

5.4.1.1 User employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom with gender different have knowledge about electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom is different. Study results found that thus, research hypothesis were accepted. User employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom with gender different. Because the brain associated with memory, Electronic Document, each is different. This is because the structure of the female brain differs from the male brain. Which shows that user employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom with gender different have knowledge about electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom is statically significant different $\alpha = 0.05$. Consistent with the research of Boonyavee Watcharachokchaipong (2010) To study knowledge, understanding and opinions towards electronic documentary system of personnel in Trang Municipality, Trang province. From the study results the gender has relationship with understanding about electronic document system significantly statistic ($P > 0.01$).

5.4.1.2 User employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom with age different have knowledge about electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom is different. Study results found that thus, research

hypothesis were accepted. User employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom with age different. Because user employees electronic document system mostly aged between 25-35 years this is because the age range 25-35 years were early adults who were working knowledge about electronic document system is higher than the age group 36 - 45 years and over age 46 years and the age determine the difference is to knowledge about electronic document system. Which shows that user employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom with age different have knowledge about electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom is statically significant different $\alpha = 0.05$. As opposed to research of Boonyavee Watcharachockchaipong (2010) To study knowledge, understanding and opinions towards electronic documentary system of personnel in Trang Municipality, Trang province. From the study results the age has not relationship with understanding about electronic document system significantly statistic.

5.4.1.3 User employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom with agencies in the area different have knowledge about electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom is different. Study results found that thus, research hypothesis were accepted. User employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom with agencies in the area different because user employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom is affiliated with different agencies in the area each unit such as Nakhonpathom province, Kanchanaburi province, Suphanburi province, Samutsakhon province and Banpong district Ratchaburi province have knowledge about the different electronic document system by agencies in the area Nakhonpathom province have knowledge about electronic document system higher than the other agencies in the area, which shows that user employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom with agencies in the area different have knowledge about electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom is statically significant different $\alpha = 0.05$.

5.4.1.4 User employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom with education level different have knowledge about electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom is different. Study results found that thus, research hypothesis were accepted. User employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom with education level different because user employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom has Bachelor's degree education level have knowledge about electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom the better user employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom has lower Bachelor's degree education level and higher than Bachelor's degree. May be due to the level of education, resulting in the user employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom have knowledge about electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom is different, Which shows that user employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom with education level different have knowledge about electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom is statically significant different $\alpha = 0.05$. And consistent with the research of Boonyavee Watcharachokchaipong (2010) to study knowledge, understanding and opinions towards electronic documentary system of personnel in Trang Municipality, Trang province. From the study results educational has relationship with understanding about electronic document system significantly statistic ($P > 0.01$).

5.4.1.5 User employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom with years of work different have knowledge about electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom is different. Study results found that thus, research hypothesis were accepted. User employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom with years of work different because user employees electronic document system in under

Provincial Electricity Authority Region 3 Central Nakhonpathom years of work 1 – 5 years have knowledge about electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom the better user employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom years of work 6 – 10 years because of user employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom is mostly user employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom. Recently graduated and want to know that I finished the work. So eager to develop themselves, which shows that the use electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom with years of work different have knowledge about electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom is statically significant different $\alpha = 0.05$. An opposed to research of Boonyavee Watcharachokchaipong (2010) to study knowledge, understanding and opinions towards electronic documentary system of personnel in Trang Municipality, Trang province. From the study results age the government service has not relationship with understanding about electronic document system significantly statistic.

5.4.1.6 User employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom with position different have knowledge about electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom is different. Study results found that thus, research hypothesis were negative. User employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom with position different because user employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom with position different have knowledge about electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom is the same, which shows that user employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom with position different have knowledge about electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom is not statically significant different $\alpha = 0.05$. And consistent with the research of Boonyavee

Watcharachokchaipong (2010) to study knowledge, understanding and opinions towards electronic documentary system of personnel in Trang Municipality, Trang province. From the study results holding the post of has not relationship with understanding about electronic document system significantly statistic.

5.4.2 Comparison on the differences between individual attributes with the attitude about electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom. The individual attributes included gender, ages, agencies in the area, education level, years of work and position.

5.4.2.1 User employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom Province with gender different have attitude about electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom is different. Study results found that thus, research hypothesis were negative. User employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom with gender different because user employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom. Male and Female award function properly without gender discrimination resulting user employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom, male and female have the same attitude, which shows that user employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom with gender different have attitude about electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom is not statically significant different $\alpha = 0.05$.

5.4.2.2 User employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom with age different have attitude about electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom is different. Study results found that thus, research hypothesis were negative. User employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom with age different because the reason is that a person will choose to act or not to act, one that relies on

learning from the social to the focus group. The causes of social or environmental influences and learning theory can be proved that the ideas and actions of human beings can be changed according to the situation, regardless of age, which shows that user employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom with age different have attitude about electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom is not statically significant different $\alpha = 0.05$.

5.4.2.3 User employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom with agencies in the area different have attitude about electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom is different. Study results found that thus, research hypothesis were negative. User employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom with agencies in the area different because user employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom with agencies in the area is different cause user employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom have attitude about electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom is the same standard, which shows that user employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom with agencies in the area different have attitude about electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom is not statically significant different $\alpha = 0.05$.

5.4.2.4 User employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom with education level different have attitude about electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom is different. Study results found that thus, research hypothesis were accepted. User employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom with educational different because user employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom is diploma education level will have attitude about electronic document system of Provincial Electricity

Authority Region 3 Central Nakhonpathom the better user employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom is Bachelor's degree education level and higher than Bachelor's degree, which shows that user employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom with education level different have attitude about electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom is statically significant different $\alpha = 0.05$.

5.4.2.5 User employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom with years of work different have attitude about electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom is different. Study results found that thus, research hypothesis were negative. User employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom with years of work different because user employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom has been sharing the same attitude cause coordinated between more Provincial Electricity Authority Region 3 Central Nakhonpathom. The reduce process in the work. There is the convenience more in the work, which shows that user employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom with years of work different have attitude about electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom is not statically significant different $\alpha = 0.05$.

5.4.2.6 User employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom with position different have attitude about electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom is different. Study results found that thus, research hypothesis were accepted. User employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom with position different because user employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom is higher than position have attitude the better user employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom is lower than position, which

shows that user employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom with position different have attitude about electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom is statically significant different $\alpha = 0.05$.

5.4.3 Comparison on the differences between individual attributes with the behavior in using of electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom. The individual attributes included gender, age, agencies in the area, education level, years of work, and position.

5.4.3.1 User employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom with gender different have behavior in using of electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom is different. Study results found that thus, research hypothesis were accepted. User employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom with gender different because user employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom male with user employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom females are appropriate in different such as make document the female will capable more than male and the male using electronic document system better than female, which shows that user employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom with gender different have behavior in using of electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom is statically significant different $\alpha = 0.05$.

5.4.3.2 User employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom with ages different have behavior in using of electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom is different. Study results found that thus, research hypothesis were accepted. User employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom with ages

different because user employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom aged between 36 – 45 years have behavior in using of electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom the better user employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom aged over 46 years, which shows that user employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom with age different have behavior in using of electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom is statically significant different $\alpha = 0.05$.

5.4.3.3 User employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom with agencies in the area different have behavior in using of electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom is different. Study results found that thus, research hypothesis were negative. User employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom with agencies in the area different because user employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom with agencies in the area different. Provincial Electricity Authority Region 3 Central Nakhonpathom policy is to make manual working for the agencies in the area cause user of electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom to see the benefits of electronic document system. Reduces work of document, which shows that user employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom with agencies in the area different have behavior in using of electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom is not statically significant different $\alpha = 0.05$.

5.4.3.4 User employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom with education level different have behavior in using of electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom is different. Study results found that thus, research hypothesis were accepted. User employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom with

education level different because user employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom is High school 6 or less than education level have behavior in using of electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom is Diploma education level Bachelor's degree and education level Master's degree or higher, which shows that user employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom with education level different have behavior in using of electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom is statically significant different $\alpha = 0.05$.

5.4.3.5 User employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom with years of work different have behavior in using of electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom is different. Study results found that thus, research hypothesis were negative. User employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom with years of work different because user employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom with years of work different have behavior in using of electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom is different in the same, which shows that user employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom with years of work different have behavior in using of electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom is not statically significant different $\alpha = 0.05$.

5.4.3.6 User employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom with position different have behavior in using of electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom is different. Study results found that thus, research hypothesis were accepted. User employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom with position different because user of electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom is higher than position have behavior in using of electronic document system of Provincial Electricity Authority Region 3

Central Nakhonpathom is lower than position, which shows that user employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom with position different have behavior in using of electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom is statically significant different $\alpha = 0.05$.

5.5 Correlation Analysis between knowledge, attitude and behavior in using electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom.

