

ABSTRACT

This project designs a computer service's organization whether it should be implemented for performance improving and problem solving in the organization. The current organizational system is to analyze in order to recognize and determine the problems. Then the proposed operational system will be established to solve the problems, this new system is completed for a computer service's organization in Thailand.

The operation with adding the teamwork process and the clear flow of data which will develop the data flow diagram of the computer service's organization to represent the difference between the existing system and the proposed system for the small and medium business. This project is to determine advantages and disadvantages in the operation in the computer service of the existing operational system and to research whether the new system will increase in efficiency, effectiveness, smoothness, and faster run in the business. Besides these the rating scale technique performs all factors analysis of the organization to get the better choice of organization system.

The final conclusion is to implement the computer service system in order to improve efficiency and effectiveness in the company. The recommendation that proposed operational system should replace the current operational system in order to improve efficiency and effectiveness from the analysis.