

Abstract

Vajiravudh College's Study of Information Technology to Improve its Operations and Education Management was conducted using a qualitative research method.

The objective of this research is to study how to improve Vajiravudh College's information technology (IT), which will be used to enhance education management. The current condition, problems and obstacles in introducing IT are identified. The needs of IT for education management. The ideas to improve the information technology system, and to eliminate current problems are recommended.

This research is intended to study the possibilities of incorporating the IT to improve education management. One of six Vajiravudh College's major missions is to ensure that the education management is trustworthy and meets international standards. This research emphasizes on education management and service. 10 sections within Vajiravudh College are included in this study.

The author interviewed and discussed how to apply the IT to improve education management with people from several sections. These include top managers, section heads, teachers, education staff, and IT staff. Finally the author analyzed and summarized the interview and discussion results using value chain analysis, PEST analysis, and SWOT analysis.

The study results indicate that

1. Current condition, problems and obstacles in introducing IT are:

1) The hardware, which are Personal Computers, Printers, and Copier machines, is functional and in good conditions. However the problem is that the communication and networking between these machines are not effective as they should be.

2) There are issues with software as well. Every section has Microsoft Office and Internet application, and some sections have additional software for more specific applications. However, the author found out that exiting software cannot support

several applications and operations used in many sections. Also, there is no specific software tailored for education management and Executive Information System.

3) The data and files in several sections are communicated and kept in hardcopy format. As a result, the shared data from different sections is inconsistent, and the data storing system does lack of the standard.

4) The research also indicates that Vajiravudh College is facing two main issues 4.1) lack of proper IT and software training and 4.2) lack of in-house IT experts, who are very much needed.

2. The study of the needs of IT for education management also reveals that all of the staff agrees on the importance of bringing in information technology in order to improve education management, operations, and communications.

3. Based on the study, there are the recommendations that can be applied to improve Vajiravudh College's IT system, and its education management:

- Centralized system development: Vajiravudh College has a need to create electronic centralized system so that all sections can work and share information efficiently and effectively. The electronic centralized system will assist in communications, public relations, and library development and management. It will also ease and enhance management's decision making because there is only one source of information to look for.

- Personnel development: IT trainings for staff are absolutely needed. IT trainings need to be continually provided to improve staff's education management and operation skills.

- Information Technology management: IT committees should be established to oversee the IT development. The In-house IT experts should be added to the team, and the IT center should as well be found in order to provide staff the IT trainings, and the consults regarding any IT issues or problems.

The author hopes that the findings of this research will be useful to Vajiravudh College. The research results should give Vajiravudh College management the ideas how to use IT to improve education management, and how to use newer and more advanced information technology system for all future researches.