5.5.1 Knowledge about electronic document system have relationship with attitude about electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom. Study results found that thus, research hypothesis were negative. Knowledge about electronic document system there was no significant relationship attitude about electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom because knowledge is something that related to the fact the rules and details of the story and behaviors. The individual and the collective memory that can be transmitted to you. This knowledge is important for the attitude that later recognition, which shows that knowledge about electronic document system no relationship with attitudes about electronic document system.

5.5.2 Knowledge about electronic document system have relationship with behavior in using electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom. Study results found that thus, research hypothesis were accepted. Knowledge is that related to resulted in the behavior in using electronic document system that level and knowledge is the only thing to remember is to recall how the general. Remember how the memory process, therefore, they think that when someone with knowledge and understanding of more the problem, which shows that the knowledge about electronic document system there was significant relationship with behavior in using electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom.

5.5.3 Attitude about electronic document system has relationship with behavior in using electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom. Study results found that thus, research hypothesis were negative. Whether a person has attitude towards something different because people have a sense or understanding concepts, so different parts of the mind or understanding. That's as basic components of this component are related to the attitudes and feelings of the person may come in different format, in both positive and negative. Depending on experience and learning. No impact on the behavior in using of electronic document system. Therefore, it was concluded that the attitude is the relationship between emotion, the idea or a person's thoughts or perceptions likely to have. Interactive behavior in any way to the target. When attitude has no relationship with feelings, the idea or perceptions of individuals cause behavior will not interact with the target, which shows that attitude about electronic document system there was no significant relationship with behavior in using electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom.

Summary Research

From results found that the factor that affecting knowledge, attitude and behavior of electronic document system employees. Provincial Electricity Authority Region3 Central Nakhonpathom can use the research to guideline for improving management and development of electronic document system to be efficient and effective and to correspond with users' requirements. As a result, the employees will be satisfied and confident in the system. Indirectly, it makes them work effectively.

So, Performance in Scheme of the operating personnel. The operation be associated with the document. It requires patience and diligence for the private. Is significant enough to act as a model to work with them on. Dispatch Both the Government and the Government. There are several forms that need. Run the government like an interactive book. The draft Letter ask for cooperation The draft agenda for the meeting and presented the document as a whole category paper files and computer systems etc. The system must be well documented before. Successful

completion of the document and helps with the administration as well. Cause employees in under Provincial Electricity Authority Region3 Central Nakhonpathom has more knowledge about electronic document system

CHAPTER VI
CONCLUSION AND RECOMMENDATIONS

The study was likely as a survey research and documentation study to a study of factors affecting Knowledge, attitude and behavior of electronic document system employees Case study : Provincial Electricity Authority Region3 Central Nakhonpathom. The objectives were also prove the relationship between the variables for example gender, age, agencies in the area, education level, years of work and position which are related to electronic document system knowledge, attitude and behavior in using electronic document system of Provincial Electricity Authority Region3 Central Nakhonpathom.

This is a descriptive research. The sample group comprises of 320 persons, who were working in Provincial Electricity Authority Region3 Central Nakhonpathom by using stratified purposive sampling, using questionnaires to collect data during 1 to 28 September, 2012. The researcher used the quantitative research data to find out the possible statistical differences in Provincial Electricity Authority Region3 Central Nakhonpathom. The research questionnaire consisted of four main sections:

First section: general information of participant for example gender, ages, agencies in the area, educational, years of work and position. Questionnaire character is closed – ended.

Second section: knowledge about electronic document system of Provincial Electricity Authority Region3 Central Nakhonpathom. Questionnaire character is check list each question has the answer choose 2 answers be true and false.

Third section: attitude about electronic document system of Provincial Electricity Authority Region3 Central Nakhonpathom. Questionnaire character is the Likert scale by scale five levels be Strongly agree, Agree, Uncertain, Disagree and Strongly disagree.

Four section: The behavior in using of electronic document system of Provincial Electricity Authority Region3 Central Nakhonpathom. Questionnaire character is the Likert scale by scale five levels be Practice always, Practice rather routine, Practice sometime, seldom practice and never practice.

Which, have checking corrects from an expert already induce try out to the sample group and bring test the confidence before induce to data collection and data analysis with computer SPSS for windows social science program by general information of respondents for example gender, age, agencies in the area, education level, years of work and position present in table picture assembles frequency and summarize come out percentage. Knowledge about electronic document system of Provincial Electricity Authority Region3 Central Nakhonpathom present in table picture assembles frequency and summarize come out percentage. Attitude about electronic document system of Provincial Electricity Authority Region3 Central Nakhonpathom present statistics were used for testing mean and standard deviation and behavior in using electronic document system of Provincial Electricity Authority Region3 Central Nakhonpathom present statistics were used for testing mean and standard deviation and compare analysis gender with knowledge, attitude and behavior in using electronic document system of Provincial Electricity Authority Region3 Central Nakhonpathom present statistics were used for testing mean and standard deviation and t – test and compare analysis age, agencies in the area, education level, years of work and position with knowledge, attitude and behavior in using electronic document system of Provincial Electricity Authority Region3 Central Nakhonpathom present statistics were used for testing F – test was performed. Once statistical significance vales were found, the variables were tested in pairs using LSD method and correlation coefficient analysis between knowledge, attitude and behavior in using electronic document system of Provincial Electricity Authority Region3 Central Nakhonpathom present statistics were used for testing Pearson's Product Moment Correlation Coefficient in the analysis the research results can summarize as follows:

6.1 Conclusions

6.1.1 Individual Attributes of participant

The individual attributes of participant, majority of user employees electronic document system in under Provincial Electricity Authority Region3 Central Nakhonpathom were male (52.81%), most samples had the ages among 25 – 35 years were about (38.75%), most samples had agencies in the area Nakhonpathom were about (25.00%), most samples had educational Bachelor's degree higher than junior high school were about (54.38%), most samples had the period of time in the work 1 – 5 years were about (35.94%) and most samples had Technician Officer/ Bookkeeper /filing clerk position were about (43.13%).

6.1.2 Knowledge about electronic document system of Provincial Electricity Authority Region3 Central Nakhonpathom

In details, more than 50% of user employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom the most had knowledge about electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom with the mean score equal 5.45 from 10 questions and had correct answer is knowledge in item 5 that the system find documents retrospective since 2546 to 2554 years in electronic document system get or no is get equivalent to percentage 70.31 next be the knowledge in item 2 is the using the electronic document system requires Program any browser be Internet explorer equivalent percentage 67.50 and knowledge in item 10 is If a document in the format of Microsoft Word in your computer already. You can send a document get or no. How, if get. Get by enclose a document Microsoft Word from the computer log in immediately.

Most user employees electronic document system in under Provincial Electricity Authority Region3 Central Nakhonpathom amount 194 persons had high knowledge level about electronic document system of Provincial Electricity Authority Region3 Central Nakhonpathom that score from 3 – 6 from the aptitude test which accounted for 60.63%. There were 68 persons who got a middle knowledge level that

score between 0 – 2 from the attitude test which accounted for 21.25%. There were 58 persons who had a low knowledge level that score between 7 – 10 which accounted for 18.12%.

6.1.3 Attitude about electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom

In the aspect of user employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom had attitude about electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom overall in the agree level ($\overline{x}$ = 4.00) when consider case item found that attitude about electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom with the highest average strongly agree level be electronic document system cause the convenience to do your the work ($\overline{x}$ = 4.37) next be electronic document system cause the quickness and timely per job to the receiver ($\overline{x}$ = 4.25).

Attitude about electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom with the highest average agree level be Electronic document system can increase efficiency your performance better ($\overline{x}$ = 4.13) next be Electronic document system can be used stead of accept – deliver in the book model a notebook as well ($\overline{x}$ = 3.98) Electronic document system can available to meet with the requirement in practical ($\overline{x}$ = 3.95) Electronic document system reduces paper use and expenses in an institute ($\overline{x}$ = 3.94) Electronic document system important and necessary to perform your job ($\overline{x}$ = 3.94) Electronic document system help document old search ($\overline{x}$ = 3.93) Electronic document system has the reliability, data document doesn't be lost ($\overline{x}$ = 3.87) and The use of electronic document system are complicated ($\overline{x}$ = 3.64).

6.1.4 The behavior in using electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom

In the aspect of user employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom there is the behavior in using electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom overall in the practice sometime level ($\bar{x}$ = 2.68) when consider case item found that the behavior in using electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom with the highest average practice sometime level be You are usable electronic document system ($\bar{x}$ = 3.10) next be You do closing work after the operation is finished ($\bar{x}$ = 2.74) You have to specify the speed of document in the electronic document system ($\bar{x}$ = 2.74) You key fill in all the information of the document received – deliver in the electronic document system ($\bar{x}$ = 2.69) You study manual work electronic document system, when a problem in the workplace ($\bar{x}$ = 2.66) You rearrange the importance of a document in accept - send a document ($\bar{x}$ = 2.64) You follow the work after sending the document has already ($\bar{x}$ = 2.63).

The behavior in using electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom with the highest average Seldom practice level be You check the clarity of the scanned document. First attach to the system ($\bar{x}$ = 2.59) next be Now, you still have to write a detailed book accept – deliver down a notebook register a book conjunction with using electronic document system ($\bar{x}$ = 2.51) and you have to change the password of the user ($\bar{x}$ = 2.48).

