

Independent Study Title	Evaluating information technology center service quality in university
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Abstract

This study proposes the quality of service information in Thammasat University. By using the assessment of service quality is SERVQUAL. The samples are Thammasat University staffs and students at Tha Prachan Center and Rangsit Center. Data collecting by 400 questionnaires from the sample set of data, analysis with descriptive statistics and statistical inference.

Framework for research based on evaluating service quality in Universities: A Service Department Perspective by considering the quality of information services in 5 factors which include reliability (Reliabilities) characteristics tangible (Tangibles) confidence (Assurances) understanding (Empathies) and a response (Responsibilities) by comparing the expectations and satisfaction each groups.

The study found that satisfaction and the difference between expectations and satisfaction of staffs in information services and students have different significance at the 0.05 level factors tangible manner. In addition, the study compared the level of expectations and satisfaction in information services. Data analysis also showed that the level of expected higher satisfaction in all factors of services.