

## Abstract

**Title** : **Users' satisfaction of the Computer Center for Services,  
Suranaree University of Technology**

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The objectives of this research are to find out about the satisfaction of our customers towards services provided by the Computer Center for Services (CCS), Suranaree University of Technology, and to compare the levels of satisfaction among different groups of customers. The survey was carried out in the year 2006 using both paper-based and online questionnaires with the sample sizes of 280 staff members and 442 students. The Mann-Whitney U Test and the Kruskal-Wallis H Test were applied for analyzing the non-parametric data with SPSS for Windows.

### Results

#### Staff:

1. The overall satisfaction level is adequate.
2. Customers with different genders, ages and working experiences show no significant difference in their satisfaction towards our services. However, the non-parametric test detects some difference with a statistical significance of .05 in the satisfaction levels between academic and supporting staff members.

#### Students:

1. The overall satisfaction level is adequate.
2. Genders and years of study show no influence on their satisfaction. But graduate students express higher satisfaction than undergraduate students do with a statistical significance of .05. Also, undergraduate students from the Institute of Science and the Institute of Medicine show more appreciation in our services than those from the Institute of Engineering do.