6.1.5 Comparison on the differences between individual attributes with the knowledge, attitude and behavior in using of electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom. The individual attributes included gender, age, agencies in the area, education level, years of work, and position

From this study, it was found that gender, ages, agencies in the area, education level, years of work and position depended on changing of knowledge level (significance in statistic at 0.05 level) and testing by LSD method found.

Hypothesis 1: User employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom with different individual attributes have knowledge about electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom is different.

Hypothesis 1.1: User employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom with gender different have knowledge about electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom is different.

In hypothesis testing it was found that user employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom with gender different have knowledge about electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom is statically significant different $\alpha = 0.05$. Thus, research hypothesis were reject.

Hypothesis 1.2: User employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom with age different have knowledge about electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom is different.

In hypothesis testing it was found that user employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom with age different have knowledge about electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom is statically significant different $\alpha = 0.05$. Thus, research hypothesis were reject. And testing by LSD method found that:

User employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom age 25 - 35 years have knowledge about electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom Province different with User employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom age over 46 years and user employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom age 36 – 45 years have knowledge about electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom different with user employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom age over 46 years.

Hypothesis 1.3: User employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom with agencies in the area different have knowledge about electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom is different.

In hypothesis testing it was found that user employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom with agencies in the area different have knowledge about electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom is statically significant different $\alpha = 0.05$. Thus, research hypothesis were reject. And testing by LSD method found that:

User employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom agencies in the area Nakhonpathom have knowledge about electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom different with user employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom agencies in the area Samut Sakorn Province.

Hypothesis 1.4: User employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom with education level different have knowledge about electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom is different.

In hypothesis testing it was found that user employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom with education level different have knowledge about electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom is statically significant different $\alpha = 0.05$. Thus, research hypothesis were reject. And testing by LSD method found that:

User employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom education level High school 6 or less than have knowledge about electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom different with user employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom education level Diploma educational Bachelor's degree and education level Master's degree.

Hypothesis 1.5: User employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom with years of work different have knowledge about electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom is different.

In hypothesis testing it was found that user employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom with years of work different have knowledge about electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom is statically significant different $\alpha = 0.05$. Thus, research hypothesis were reject. And testing by LSD method found that:

User employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom years of work 1 – 5 years have knowledge about electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom different with employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom years of work 21 - 25 years and years of work over 31 years and user employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom years of work 6 – 10 years have knowledge about electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom different with user employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom years of work 21 - 25 years and years of work over 31 years.

Hypothesis 1.6: User employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom with position different have knowledge about electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom is different.

In hypothesis testing it was found that user employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom with position different have knowledge about electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom is not statically significant different $\alpha = 0.05$. Thus, research hypothesis were negative.

From this study, it was found that gender, age, agencies in the area, education level, years of work and position depended on changing of attitude (significance in statistic at 0.05 level) and testing by LSD method found.

Hypothesis 2: User employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom with different individual attributes have attitude about electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom is different.

Hypothesis 2.1: User employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom with gender different have attitude about electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom is different.

In hypothesis testing it was found that user employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom with gender different have attitude about electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom is not statically significant different $\alpha = 0.05$. Thus, research hypothesis were negative.

Hypothesis 2.2: User employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom with age different have attitude about electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom is different.

In hypothesis testing it was found that user employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom with age different have attitude about electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom is not statically significant different $\alpha = 0.05$. Thus, research hypothesis were negative.

Hypothesis 2.3: User employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom with agencies in the area different have attitude about electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom is different.

In hypothesis testing it was found that user employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom with agencies in the area different have attitude about electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom is not statically significant different $\alpha = 0.05$. Thus, research hypothesis were negative.

Hypothesis 2.4: User employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom with education level different have attitude about electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom is different.

In hypothesis testing it was found that user employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom with education level different have attitude about electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom is statically significant different $\alpha = 0.05$. Thus, research hypothesis were reject. And testing by LSD method found that:

User employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom education level diploma have attitude about electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom different with user employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom education level Bachelor's degree and education level Master's degree.

Hypothesis 2.5: User employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom with years

of work different have attitude about electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom is different.

In hypothesis testing it was found that user employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom with years of work different have attitude about electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom is not statically significant different $\alpha = 0.05$. Thus, research hypothesis were negative.

Hypothesis 2.6: User employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom with position different have attitude about electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom is different.

In hypothesis testing it was found that user employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom with position different have attitude about electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom is statically significant different $\alpha = 0.05$. Thus, research hypothesis were reject. And testing by LSD method found that:

User employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom Administrator (Over Head Division) position have attitude about electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom different with user employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom Employee of Provincial Electricity Authority position and user employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom Academician/ Engineer/ Accounting position have attitude about electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom different with user employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom Technician

officer/ Bookkeeper/ Filling clerk position and Employee of Provincial Electricity Authority position.

From this study, it was found that gender, age, agencies in the area, education level, years of work and position depended on changing of behavior in using (significance in statistic at 0.05 level) and testing by LSD method found.

Hypothesis 3: User employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom with different individual attributes have behavior in using electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom is different.

Hypothesis 3.1: User employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom with gender different have behavior in using electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom is different.

In hypothesis testing it was found that user employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom with gender different have behavior in using electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom is statically significant different $\alpha = 0.05$. Thus, research hypothesis were reject.

Hypothesis 3.2: User employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom with age different have behavior in using electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom is different.

In hypothesis testing it was found that user employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom with age different have behavior in using electronic document system of Provincial

Electricity Authority Region 3 Central Nakhonpathom is statically significant different $\alpha = 0.05$. Thus, research hypothesis were reject and testing by LSD method found that:

User employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom age 36 – 45 years have behavior in using of electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom different with user employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom age over 46 years.

Hypothesis 3.3: User employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom with agencies in the area different have behavior in using electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom is different.

In hypothesis testing it was found that user employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom with agencies in the area different have behavior in using electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom is not statically significant different $\alpha = 0.05$. Thus, research hypothesis were negative.

Hypothesis 3.4: User employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom with education level different have behavior in using of electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom is different.

In hypothesis testing it was found that user employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom with education level different have behavior in using electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom is statically significant different $\alpha = 0.05$. Thus, research hypothesis were reject. And testing by LSD method found that:

User employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom education level High school 6 or less than have behavior in using electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom different with User employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom education level Diploma education level Bachelor's degree and education level Master's degree. User employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom education level Diploma have behavior in using electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom different with user employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom education level Bachelor's degree and education level Master's degree and user employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom education level Bachelor's degree have behavior in using electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom different with User employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom education level Diploma education level Master's degree.

Hypothesis 3.5: User employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom with years of work different have behavior in using electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom is different.

In hypothesis testing it was found that user employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom with years of work different have behavior in using electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom is not statically significant different $\alpha = 0.05$. Thus, research hypothesis were negative.

Hypothesis 3.6: User employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom with

position different have behavior in using electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom is different.

In hypothesis testing it was found that user employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom with position different have behavior in using electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom is statically significant different $\alpha = 0.05$. Thus, research hypothesis were reject. And testing by LSD method found that:

User employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom Administrator (Over Head Division) position have behavior in using electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom different with user employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom Technician officer/ Bookkeeper/ Filling clerk position and user employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom Academician/ Engineer/ Accounting position have attitude about electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom different with user employees electronic document system in under Provincial Electricity Authority Region 3 Central Nakhonpathom Technician officer/ Bookkeeper / Filling clerk position.

6.1.6 Correlation Analysis between knowledge, attitude and behavior in using of electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom

Hypothesis 4: Knowledge about electronic document system have relationship with attitude about electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom.

In hypothesis testing it was found that knowledge about electronic document system there was no significant relationship attitude about electronic

document system of Provincial Electricity Authority Region 3 Central Nakhonpathom because be valuable Sig equal 0.384 which, more than 0.05 significant at 0.01 level. Thus, research hypothesis were negative.

Hypothesis 5: Knowledge about electronic document system have relationship with behavior in using electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom.

In hypothesis testing it was found that knowledge about electronic document system there was significant relationship behavior in using of electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom because be valuable Sig equal 0.000 which, less than 0.05 significant at 0.01 level. Thus, research hypothesis were reject.

Hypothesis 6: Attitude about electronic document system have relationship with behavior in using electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom.

In hypothesis testing it was found that attitude about electronic document system there was no significant relationship behavior in using electronic document system of Provincial Electricity Authority Region 3 Central Nakhonpathom because be valuable Sig equal 0.503 which, more than 0.05 significant at 0.01 level. Thus, research hypothesis were negative.

6.2 Recommendations

From the studying and this research purposed in the study of “factors affecting knowledge, attitude and behavior of electronic document system employees. Case study : Provincial Electricity Authority Region3 Central Nakhonpathom” and to study the relationship between knowledge, attitude and behavior in using electronic document system .Case study : Provincial Electricity Authority Region3 Central Nakhonpathom. The result of this studying will take to be the base data for planning

about electronic document system of Provincial Electricity Authority Region3 Central Nakhornpathom as follow:

6.2.1 The use of electronic documents is unavoidable in the future. To bring apply an electronic document system. There must have been fully supported by the administrator and strategy must be defined in the Electronic Document the organization to accept and take seriously the enterprise Electronic Document produced up to that standard can be stored and used in the future.

