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AND NATURAL RESOURCES; M.Sc.(INFORMATION
TECHNOLOGY)

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DECHA MALA : INFORMATION SYSTEMS DEVELOPMENT FOR
EMERGENCY ROOM MANAGEMENT : A CASE STUDY OF DUMNEONSADUAK
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The objectives of this applied research are system analysis and design, software development and creation of a prototype information system for emergency room at general hospital level. The information of this research will be useful for proper hospital resource planning with the medical services system in improving emergency room services for accident patients.

This research procedure used the principle of system development which was composed of: 1) problem identification; 2) feasibility studies; 3) systems analysis by using context diagram, data flow diagram (DFD) and data dictionary; 4) systems and database design by using E-R (Entity Relationship) diagram and normalization; 5) system implementation by using applied software namely Microsoft Thai Access version 2.0 and system evaluation; 6) preparation of handbook; 7) system maintenance; and 8) end user assessment by employing questionnaires.

The result of this research is shown in 4 parts: 1) database model in 3 NF (Normal Form) which has 15 tables; 2) graphic user interface; 3) system work which is categorized into 2 groups - nurse and chief of emergency room; and 4) the evaluation of 12 users assessing satisfaction with the new system.