

PROCESS IMPROVEMENT FOR COMPUTER MAINTENANCE OF THE COLLEGE OF INNOVATION AND MANAGEMENT, SUAN SUNANDHA RAJABHAT UNIVERSITY

Wachirasak Thintawee^{1*}, Arpaporn Phokajang²

^{1,2}College of Innovation and Management, Suan Sunandha Rajabhat University, Bangkok, Thailand*

E-mail: wachirasak.th@ssru.ac.th, Arpaporn.ph@ssru.ac.th

ABSTRACT

From studying and collecting information about computer equipment and equipment including the practices of the computer equipment and equipment management system in the computer lab and conduct an analysis Synthesize information from related documents. In-depth interviews and surveys, which were interviewed by computer academics. Computer center operators include the Faculty of Education, the Faculty of Industrial Technology. Faculty of Humanities and Social Sciences Faculty of Management Science Faculty of Science and Technology Faculty of Fine and Applied Arts, 6 people. The results of the satisfaction assessment found that the highest mean was 4.45, with the performance evaluation criteria being at the highest level of satisfaction. The results of the satisfaction assessment found that the highest mean was 4.22. The performance evaluation criteria were at the highest level of satisfaction, i.e. the service provider was able to enter the program with high memory in the multimedia category. The results of the satisfaction assessment found that the highest mean was 4.50. The performance evaluation criteria were at the highest level of satisfaction, which was knowledge and ability. in service Computer knowledge and expertise

The results of the satisfaction assessment found that the highest average was 4.45. The performance evaluation criteria were at the highest level of satisfaction, which was the installation of operating systems and software by cloning the hard disk.

Keywords: Process, Improvement, Computer Maintenance

INTRODUCTION

1. Introduction

Suan Sunandha Rajabhat University has an important mission to produce graduates, create and develop knowledge and innovation, academic services to society, preserve arts and culture, and promotion of the teaching profession. With the community and society, it is like the brain, the academic power, and the spirit of the society. In order for the university to be able to carry out its mission with quality and efficiency, it needs to be flexible and independent. in the implementation of academic administration, budget

management, and management of various resources, and have academic freedom in order to be able to invent and seek knowledge, truth for the creation of innovation and advancement in science for the community and society as well as the nation that will be able to compete with

other countries, coupled with responsibility (accountability) the university should have towards society and the nation under supervision and inspection by the state and the public. in system analysis

Generally speaking, every information system has a life cycle as well. The information system was created and continues to use in the organization. Sometimes mistakes happen. need to fix the system to work and continue as before. But when it was found that the system was becoming obsolete and notable to meet the growing demand, therefore, need to be repaired. Maintain the system to be more efficient as needed, or .If considered and found that it cannot be fixed or improved. A new system must be created, thus a system development cycle. (System Development Life Cycle: SDLC), which is Thoughtful process in system development (Kitti Pakdee Wattanakun. 2008)

For the reasons listed above, the researcher wants to study the process of servicing and improving the computer maintenance process. The College of Innovation and Management Suan Sunandha Rajabhat University. Knows the needs of service users. And has operated to provide services that meet the needs of professors and staff with efficiency and as a way to improve and develop more efficiently, while also creating potential in accordance with the goals, vision, mission, and strategies of Suan Sunandha Rajabhat University.

1.1 Objectives

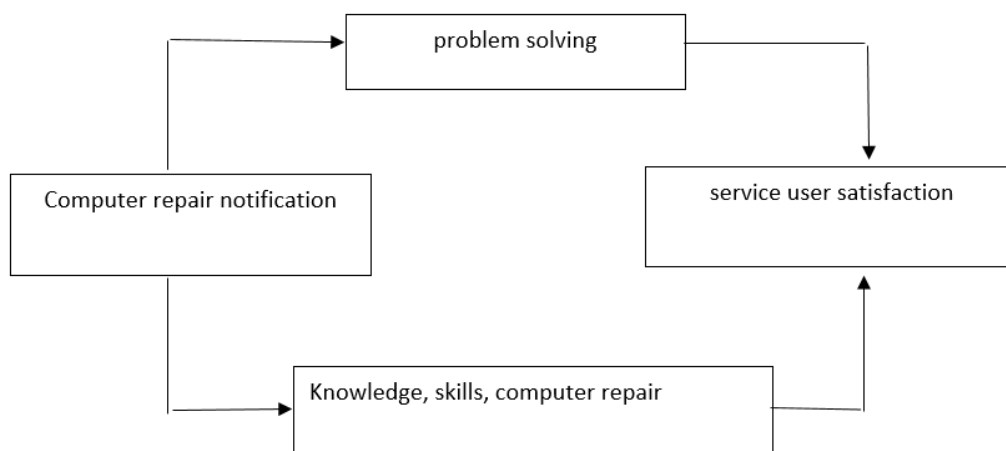
1.1.1 Improving the computer maintenance process College of Innovation and Management Suan Sunandha Rajabhat University.

1.1.2 To study the satisfaction of using information technology center services, teachers, and staff of the College of Innovation and Technology. Suan Sunandha Rajabhat University.

1.2 Population and sample

The population used in this research was Computer Academician computer center maintenance workers from departments at the faculty level, namely the Faculty of Education, the Faculty of Industrial Technology Faculty of Humanities and Social Sciences Faculty of Management Sciences Faculty of Science and Technology Faculty of Fine and Applied Arts, 1 person per unit, total 6 people.

1.3 research conceptual framework



RESEACH METHEDOLODY

2. Research Methodology

2.1 Research instruments

The tools used in this research are is an interview and distribution of questionnaires About methods and systems to reduce the process of installing operating systems and software by hard disk cloning. and system queries, reducing the process of installing operating systems and software by hard disk cloning.