6.2.2 Electronic document system Program of Provincial Electricity Authority Region3 Central Nakhonpathom. Is most related to the document and most will be assigned to the staff directly responsible. Some of the staff did not use the electronic document system program of Provincial Electricity Authority Region3 Central Nakhonpathom much as expected. Provincial Electricity Authority Region3 Central Nakhonpathom should have training for employees administrator with a better understanding of the electronic document system of Provincial Electricity Authority Region3 Central Nakhonpathom more continuous support and promote employees administrator who are interested to learn or develop electronic document system skills, knowledge and understanding of the electronic document system to keep up with the situation. As well as the technology advances so quickly nowadays. To fix this first and then the other side.

6.2.3 Should be made usability manual electronic document system for the employees performance and understanding in the same direction.

6.2.4 Administrator should focus on implementation of electronic document system came in to be usable more active. It should set clear policies or guidelines in the electronic document system moreover, should consider support the budget to procure equipment or increase efficiency of the equipment that is appropriate for the implementation of electronic document system. Including assigned to agencies or authorities relating to the inspect the equipment used of monitoring to be stable and available always. In order to make the equipment available to support the use of electronic document system, which will result in the use of electronic document system seriously throughout the organization and should be added to the system

administrator to monitor and correct the error of the implementation of the electronic document system more thoroughly.

6.2.5 Electronic document system admin should continue to coordinate with the manufacturer of the software in case of a system failure or an error arising from limitations of electronic document system, including coordination with network and internet access. Center for Information Technology in the network administrator's computer Provincial Electricity Authority Region3 Central Nakhonpathom can be used widely both within Provincial Electricity Authority Region3 Central Nakhonpathom and between the Provincial Electricity Authority other region for create confidence in the stability of the electronic document system to user of electronic document system. Moreover, should the authorities' administrators have knowledge of the electronic document system and continuous basis. It may not be the web site for publishing data to updates, information systems, electronic document system or data using various technical specifications how to use functions, including the notified problem or incident investigation of the electronic document system from user of electronic document system to create an understanding for the administrator and staff including new officer never been used for electronic document system can access information about the system usage by itself. It adds channels resembles informs usability electronic document system problem from User of electronic Document system.

6.2.6 The officer should modify procedures to correspond technology comes in to help supports the current operations ought to understand increase the use of electronic document system for can use electronic document system effectively and efficiently complete capability of the electronic document system, include should important as access to electronic document system seriously. Because the electronic document system into implementation, it will cause Provincial Electricity Authority Region3 Central Nakhonpathom can save expense budget, including the period of time in many ways. The process in the overall as well.

6.2.7 It should provide a primary responsibility to answer questions in case of an employee working at the document do not understand in using electronic document system for track the progress in the work and problems obstacles that an employee receive document and should be alongside the development latency by users

of the electronic documents system training by external agencies and education, comparable with other agencies.

6.2.8 The Provincial Electricity Authority Region3 Central Nakhonpathom should need to bring information to plan and development, clearly defined guidelines. As a results in the development document to electronic document system. Help reduction process for optimize to Provincial Electricity Authority Region3 Central Nakhonpathom.

6.2.9 The Provincial Electricity Authority Region3 Central Nakhonpathom should determine set of regulations and procedures for the staff administrator operation and follow the step of electronic document system by using electronic document system in conjunction with scanning official letter or important document storage in the document system an electronic document for storing official letter or important documents with the government or the performance of the original system. To motivate the staff to develop their own potential.

6.2.10 The Provincial Electricity Authority Region 3 Central Nakhonpathom urged the importance of implementing electronic document system to staff at all levels. Enhance latency in the operational efficiency and increase effectively such as reduce delays. Find documents quickly receive – deliver in a document. Economize more resources, etc.

6.3 Recommendations for Further Studies

6.3.1 Should study factors affecting the development of the electronic document system of Provincial Electricity Authority Region3 Central Nakhonpathom.

6.3.2 Should study to analyze the elements that affect development of electronic document system of Provincial Electricity Authority Region3 Central Nakhornpathom.

6.3.3 Should study problem state, requirement, using electronic document system of Provincial Electricity Authority Region3 Central Nakhonpathom.

6.3.4 Should study of Present Status, Minimum Requirements and Expectations of electronic document system of Provincial Electricity Authority of the other non Provincial Electricity Authority Region3 (Central) and other provinces. Non Nakhonpathom.

6.3.5 Should study the understanding and opinions of the electronic document system of Nakhonpathom.

6.3.6 Should study the attitudes of administrator and employees towards using the electronic document system of Provincial Electricity Authority Region3 Central Nakhonpathom.

6.3.7 Should study employee's opinion of filling clerk to bring electronic document system for using in work document development of government and the private sector for obtain information or problems obstacles of electronic document system and find out advantages and disadvantages for to bring improvement to guidelines development for support and prepare in the future.

6.3.8 Should study Factors Affecting Satisfaction in Applied electronic document system of the personal of Provincial Electricity Authority Region3 Central Nakhonpathom.

6.3.9 Should study original electronic document system and store electronic documents system for government agencies.

6.3.10 Should be study qualitative research coupled with quantitative research in the document management by electronic document system of Provincial Electricity Authority Region3 Central Nakhonpathom by interview for know the details in the document management by electronic document system better.

REFERENCES

A.N. Oppenheim. (1966). **Questionnaire Design and Attitudes Measurement.** 2nd ed. New York :Basic Books.

Benjamin S. Bloom. (1959). **Taxonomy of Educational Objectives, Handbook I**: The Cognitive Domain. New York: David McKay Co Inc.

Benjamin S. Bloom. (1971). **Handbook on Formative and Summative Evaluation of Student Learning.** New York: McGraw-Hill.

Benjamin B.S, Hasting. J.T. & MADAUS, G.F. (1971). **Handbook on formative and summative evaluation of student learning.** New York, McGraw-Hill.

Boonthum Jitpreedaborisut. (2536). **Building techniques to collect data for research.** Bangkok: B & B Publishing.

Boonthum Jitpreedaborisut. (2540). **Research Methods in Social Sciences.** (Edition 7) Bangkok: faculty of social science and humanities Mahidol University.

Boonyavee Watcharachokchaipong. (2010). **Knowledge, understanding and opinions towards electronic documentary system of personnel in Trang Municipality, Trang Province.** Thesis degree of Master of Public Administration (Local government), Khon Kaen University.

Carter V. Good. (1959). **Dictionary of Education.** New York: MC. Gr,aw-Hill.

Cater V. Good. (1973). **Dictionary of Education.** 2nd ed. New York: McGraw-Hill.

Chawan Phaeratakul. (1983). **Measurement techniques.** Bangkok: Thaiwattanapanit.

Chidaphat Samphansomphot and Chaiyong Uprasitwong. (1995). **Management Information Systems.** Bangkok : Wangakson press.

Cronbach, Joseph Lee. (1972). **Essentials of Psychological Testing.** 3rd ed. New York: Harper.

Cronbach, Lee J. (1974). **Essentials of Psychological Testing.** 3rd ed. New York: Harper & Row Publisher.

Daecha Suphantong. (2005). **A study of Present Status, Minimum Requirements, and Expectations of e – Filing at Office of the Permanent Secretary of Education.** Thesis degree of Master of Industrial Education and Technology, Computer and Information Technology King Mongkut's University of Technology Thonburi.

Daecho Sawananon. (1968). **social psychology.** Bangkok: O Dianstre.

Eagly, Alice H., and Shelly Chaiken. (1998). **"Attitude Structure and Function." In Handbook of Social Psychology,** ed. D.T. Gilbert, Susan T. Fiske, and G. Lindzey. New York: McGraw-Hill.

Fongnuan Jaipisaeng. (1997). **The Correspondence System for the Department of Industrial Works.** Thesis degree of Master of Science (Information Technology), King Mongkut's University of Technology Thonburi.

G. Murphy, L. Murphy any T. Newcomb. (1973). **Experimental Social Psychology.** New York: Harper.

Guttman, L. (1950). The basis for scalogram analysis. In Stouffer et al. **Measurement and Prediction.** The American Soldier Vol.IV. New York: Wiley.

Hornby A S. (1991). **Oxford Advance Learner's dictionary.** London: Oxford University Press.

Howard H. Kendler. (1963). **The concept of the concept : Categories of human learning.** United State: Academic Press Inc.

John MD, Sam G, Leon JK, Ronald AK. (1984). **Psychology.** 2nd ed. New Jersy: Prentice Hall, Inc.

Kowit Chuamklang. (2005). **A study of factors affecting general administration in secondary schools under the supervision of the Buriram General Education Department.** Thesis degree of Master of Education (Educational Administration), Rajabhat Institute Buriram.

Lachman, R., Lachman, J.L., & Butterfield, E.C. (1979). **Cognitive psychology and information processing.** Hillsdale, NJ: Lawrence Erlbaum Associates.

Maneerat Katasai. (2007). **The attitude of officer for e-office management : a case study of Mae Fah Luang university, Chiang Rai.** Thesis degree of Master of Business Administration (Business), Mae Fah Luang University.

