

Thesis Title	A Study to Wording to the Problems of Using Information Technology of Employees in Udonthani Customer Service of TOT Public Company Limited
Thesis Credits	6
Candidate	Mr. Saracha Prasertkul
Thesis Advisors	Assoc. Prof. Suwanna Sombunsukho Dr. Phongsri Waysarach
Program	Master of Science in Industrial Education
Field of Study	Computer and Information Technology
Faculty	Industrial Education and Technology
B.E.	2554

Abstracts

This research aims 1) to study the problems of using Information Technology of male and female employees in Udonthani Customer Service of TOT Public Company Limited 2) to compare the problems of using Information Technology of male and female employee in Udonthani Customer Service of TOT Public Company Limited. Population used in this study were male and female employees in Udonthani Customer Service of TOT Public Company Limited, 87 of male employees and 29 female employees, 116 in total. Tools employed in this study was questionnaire which used to collect data from population, divided into 4 parts i.e. part 1 general information about the respondents, part 2 using the Information Technology , part 3 the problems of using the Information Technology, part 4 comments and suggestions. The percentage, mean and Standard Deviation had been analyzed. The study found that an overall of problems among users was at high level 3.85. When considered in term of side, most of users had the problems in term of database management at high level 3.96. The conclusion was the employees in different sex have not the different problems of using Information Technology.

Keywords : Problem of Using Information Technology / Information Technology / Employee