2.2 Collection of information

Collection of information Creation and development of tools The researcher proceeds in the following order:

1. The researcher studies the concept. Theories and related research for conducting a research framework and creating an interview form. Appropriate to the content and extent of the subject to be studied
2. The researcher led the interview form. Let the experts check and make improvements according to the recommendations of the qualified person to be consistent with the purpose
3. The researcher prepares a complete interview form for further data collection.
4. The researcher analyzed the data from the interview to find best practices for reducing the installation process of operating systems and software by hard disk cloning.
5. Establish a systematic approach to reduce the process of installing operating systems and software by hard disk cloning.
6. Adopt a system approach to simplify the process of installing operating systems and software by cloning hard disks. Go to experts to assess the suitability and feasibility of using.
7. Prepare system operating guidelines to reduce the process of installing operating systems and software by hard disk cloning.
8. Prepare a new equipment installation guide.

2.3 Data analysis

Data analysis on respondent characteristics uses the arithmetic mean and standard deviation By dividing the level of satisfaction into 5 levels according to the criteria of John W. Best (Wipawan et al., 2009 cited in Best, 1978) are:

- 1.00 – 1.49 means the lowest level of satisfaction.
- 1.50 – 2.49 means a low level of satisfaction
- 2.50 – 3.49 means a moderate level of satisfaction.
- 3.50 – 4.49 indicates a high level of satisfaction
- 4.50 – 5.00 represents the highest level of satisfaction.

RESULT AND FINDING

3.1 Result & finding

Appropriateness of use management Materials-Equipment, Goods, and Computers

Assessment Topics		\bar{x}	Opinions	Ranking
1.	Number of materials - equipment, and computers that have in good working condition	4.09	high	
2.	Number of materials-equipment durable goods and computers have sufficiency	4.22	high	3
3.	Number of materials - equipment Existing equipment and computers are modern.	4.06	high	
4.	Number of computer labs is sufficient for teaching and learning.	4.11	high	
5.	Availability of materials and equipment and computers in actual operation	4.22	high	3
6.	Advice on the use of materials - equipment. durable goods and computers.	4.45	high	1
7.	There is maintenance. take care of materials - equipment, and computers to use well	4.25	high	2

Satisfaction evaluation found that the highest average was 4.45, with the efficiency evaluation criterion at the highest level of satisfaction, which was to give advice on the use of materials and equipment. durable goods and computers Followed by an average of 4.25, the efficiency evaluation criterion was at a level of high satisfaction. is maintenance take care of materials - equipment, and computers to use well.

Satisfaction in terms of operating systems and software.

Assessment Topics		\bar{x}	Opinions.	Ranking
1	computer lab There is complete equipment that is sufficient for teaching and learning needs.	4.21	high	2
2	It has a modern operating system and software.	4.2	high	3
3	Serviced computers are repaired and maintained. continuously.	4.13	high	
4	The server is capable of accessing high-memory programs like multimedia.	4.22	high	1
5	The program used has been upgraded to be up to date. Works well and all devices.	4.12	high	

Satisfaction evaluation found that the highest average was 4.22, with the most satisfactory performance evaluation criterion, which was the service provider capable of accessing programs with high memory type multimedia. followed by an average of 4.21 with Efficiency assessment was at a high level of satisfaction, namely the computer laboratory. There is a complete set of equipment that is sufficient to meet the teaching needs.

Process Satisfaction Service Process.

Assessment Topics		\bar{x}	Opinions	Ranking
1.	It is convenient to request computer services from the staff. Computer Center/Computer Unit.	4.45	high	2
2.	Knowledgeable in service Knowledge and expertise in the field of computers.	4.50	highest	1
3.	There are procedures for providing services that are clearly announced.	4.35	high	3

The results of the satisfaction assessment showed that the highest average was 4.50. There was a performance evaluation criterion in the highest level of satisfaction, namely, knowledge, ability. in service knowledge and expertise in the field of computers Followed by an average of 4.45 with a performance evaluation criterion at a level of satisfaction. It is convenient to request computer services from the staff. Computer Center/Computer Unit.

Satisfaction in installing the operating system and software by hard disk cloning.

Assessment Topics	\bar{x}	Opinions
1. Installing operating system and software by hard disk cloning. How useful is it?	4.45	high

Satisfaction evaluation found that the highest average was 4.45. There was a performance evaluation criterion in the highest level of satisfaction, namely the installation of operating systems and software by cloning hard disks. How useful is it?

3.2 Summary of research results

The study of the system development process to reduce the process of installing an operating system and software by hard disk cloning. College of Innovation and Management, Suan Sunandha Rajabhat University Provides a systematic approach to reducing the process of installing operating systems and software by cloning hard disks.

CONCLUSION

4. Conclusion

From the study of the development of system processes to reduce the process of installing operating systems and software by hard disk cloning. College of Innovation and Management, Suan Sunandha Rajabhat University. It provides a systematic approach to reducing the process of installing operating systems and software by cloning hard disks.

Supattra Kanchanopast et al. (2014, page 3096) The Factors Influencing Successful Implementation of E-Commerce within SMEs Businesses . The information from summary executive of OSMEP identified that there is currently around 2 million SMEs operation in Thailand which suggests that they will play asignificant role in developing the economy of the

country for many years. One factor that can affect this, that affects all companies involved is government. With government support and consistent policies, protecting the consumers through better education and law, e-commerce for SME businesses will aid in the growth of Thai economy.

SUGGESTION

- There should be research on operating systems and software. to use in the development Computer personnel and academics A person who performs duties in charge of a computer center.

- There should be research on the development of operating systems and software. in accordance with the performance of Computer personnel and academics Person who performs duties in charge of all computer centers.

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