Marut Nambutr. (2005). **Knowledge and Awareness of Public Health Volunteers concerning food safety : A case study in Muang District, Udon Thani Province.** Thesis degree of Master of Arts, Environment Mahidol University.

Meinol D, Ariane BA, John C, Ikujiro N. (2002). **Handbook of Organizational Learning and Knowledge.** London: Oxford University Press.

Muengman and Suwan. (2529). **Organizational Behavior.** Bangkok: Thaiwattanapanit.

Narit Maiyarat. (2009). **A Present Status, Minimum Requirements, and Expectations of Electronic Circulation Management System of the Office of Transport and Traffic Policy and Planning, Ministry of Transport.** Thesis degree of Master of Industrial Education and Technology (Computer and Information Technology), King Mongkut's University of Technology Thonburi.

Natthathinan Naponthep. (2007). **The meaning of information technology**. Bangkok: Child Development Center Community Sapaan 1.

Newcomb. (1854). **Attitude.** (Online) Available from URL: http://www.novabizz.Ace/ Attitude.htm. (Accessed 2012 August 18).

Norman L. Munn. (1971). **The Evolution of the Human Mind.** Mass: Houghton Mifflin Harcourt (HMK).

Kanlaya Wanitbancha. (2003). **Statistical analysis : Statistics for management and research.** (Edition 3) Bangkok: Chulalongkorn University Printer.

Ladda Krodi. (2005). Information Technology and Internet. **Teaching courses information technology 1 field of education general.** Nakornratchasrima: Suranaree University of Technology.

Likert, Rensis. (1967). "The Method of Constructing and Attitude Scale", **Reading in Attitude Theory and Measurement.** Fishbeic, Matin, Ed. New York: Wiley & Son.

Longman. (1983). **Longman Dictionary of Psychology and Psychiatry.** English: Longman Group United Kingdom.

Orn-anong Khamyong. (2010). **Factors affecting the usage of electronic document system of Maejo university personnel.** Thesis degree of Master of Science (Information Technology and Management), Chiangmai University.

Osgood, Charles E., Suci, George J. and Tannenbaum, Percy H. (1957). **The Measurement of Meaning.** Urbana III, University of Illinois Press.

Phaisan Wangwanich. (1983). **Evaluation the education.** Bangkok: Thatwattanapanit.

Patrick Meredith. (1961). **Learning, Remembering, and Knowing.** University of California: Association Press.

Pichai ritjarun. (2001). **Principles of measurement and evaluation the education.** Bangkok: Houses of Kermist.

Ployphairin Samothai. (2007). **Necessity of information technology.** Ratchaburi: Muban Chombueng Rajabhat University faculty of Science of Education field of English.

Prapapen Suwan. (1977). **Attitude : Change and Behavior sanitation.** Bangkok: Odianstore.

Prapapen Suwan. (1985). Health behaviors. **Instruction document Series of lectures hygiene unit 1 – 7.** Bangkok: Sukhothai Thammathirat University.

Premchit Limpaphan. (2010). **Operation Manual work document.** Sukhothai: Sukhothai Technical College.

Priwaan Chimprali. (2007). **The meaning of information technology.** (Online) Available from: http://gotoknow.org/blog/kaa/104927 (Accessed 2012 August 18).

Provincial Electricity Authority. (2009). **Annual Report 2009.** Bangkok: Provincial Electricity Authority.

Provincial Electricity Authority. (2011). **Background History of Provincial Electricity Authority.** Bangkok: Provincial Electricity Authority.

Provincial Electricity Authority. (2011). **Vision and mission of Provincial Electricity Authority.** Bangkok: Provincial Electricity Authority.

Provincial Electricity Authority Region3 Central Nakhonpathom. (2011). **Background History of Provincial Electricity Authority Region 3 Central Nakhonpathom.** Nakhonpathom: Provincial Electricity Authority Region 3 Central Nakhonpathom.

Provincial Electricity Authority Region3 Central Nakhonpathom. (2011). **Service Area.** Nakhonpathom: Provincial Electricity Authority Region3 Central Nakhonpathom.

Provincial Electricity Authority Region3 Central Nakhonpathom. (2011). **Vision and Mission of Provincial Electricity Authority Region 3 Central Nakhonpathom.** Nakhonpathom: Provincial Electricity Authority Region 3 Central Nakhonpathom.

Puttichai Chaieudome. (2010). **Attitude of personnel towards Electronic Document in Office of Permanent Secretary Ministry of Public Health.** Independent Study degree of Master of Science (Computer and Communication Technology), Dhurakij Pundit University.

Rosenberg, R.J. and Hovland,C.I. (1960). **Attitude Organization and Change : And Analysis of Consistency Among Attitude Components.** Wesport: Greenwood Press.

Rovinelli, R. J., & Hambleton, R. K. (1977). On the use of content specialists in the assessment of criterion-referenced test item validity. **Dutch Journal of Educational Research.** 2, 49-60.

Rungthip Bunchamrun, Pannee Chreekeo and Sasithorn Wangkhamklang. (2005). **A study of the working system on correspondence and secretarial works of Rajabhat Institute Ubon Ratchathani.** Research report, Rajabhat Institute Ubon Ratchathani.

Sak Sunthonseni. (1988). **Attitude.** Bangkok: D.D. Bookstore.

Sawai Liamkaew. (1998). **Documentation of teaching: Introduction to the Philosophy of Psychology.** Pattani: Prince of Songkla University.

Schermerhorn, J. R., Hunt, J. G., & Osborn, R. N. (1988). **Organization behavior.** 3rd ed. New York: Von-Hoffman.

Sirichai Kanjanawasree. (2534). **Students learn to measure and evaluate the psychological and sociological basis for measuring and evaluating the education.** Bangkok: Sukhothai Thammathirat University.

Smith, Adam (1977). **An Inquiry into the Nature and Causes of the Wealth of Nations.** University Of Chicago Press.

Somjit Supannathat. (1983). The meaning of Behavior. **Instruction document Series of lectures hygiene unit 1 – 7 Sukhothai Thammathirat.** Bangkok: Arun printing.

Somkeit Yutitham. (2541). **Readiness of the subdistrict administrative organization executive committee on water pollution problem solving : a case study in Ratchaburi province.** Thesis degree of Master of education science (environment education), Mahidol University.

Sucha Junaim and Surang Junaim. (1964). **Educational Psychology.** Bangkok: Praepittaya.

Suchart Prasitratsin. (1991). **Methods of social research.** (Edition 7) Bangkok: Phap Printing Press.

Suchat Prasitrasin. (2001). **Methods of social research.** Bangkok: Liang Chiang Press.

Suphaphon Chanphattana. (2003). **Knowledge-Understanding of Government Officials on Performance-Based Budgeting System.** Thesis degree of Master of Arts (Political Science), Kasetsart University.

Suphaphon Wongkongkaew. (2010). **Operation manual e – document register receive – delivery book and receive – delivery E – mail.** Bangkok: Faculty of Applied Statistic NIDA.

Surapong Sotanasatien. (1990). **Communication & Social.** Bangkok: Chulalongkorn University Press.

Tanin Sincharu. (2007). **Research and statistical analysis with SPSS.** Bangkok: V. Inter Print Co., LTD.

Taro Yamane. (1973). **Statistics an Introductory Analysis.** New York: Harper & Row.

Tawutchai Chaijirachaikul. (1984). **Goals for teaching and curriculum development: concepts and practices.** Bangkok: Odianstore.

Teerapat Kangmul. (2012). **A Study of Current Conditions and Expectations of Electronic Document System (e-Office) Samutsongkhram Primary Educational Service Area Office.** Thesis degree of Master of Industrial Education and Technology (Computer and Information Technology), King Mongkut's University of Technology Thonburi.

The Prime Minister's Office. (2005). **Regulation of the Prime Minister deal with the document work (No. 2), BE 2005.** Bangkok: The Prime Minister's Office.

The Prime Minister's Office. (1983). **Regulation of the Prime Minister deal with the document work BE 1983.** Bangkok: The Prime Minister's Office.

Thitaya Suwanchot. (2520). **Sociology.** Bangkok: Thaiwattanapanit.

Thurstone, L.L. (1964). **Attitude Theory and Measurement.** New York: John Wiley and Sons.

Thurstone, L.L. (1969). **Attitude Theory and Measurement.** New York : John Wiley and Sons.

Vichai Wongyai. (1987). Teaching in higher education. **Encyclopedias education science** Srinakharinwirot University. (5) : 79 – 83.

Webster. (1997). **Webster's New World Dictionary.** English: Pocket Books.

Wimonsit Horayanggul. (1983). **Human Behavior & Environment.** Bangkok: Chulalongkorn University.

Yothin Sansonyuth. (1990). **Psychology.** Bangkok: Academic Center.

Zimbardo, P. G., Ebbesen, E. B. and Maslach, C. (1970). **Influencing Attitudes and Changing Behavior.** Reading, MA.: Addison-Wesley.

