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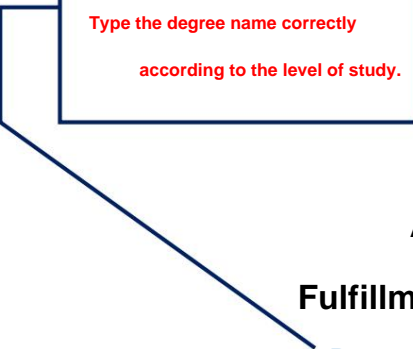
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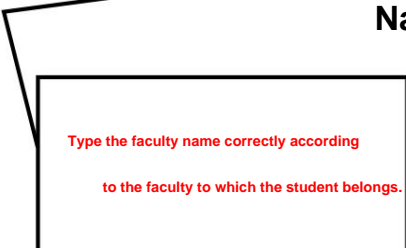
Kanokwan Chanthorn

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Kanokwan Chanthorn

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ABSTRACT

Title of Dissertation	Guidelines of the Study Room Development for Learning in Disruptive Technology Era
Author	Miss Kanokwan Chanthorn
Degree	Doctor of Philosophy (Public Administration)
Year	2025

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The objective of the study was to evaluate the effectiveness of the study room, to analyze gaps of study room service's development and propose appropriate guidelines for improving the service of the study room in disruptive technology era according to the principles of balanced scorecard. There were interviews with administrators and staff of the university's library who work for the library in information technology department from 7 locations and collected data from questionnaires of 381 participants by taking a simple random sampling. It was calculated by using formula of Yamane (1967, as cited in Tanin Silpjaru, 2006, p. 47) in students who used the study room of the Library and Information Centre, National Institute of Development Administration to give opinions on the service of the study room. The interview data was analyzed by content analysis method by capturing the coding, categorizing, theme from the interview data. The questionnaire data were analyzed by descriptive statistics, frequency distribution, percentage and overall then compared them as average and standard deviation. Using a combination of quantitative and qualitative research. The results of the research show that after applied the principles of balanced scorecard in the evaluation of study room service, there are appropriate guidelines for the management of study room as follows: 1) Service efficiency perspective, it was found that users used the study room for education,