

Title of Dissertation IT Utilization in Public Organizations and Its
Impact on Job Performance
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Abstract

This research attempts to study the status of IT utilization in Thai public organizations as well as to use the concept of fit in contingency theory to test a model to measure the effects of three sets of fit: (technology-individual attitude fit, technology-task fit, and technology-organizational structure fit) upon job performance.

Also, this research explores the outputs of the three sets of fit which would affect job performance of IT personnel in public organizations. In addition, this study attempts to compare the three sets of fit to determine which one has more influence in explaining job performance of IT personnel.

The study employs the descriptive research method. The study sampled 530 IT personnel in two public organizations: the Revenue Department, and the Customs Department. Data were obtained through questionnaires. Percentage, correlation, and multiple regression analysis were adopted for data analysis.

The results of this research confirmed the assumption of the study that information technology used in the studied public organizations at this moment fit with individual attitude, task and organizational

structure, and these three sets of fit determined the job performance of IT personnel. Within the three sets of fit, technology-individual attitude fit was the most influential factor of job performance; and technology-organizational structure fit was the least influential factor.

The study found that the three sets of fit produced six important outputs which were significance predictors of job performance. They are job satisfaction, commitment, reduced role stress, timeliness of data, formalization and communication.

The policy implications that have been proposed are that the studied public organizations need to adapt themselves to utilize IT to achieve improved job performance. There is also need to employ many management concepts to gain individual performance as well as to gain organizational effectiveness. Furthermore, various process reengineering strategies are required for the studied public organizations. In addition, the essential elements of quality, and compatibility of data need to be focused to make the organizations' operations more efficient and effective. Implementation of IT utilization policy will likely be strongly supported because people in the organizations are willing to accept, and to cooperatively implement IT.

In addition, the guidelines for future research for IT utilization in organizations have been proposed.