APPENDICES

APPENDIX A
QUESTIONNAIRE

การศึกษาปัจจัยที่มีผลต่อความรู้ ทัศนคติ และพฤติกรรมของพนักงานที่ใช้งานระบบสารบรรณอิเล็กทรอนิกส์ กรณีศึกษา: การไฟฟ้าส่วนภูมิภาค เขต3 ภาคกลาง จังหวัดนครปฐม

เรียน ผู้ตอบแบบสอบถามทุกท่าน

ด้วยดิฉัน นางสาวรัตน์วาลิกา ภมรสูต นักศึกษาปริญญาโท หลักสูตรเทคโนโลยีการจัดการระบบสารสนเทศ คณะวิศวกรรมศาสตร์ มหาวิทยาลัยมหิดล มีความประสงค์ทำสารนิพนธ์เรื่อง “การศึกษาปัจจัยที่มีผลต่อความรู้ ทัศนคติ และพฤติกรรมของพนักงานที่ใช้งานระบบสารบรรณอิเล็กทรอนิกส์ กรณีศึกษา: การไฟฟ้าส่วนภูมิภาค เขต3 ภาคกลาง จังหวัดนครปฐม” ซึ่งประโยชน์ที่คาดว่าจะได้รับ คือ สามารถนำผลการวิจัยมาใช้เป็นแนวทาง ในการปรับปรุงการบริหารจัดการ ระบบสารบรรณอิเล็กทรอนิกส์และพัฒนาระบบสารบรรณอิเล็กทรอนิกส์ให้มีประสิทธิภาพและประสิทธิผลยิ่งขึ้น สอดคล้องความต้องการของผู้ใช้งาน ต่อไป

ท่านได้รับเชิญให้เข้าร่วมการศึกษาครั้งนี้เพราะท่านเป็นพนักงานการไฟฟ้าส่วนภูมิภาคเขต3 (ภาคกลาง) จังหวัดนครปฐม ในการนี้ผู้วิจัยมีความจำเป็นต้องเก็บรวบรวมข้อมูลโดยใช้แบบสอบถามเรื่อง “การศึกษาปัจจัยที่มีผลต่อความรู้ ทัศนคติ และพฤติกรรมของพนักงานที่ใช้งานระบบสารบรรณอิเล็กทรอนิกส์ กรณีศึกษา: การไฟฟ้าส่วนภูมิภาค เขต3 ภาคกลาง จังหวัดนครปฐม” ประกอบด้วยคำถาม 4 ส่วน จำนวน 36 ข้อ ดังนี้

ตอนที่ 1 ข้อมูลทั่วไปของผู้ตอบแบบสอบถาม จำนวน 6 ข้อ

ตอนที่ 2 ความรู้เกี่ยวกับระบบสารบรรณอิเล็กทรอนิกส์ของการไฟฟ้าส่วนภูมิภาคเขต 3 (ภาคกลาง) จังหวัดนครปฐม จำนวน 10 ข้อ

ตอนที่ 3 ทัศนคติเกี่ยวกับระบบสารบรรณอิเล็กทรอนิกส์ของการไฟฟ้าส่วนภูมิภาคเขต3 (ภาคกลาง) จังหวัดนครปฐม จำนวน 10 ข้อ

ตอนที่ 4 พฤติกรรมการใช้งานระบบสารบรรณอิเล็กทรอนิกส์ของการไฟฟ้าส่วนภูมิภาคเขต3 (ภาคกลาง) จังหวัดนครปฐม จำนวน 10 ข้อ

โดยในการตอบแบบสอบถามนี้ใช้เวลาประมาณ 20 นาที และเมื่อท่านตอบแบบสอบถามเสร็จเรียบร้อยแล้ว ขอให้ท่านนำแบบสอบถามส่งกลับคืนผู้วิจัย ณ สถานที่ที่ผู้วิจัยได้ขอความอนุเคราะห์เก็บข้อมูล

เนื่องจากแบบสอบถามประกอบด้วยคำถามหลายส่วน จึงขอความกรุณาให้ท่านพิจารณาตอบตามความเป็นจริงของท่านให้มากที่สุดโดยข้อมูลโดยข้อมูลและคำตอบทั้งหมดจะถูกปกปิดเป็นความลับเพื่อนำมาใช้ในการวิเคราะห์ผลการศึกษาครั้งนี้เป็นภาพรวมของการวิจัยเท่านั้น

ขอขอบพระคุณที่กรุณาสละเวลาในการตอบแบบสอบถาม

ขอแสดงความนับถือ

รัตน์วาลิกา ภมรสูต

ตอนที่ 1 : ข้อมูลทั่วไปของผู้ตอบแบบสอบถาม

คำชี้แจง กรุณาทำเครื่องหมาย √ ลงใน ☐หน้าข้อความที่ตรงกับความเป็นจริงของตัวท่าน

1. เพศ

☐ หญิง ☐ ชาย

2. อายุ (ปี)

☐ น้อยกว่า 25 ปี ☐ 25-35 ปี

☐ 36 – 45 ปี ☐ 46 ปีขึ้นไป

3. หน่วยงานในสังกัดพื้นที่

☐ จังหวัดนครปฐม ☐ จังหวัดกาญจนบุรี

☐ จังหวัดสุพรรณบุรี ☐ จังหวัดสมุทรสาคร ☐ อำเภอบ้านโป่ง จ.ราชบุรี

4. วุฒิการศึกษา

☐ มัธยมศึกษาปีที่ 6 หรือน้อยกว่า ☐ อนุปริญญา/เทียบเท่า

☐ ปริญญาตรี/เทียบเท่า ☐ ปริญญาโทหรือสูงกว่า

☐ อื่นๆ (โปรดระบุ)……..

5. ระยะเวลาในการทำงาน..... ปี

6. ตำแหน่ง

☐ ผู้บริหาร (หผ. ขึ้นไป) ☐ นักวิชาการ / วิศวกร / นักบัญชี

☐ พนักงานช่าง/พนักงานบัญชี /พนักงานควบคุมเครื่องคอมพิวเตอร์

☐ ลูกจ้างของการไฟฟ้าส่วนภูมิภาค

ตอนที่ 2 : ความรู้เกี่ยวกับระบบสารบรรณอิเล็กทรอนิกส์ ของการไฟฟ้าส่วนภูมิภาค เขต 3 (ภาคกลาง) จังหวัดนครปฐม

คำชี้แจง กรุณาทำเครื่องหมาย ✓ ลงใน ☐ หน้าข้อความที่ตรงกับความเป็นจริงของตัวท่าน

2.1 ผู้ใช้งานระบบสารบรรณอิเล็กทรอนิกส์ สามารถเข้าระบบโดยเรียกที่ URL: ใด

☐ http://172.25.1.5/iwebflow/main.asp ☐ ftp://172.25.1.4

☐ www.pea.co.th ☐ http://intranet.pea.co.th

2.2 การใช้ระบบสารบรรณอิเล็กทรอนิกส์นั้น ต้องใช้โปรแกรม browser ใด

☐ Internet explorer ☐ Mozilla Firefox

☐ Google chrom ☐ Safari

2.3 หากเอกสารส่งมาเป็นกระดาษสีส้มแต่ไม่มีเอกสารแนบมา ควรทำอย่างไร

☐ ตีเอกสารกลับไปยังหน่วยงานที่ส่งมา

☐ สอบถามไปยังหน่วยงานที่ส่งมา

☐ ให้เอกสารค้างไว้ในระบบ

☐ รอจนกว่าจะมีเอกสารแนบมา

2.4 เอกสารสีฟ้า และเอกสารสีส้ม  มีความแตกต่างกันอย่างไร

☐ เอกสารสีฟ้าส่งถึงพร้อมต้นฉบับจริง แต่ เอกสารสีส้มส่งแต่สำเนาเท่านั้น

☐ เอกสารสีส้มส่งถึงพร้อมต้นฉบับจริง แต่ เอกสารสีฟ้าส่งแต่สำเนาเท่านั้น

☐ เอกสารสีฟ้าเป็นเอกสารของสำนักงานใหญ่ แต่ เอกสารสีส้มเป็นของส่วนภูมิภาค

☐ เอกสารทั้ง 2 สีไม่มีความแตกต่างกัน

2.5 ระบบสามารถค้นหาเอกสารย้อนหลังตั้งแต่ปี 2546 – 2554 ในระบบสารบรรณอิเล็กทรอนิกส์ได้หรือไม่

☐ ได้ ☐ ไม่ได้ ☐ ไม่แน่ใจ

2.6 ถ้าเอกสารที่ต้องการสแกนเข้าไปในระบบสารบรรณอิเล็กทรอนิกส์ชัดเจนควรทำอย่างไร

☐ สแกนเอกสารอีกครั้ง ☐ เปลี่ยนค่าความละเอียดของสแกนเนอร์

☐ ถ่ายเอกสารให้หน่วยงานที่จะต้องรับเอกสาร ☐ สร้างเอกสารฉบับใหม่ขึ้นมา

2.7 สัญลักษณ์ ⩔ หมายถึงอะไร

☐ ด่วน ☐ ด่วนที่สุด

☐ ด่วนมาก ☐ มีกำหนดเวลา

2.8 หน่วยงานต้นทางไม่สามารถ “ดึงเอกสารกลับ” จากระบบสารบรรณอิเล็กทรอนิกส์ได้ ในกรณีใด

