ABSTRACT

TITLE : A STUDY OF PERSONNEL CAPABILITY IN UTILIZING INFORMATION TECHNOLOGY SYSTEM: A CASE STUDY OF PERSONNEL AT RAJAMANGALA UNIVERSITY OF TECHNOLOGY ISAN

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The purpose of this research is to study general information related to personnel use of information technology systems. This was a comparative study of personal competency for personnel using information technology systems and was based on personal characteristics, and it studied the promotion of the use of information technology systems that affect personal competence for personnel use of information technology systems. The sample used in this study was 400 personnel from Rajamangala University of Technology, Isan. Questionnaires were used to collect data. The statistics used were frequency, percentage, mean, standard deviation, t-test, F-test, and multiple regression.

The results showed that most of them were female, aged 35 years and over, with a master's degree being the highest level of education. They have served more than 10 years as support staff with agencies at the Nakhon Ratchasima Campus. The highest average level of opinions promoting the use of information technology systems was the perceived benefits of use, while the least was the facility of use. Overall, we found a high mean opinion level regarding personal competency for personnel using information technology systems. The results of testing the hypothesis found that personal characteristics consisting of gender, age, highest education level, and varying positions, affected personal competence for personnel using information technology systems differently, and was statistically significant at the 0.05 level. There was no difference regarding the different working ages and departments that affected personal competency for personnel using information technology systems. For promoting the use of information technology systems, it was found that receiving support from supervisors, the perceived benefits of use, attitudes towards use, and facilities, affected personal competency for personnel using the information technology system,

statistically significant at the 0.05 level. However, the perceived usefulness did not affect personal competency of personnel using the information technology system.