Research study Title	A Study on the Usage Behavior and Satisfaction of Teachers and Education Personnel of Bangkok Metropolitan Administration (BMA) on Website's Management System: Case Study of Department of Education's Website
Research study Credits	6
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Abstract

This research aimed to study on the usage behavior, and satisfaction of teachers and education personnel of Bangkok Metropolitan Administration on the management system of Department of Education's website. The researcher used questionnaires to derive information from 400 samples, which were from multi-stage sampling, including simple random sampling and purposive sampling, were used to analyze frequency, percentage, geometric average, and standard deviation, and to analyze correlation of variable using Chi-square test.

The results indicated that the majority of users were females. 66.25 percent was in 31-40 years old. 30 percent has been in government service less than five years. 64.25 percent finished bachelor's degree. 62.50 percent was a class instructor. And most users were in mathematics fields 40.25 percent. For the usage behavior, the majority of users entered the website 0-1 times per one month and stayed in the system less than 21 minutes. Users accessed the website from work after 3 p.m. 50.75 percent accessed the website from other devices in order to approach announcement or command. In general, users were satisfied with the website, respectively the layout of the website, the information and announcement, and the service that support users. The results indicated that sex of users, age of users, and usage frequency correlated with website users' satisfaction regarding information services, layout, and the service that support users. Nonetheless, the level of education was not correlate with users' satisfaction concerning how website's layout was set up with $p < 0.5$. Provided suggestions

from users were to categorize the contents in the website, to update and gather latest information and to improve website security.