☐ ส่งเอกสารออกไปแล้ว ☐ เอกสารมีเลขที่แล้ว

☐ มีผู้ลงรับเอกสารแล้ว ☐ เอกสารมีการสแกนแนบในระบบแล้ว

2.9 ท่านสามารถติดตามงานจากระบบสารบรรณอิเล็กทรอนิกส์ได้หรือไม่

☐ ได้ ☐ ไม่ได้ ☐ ไม่แน่ใจ

2.10 ถ้ามีเอกสารที่อยู่ในรูปแบบของ Microsoft word ในคอมพิวเตอร์ของท่านอยู่แล้ว ท่านจะสามารถส่งเอกสารได้หรือไม่ ถ้าได้นั้นทำอย่างไร

☐ ได้ โดยแนบเอกสาร Microsoft word จากคอมพิวเตอร์เข้าระบบได้เลย

☐ ได้ โดยนำเอกสาร Microsoft word ไปสแกน แล้วถึงจะสามารถเข้าระบบได้

☐ ได้ โดยถ่ายเอกสาร Microsoft word แล้วนำส่งให้กับหน่วยงานรับ

☐ ไม่สามารถแนบเอกสาร Microsoft word ได้

ตอนที่ 3 : ทัศนคติ เกี่ยวกับระบบสารบรรณอิเล็กทรอนิกส์ ของการไฟฟ้าส่วนภูมิภาค เขต 3 (ภาคกลาง) จังหวัดนครปฐม

คำชี้แจง โปรดใส่เครื่องหมาย ✓ ลงในช่องระดับการรับรู้ในประเด็นด้านทัศนคติเกี่ยวกับระบบงานสารบรรณอิเล็กทรอนิคส์ดังต่อไปนี้

ระดับการรับรู้มีตั้งแต่ 1-5 ดังนี้

5 หมายถึง เห็นด้วยอย่างยิ่ง

4 หมายถึง เห็นด้วย

3 หมายถึง ไม่แน่ใจ

2 หมายถึง ไม่เห็นด้วย

1 หมายถึง ไม่เห็นด้วยอย่างยิ่ง

ทัศนคติเกี่ยวกับระบบงานสารบรรณอิเล็กทรอนิกส์	ระดับความคิดเห็น				
	5	4	3	2	1
3.1ระบบสารบรรณอิเล็กทรอนิกส์ ทำให้เกิดความสะดวกต่อการทำงานของท่าน					
3.2 ระบบสารบรรณอิเล็กทรอนิกส์ ทำให้เกิดความรวดเร็วและทันเวลาต่องานที่ได้รับ					
3.3 ระบบสารบรรณอิเล็กทรอนิกส์ ช่วยในการสืบค้นเอกสารเก่า					
3.4 การใช้ระบบสารบรรณอิเล็กทรอนิกส์มีความยุ่งยาก					
3.5 ระบบสารบรรณอิเล็กทรอนิกส์ ช่วยลดปริมาณการใช้กระดาษและค่าใช้จ่ายในหน่วยงาน					
3.6 ระบบสารบรรณอิเล็กทรอนิกส์ มีความสำคัญและจำเป็นอย่างยิ่งต่อการปฏิบัติงานของท่าน					
3.7 ระบบสารบรรณอิเล็กทรอนิกส์สามารถใช้งานแทนการรับ-ส่งหนังสือ แบบลงสมุดได้เป็นอย่างดี					
3.8 ระบบสารบรรณอิเล็กทรอนิกส์มีความน่าเชื่อถือ เอกสารข้อมูลไม่สูญหาย					
3.9 ระบบสารบรรณอิเล็กทรอนิกส์สามารถใช้งานได้ตรงกับความต้องการในการปฏิบัติงานจริง					
3.10ระบบสารบรรณอิเล็กทรอนิกส์สามารถช่วยเพิ่มประสิทธิภาพในการปฏิบัติงานของท่านให้ดีขึ้น					

ตอนที่ 4 : พฤติกรรมการใช้งานระบบสารบรรณอิเล็กทรอนิกส์ ของการไฟฟ้าส่วนภูมิภาค เขต 3 (ภาคกลาง) จังหวัดนครปฐม

คำชี้แจง กรุณาทำเครื่องหมาย ✓ ลงใน ☐ หน้าข้อความที่ตรงกับพฤติกรรมของท่านมากที่สุด

ข้อ	ข้อความ	ปฏิบัติเป็นประจำ	ปฏิบัติค่อนข้างประจำ	ปฏิบัติเป็นบางครั้ง	ไม่ค่อยได้ปฏิบัติ	ไม่เคยปฏิบัติ
4.1	ท่านใช้งานระบบสารบรรณอิเล็กทรอนิกส์					
4.2	ท่านมีการเปลี่ยนรหัสผ่านของผู้ใช้งาน					
4.3	ท่านจัดลำดับความสำคัญของเอกสารในการรับ – ส่งเอกสาร					
4.4	ท่านป้อนข้อมูลลงในทุกช่องข้อมูลของเอกสารรับ – ส่งในระบบสารบรรณอิเล็กทรอนิกส์					
4.5	ท่านมีการระบุชั้นความเร็วของเอกสารในระบบสารบรรณอิเล็กทรอนิกส์					
4.6	ท่านตรวจสอบความชัดเจนของเอกสารหลังจากสแกนแล้ว ก่อนแนบเอกสารเข้าระบบ					
4.7	ท่านติดตามงาน หลังจากส่งเอกสารแล้ว					
4.8	ท่านทำการปิดงานหลังจากปฏิบัติงานเสร็จ					
4.9	ท่านศึกษาคู่มือการใช้งานระบบสารบรรณอิเล็กทรอนิกส์ เมื่อท่านเกิดปัญหาในการทำงาน					
4.10	ปัจจุบันท่านยังมีการเขียนรายละเอียดหนังสือรับ – ส่งลงสมุดลงทะเบียนหนังสือควบคู่ไปกับการใช้ระบบสารบรรณอิเล็กทรอนิกส์					

<u>ความคิดเห็นและข้อเสนอแนะอื่นๆ</u>

ปัญหาและอุปสรรคที่พบ

.....

.....

ข้อเสนอแนะ

.....

.....

.....

APPENDIX B
ASSESS THE CONSISTENCY OF THE TEST FOR THE PURPOSE OF BEHAVIORAL EXPERTS

แบบประเมินความสอดคล้องของข้อสอบกับจุดประสงค์เชิงพฤติกรรมสำหรับผู้เชี่ยวชาญ

คำชี้แจง โปรดพิจารณาว่าจัดประสงค์การเรียนรู้แต่ละข้อต่อไปนี้ มีความสอดคล้องกับแบบทดสอบแล้วใส่เครื่องหมาย √ ลงในช่อง “คะแนนพิจารณา”ตามความคิดของท่าน

ใส่เครื่องหมาย √ ในช่อง +1 ถ้าแน่ใจว่าจุดประสงค์การเรียนรู้สอดคล้องกับแบบทดสอบ

ใส่เครื่องหมาย √ ในช่อง 0 ถ้าไม่แน่ใจว่าจุดประสงค์การเรียนรู้สอดคล้องกับแบบทดสอบ

ใส่เครื่องหมาย √ ในช่อง -1 ถ้าแน่ใจว่าจุดประสงค์การเรียนรู้ไม่สอดคล้องกับแบบทดสอบ

จุดประสงค์เชิงพฤติกรรม	**ข้อสอบถาม**	**คะแนนการพิจารณา**		
		-1	0	+1
ด้านความรู้	1. ผู้ใช้งานระบบสารบรรณอิเล็กทรอนิกส์ สามารถ เข้าระบบโดยเรียก ที่ URL: ใด			
ด้านความรู้	2. การใช้ระบบสารบรรณอิเล็กทรอนิกส์นั้น ต้องใช้โปรแกรม browser ใด			
ด้านความรู้	3. หากเอกสารส่งมาเป็นกระดาษสีส้มแต่ไม่มีเอกสารแนบมาควรทำอย่างไร			
ด้านความรู้	4. เอกสารสีฟ้า และเอกสารสีส้ม  มีความแตกต่างกันอย่างไร			
ด้านความรู้	5. ระบบสามารถค้นหาเอกสารย้อนหลังตั้งแต่ปี 2546 – 2554 ในระบบสารบรรณอิเล็กทรอนิกส์ได้หรือไม่			
ด้านความรู้	6. ถ้าเอกสารที่ต้องการสแกนเข้าไปในระบบสารบรรณอิเล็กทรอนิกส์ชัดเจนควรทำอย่างไร			
ด้านความรู้	7. สัญลักษณ์  หมายถึงอะไร			
ด้านความรู้	8. หน่วยงานต้นทางไม่สามารถ “ดึงเอกสารกลับ” จากระบบสารบรรณอิเล็กทรอนิกส์ได้ ในกรณีใด			

