COMPUTER ROOM USERS' LEVEL OF SATISFACTION OF THE SERVICE AND FACILITY

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Abstract - This was a survey research of computer room users' level of satisfaction. The population included all students who frequently used the computer room of SuanSunandhaRajabhat University. There were many reasons for student to use computer rooms. The main objective of this survey research paper was to investigate the level of satisfaction of computer users who frequently used the computer room and find ways to improve the quality of service and enhance the functional of facilities. This research was conducted with a qualitative research. The population of this study included all students of SuanSunandhaRajabhat University. A total of 20 students from various faculties who were willingly participated in an in-depth interview and focus group. The findings revealed that students all agreed that they were satisfied with the new computer room and facilities but wanted to have more times to use the computer room.

Keywords - Service, Quality, Computer Room, Satisfaction.