

Independent Study Title	A Study of Change management in Employee Self Service System: Toshiba Consumer Product (Thailand) Co., Ltd
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### Abstract

The purpose of this research is to study how to apply change management theory to build readiness for organization change. The single case study is focused on Employee Self Service system rolled out at Toshiba Consumer Product (Thailand) Co., Ltd. The results are applied to support the change of work due to the use of technology system. In this research, change management theory is used as a framework. The information was collected throughout the interview of company's executives and sets of questionnaires developed and distributed to employees. The analysis of data was explored by using percentages, Chi-square and Multiple Regressions. The result shows that elements of success in the organization change are employees' skills and top management support.

With respect to the employees and further suggestion, management should study employees' view in order to identify real work problems and encourage the change in the Employee self-service system. In addition, there should be the employee training for the use of computer in order to efficiently develop Employee Self Service System's skills.