จุดประสงค์เชิงพฤติกรรม	ข้อสอบถาม	คะแนนการพิจารณา		
		-1	0	+1
ด้านความรู้	9. ท่านสามารถติดตามงานจากระบบสารบรรณอิเล็กทรอนิกส์ได้หรือไม่			
ด้านความรู้	10. ถ้ามีเอกสารที่อยู่ในรูปแบบของ Microsoft word ในคอมฯ ของท่านอยู่แล้ว ท่านจะสามารถส่งเอกสารได้หรือไม่ ถ้าได้นั้นทำอย่างไร			
ด้านทัศนคติ	1. ระบบสารบรรณอิเล็กทรอนิกส์ ทำให้เกิดความสะดวกต่อการทำงานของท่าน			
ด้านทัศนคติ	2. ระบบสารบรรณอิเล็กทรอนิกส์ ทำให้เกิดความรวดเร็วและทันเวลาต่องานที่ได้รับ			
ด้านทัศนคติ	3. ระบบสารบรรณอิเล็กทรอนิกส์ ช่วยในการสืบค้นเอกสารเก่า			
ด้านทัศนคติ	4. การใช้ระบบสารบรรณอิเล็กทรอนิกส์มีความยุ่งยาก			
ด้านทัศนคติ	5. ระบบสารบรรณอิเล็กทรอนิกส์ ช่วยลดปริมาณการใช้กระดาษ และ ค่าใช้จ่ายในหน่วยงาน			
ด้านทัศนคติ	6. ระบบสารบรรณอิเล็กทรอนิกส์ มีความสำคัญและจำเป็นอย่างยิ่งต่อ การปฏิบัติงานของท่าน			
ด้านทัศนคติ	7. ระบบสารบรรณอิเล็กทรอนิกส์สามารถใช้งานแทนการรับ-ส่ง หนังสือ แบบลงสมุดได้เป็นอย่างดี			
ด้านทัศนคติ	8. ระบบสารบรรณอิเล็กทรอนิกส์มีความน่าเชื่อถือ เอกสารข้อมูลไม่สูญหาย			
ด้านทัศนคติ	9. ระบบสารบรรณอิเล็กทรอนิกส์สามารถใช้งานได้ตรงกับความ ต้องการในการปฏิบัติงานจริง			
ด้านทัศนคติ	10. ระบบสารบรรณอิเล็กทรอนิกส์สามารถช่วยเพิ่มประสิทธิภาพในการปฏิบัติงานของท่านให้ดีขึ้น			
ด้านพฤติกรรม	1. ท่านใช้งานระบบสารบรรณอิเล็กทรอนิกส์			
ด้านพฤติกรรม	2. ท่านมีการเปลี่ยนรหัสผ่านของผู้ใช้งาน			
ด้านพฤติกรรม	3. ท่านจัดลำดับความสำคัญของเอกสารในการรับ-ส่งเอกสาร			

จุดประสงค์เชิงพฤติกรรม	**ข้อสอบถาม**	**คะแนนการพิจารณา**		
		-1	0	+1
ด้านพฤติกรรม	4. ท่านป้อนข้อมูลลงในทุกช่องข้อมูล ของเอกสารรับ-ส่งในระบบสารบรรณอิเล็กทรอนิกส์			
ด้านพฤติกรรม	5. ท่านมีการระบุชั้นความเร็วของเอกสารในระบบสารบรรณอิเล็กทรอนิกส์			
ด้านพฤติกรรม	6. ท่านตรวจสอบความชัดเจนของเอกสารหลังจากสแกนแล้วก่อนแนบเอกสารเข้าระบบ			
ด้านพฤติกรรม	7. ท่านติดตามงาน หลังจากส่งเอกสารแล้ว			
ด้านพฤติกรรม	8. ท่านทำการปิดงาน หลังจากปฏิบัติงานเสร็จ			
ด้านพฤติกรรม	9. ท่านศึกษาคู่มือการใช้งานระบบสารบรรณอิเล็กทรอนิกส์เมื่อท่านเกิดปัญหาในการทำงาน			
ด้านพฤติกรรม	10. ปัจจุบันท่านยังมีการเขียนรายละเอียดหนังสือ รับ-ส่ง ลงสมุดลงทะเบียนหนังสือ ควบคู่ไปกับการใช้ระบบสารบรรณอิเล็กทรอนิกส์			

APPENDIX C
INDEX OF ITEM OBJECTIVE CONGRUENCE : IOC

ตอนที่ 2 ความรู้เกี่ยวกับระบบสารบรรณอิเล็กทรอนิกส์ของการไฟฟ้าส่วนภูมิภาคเขต 3 (ภาคกลาง) จังหวัดนครปฐม จำนวน 10 ข้อ

ตารางผนวกที่ C1 แสดงค่าดัชนีความสอดคล้อง (IOC) ความรู้เกี่ยวกับระบบสารบรรณอิเล็กทรอนิกส์ของการไฟฟ้าส่วนภูมิภาคเขต 3 (ภาคกลาง) จังหวัดนครปฐม จำนวน 10 ข้อ

ข้อที่	ผลการประเมิน					รวม	Mean (IOC)	ผลการพิจารณา
	A	B	C	D	E			
K1	0	0	1	1	1	3	0.6	คัดเลือกไว้
K2	0	1	1	1	1	4	0.8	คัดเลือกไว้
K3	1	1	1	1	-1	3	0.6	คัดเลือกไว้
K4	0	0	1	1	1	3	0.6	คัดเลือกไว้
K5	1	1	1	1	1	5	1	คัดเลือกไว้
K6	0	1	0	1	1	3	0.6	คัดเลือกไว้
K7	1	1	1	1	-1	3	0.6	คัดเลือกไว้
K8	0	1	1	1	1	4	0.8	คัดเลือกไว้
K9	1	0	1	1	1	4	0.8	คัดเลือกไว้
K10	1	1	1	1	1	5	1	คัดเลือกไว้

ตอนที่ 3 ทัศนคติเกี่ยวกับระบบสารบรรณอิเล็กทรอนิกส์ของการไฟฟ้าส่วนภูมิภาคเขต 3 (ภาคกลาง) จังหวัดนครปฐม จำนวน 10 ข้อ

ตารางผนวกที่ C2 แสดงค่าดัชนีความสอดคล้อง (IOC) ทัศนคติเกี่ยวกับระบบสารบรรณอิเล็กทรอนิกส์ของการไฟฟ้าส่วนภูมิภาคเขต 3 (ภาคกลาง) จังหวัดนครปฐม จำนวน 10 ข้อ

ข้อที่	ผลการประเมิน					รวม	Mean (IOC)	ผลการพิจารณา
	A	B	C	D	E			
A1	1	0	0	1	1	3	0.6	คัดเลือกไว้
A2	1	0	1	1	1	4	0.8	คัดเลือกไว้
A3	1	1	1	1	1	5	1	คัดเลือกไว้
A4	1	1	0	1	1	4	0.8	คัดเลือกไว้
A5	1	1	1	1	0	4	0.8	คัดเลือกไว้
A6	1	1	0	1	0	3	0.6	คัดเลือกไว้
A7	1	1	1	1	0	4	0.8	คัดเลือกไว้
A8	1	1	1	1	0	4	0.8	คัดเลือกไว้
A9	1	1	1	1	0	4	0.8	คัดเลือกไว้
A10	1	1	1	1	0	4	0.8	คัดเลือกไว้

ตอนที่ 4 พฤติกรรมการใช้งานระบบสารบรรณอิเล็กทรอนิกส์ของการไฟฟ้าส่วนภูมิภาคเขต 3 (ภาคกลาง) จังหวัดนครปฐม จำนวน 10 ข้อ

ตารางผนวกที่ C3 แสดงค่าดัชนีความสอดคล้อง (IOC) พฤติกรรมการใช้งานระบบสารบรรณอิเล็กทรอนิกส์ของการไฟฟ้าส่วนภูมิภาคเขต 3 (ภาคกลาง) จังหวัดนครปฐม จำนวน 10 ข้อ

ข้อที่	ผลการประเมิน					รวม	Mean (IOC)	ผลการพิจารณา
	A	B	C	D	E			
B1	1	1	1	1	-1	3	0.6	คัดเลือกไว้
B2	1	0	0	1	1	3	0.6	คัดเลือกไว้
B3	0	1	1	1	1	4	0.8	คัดเลือกไว้
B4	1	1	0	1	1	4	0.8	คัดเลือกไว้
B5	0	0	1	1	1	3	0.6	คัดเลือกไว้
B6	1	1	0	1	1	4	0.8	คัดเลือกไว้
B7	1	0	1	1	1	4	0.8	คัดเลือกไว้
B8	1	1	1	1	1	5	1	คัดเลือกไว้
B9	1	1	1	1	1	5	1	คัดเลือกไว้
B10	1	1	1	1	1	5	1	คัดเลือกไว้

BIOGRAPHY

NAME	Miss Ratwalika Phamornsut
DATE OF BIRTH	March 6, 1985
PLACE OF BIRTH	Nakhonpathom, Thailand
INSTITUTIONS ATTENDED	Kasetsart University, 2003-2007 Bachelor of Science (Cooperative Economics) Mahidol University, 2008-2013 Master of Engineering (Technology of Information System Management)
HOME ADDRESS	House No. 42 Kumpil Road, Houjorakae Sub-district, Muang Nakhonpathom District, Nakhonpathom. Thailand 73000 Tel. +668-9910-9033 E-mail: cosine06@gmail.com
EMPLOYMENT ADDRESS	Provincial Electricity Authority Region 3 Central Nakhonpathom 9/1 Thaiyawat Sub-district, Nakhonchaisri District, Nakhonpathom, Thailand 73120