

# BEHAVIORS AND ATTITUDES OF STUDENTS IN COMPUTER LABS TRAININGS

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## ABSTRACT

Information Technology training is a mandatory knowledge of success of modern globalization. Without proper information technology skills and knowledge, human resources are at disadvantages in terms of its competitiveness. The office of IT in campus provides many kinds of information technology services, computers, trainings, internet, and modern software and facilities. Successful management of office of information technology often reflects the level of satisfaction of the users. The first objective of this research was to investigate the important factors contributing to positive attitude of students who were in the IT training classes in order to understand their users' perspectives as well as to provide some suggestion to improve their positive attitude in computer labs training. The second objective was to study how students behave in the training rooms. This was a quantitative research study which was conducted by interviewing with 200 students who were the main users of computer labs and who had been registered for training IT knowledge. Statistical analysis was performed by using SPSS program. Percentage, mean, standard deviation, and factor analysis were used for data analysis and for obtaining the results. The result of this investigation revealed that the majority of students had a good behavior such as punctual, no noises, and no trash. Also, students had a high positive attitude on both office of information technology management & policy and on training programs. The list factors contributing to students' high level of positive attitude of computer labs trainings included skills and knowledge quality of trainings, the high quality of service from IT staff, the modern and upgraded of computers and its facilities, the cleanliness of the office, and the atmosphere of the IT office.

**Keywords:** Information Technology, Attitude, Management, Behavior

## Introduction

We are living in the world of competitiveness and constantly changing. Students of Suan Sunandha Rajabhat University are required to have proper training of many academic programs. This is due to the fact that training is the process of enhancing skills, capabilities, knowledge for particular field. Information Technology training is good for university students. Training can improve student's performance to ensure that they have an up-to-date knowledge and skills to be a future valuable human capital in any organization. A training program allows students to strengthen their Information technology skills brings students to the higher level of skills up to the industry standard. Information technology training is a mandatory knowledge of success of modern globalization. Without proper information technology skills and knowledge, human resources are at disadvantages in terms of its competitiveness due to obsolete knowledge and skills. The office of information technology in campus provides many kinds of information technology services, computers, trainings, internet, and modern software and facilities. Successful management of office of information technology often reflects the high level of satisfaction of the users. Since most of the training programs available in an off-line training typically refers to courses that are delivered completely on campus class sessions and requires full attention and participation for an hour or two hours. Therefore, the perfect attention to the class and full participation often receives a better grade. In fact, better attitude of learning often results in better grade of students.

Attitude is a form of expression of oneself and behavior can be how people act and react from the inner attitude. If student display good and positive attitude towards the computer labs, they

will respect the place and behave in a good manner such as being quiet during class, pay attention to trainer, do not throwing trash, and so forth. In other words, positive attitude of students leads to positive behavior of students. An important question is what are the factors that presides before student's positive attitude. There must be some local factors that forces students to think positive as well as have a positive attitude towards the computer labs and its training programs. There are five steps of conducting this research study: Statement of problems, Research Objectives, Data Collection, Data Analyzing, and Findings.

Fig. 1 Five steps of research



### Research Methodology

Therefore, the researcher is interested in studying topic of “Behaviors and Attitudes of Students in Computer Labs Trainings” with two distinguish objectives: The first objective of this research was to investigate the important factors contributing to positive attitude of students who were in the IT training classes in order to understand their users' perspectives as well as to provide some suggestion to improve their positive attitude in computer labs training. The second objective was to study how students behave in the training rooms.

In order to find the results for research objectives, this study employs mainly a quantitative research study which was conducted by interviewing with 200 students who were the main users of computer labs and who had been registered for training IT knowledge. Data collection was conducted with the use of questionnaire. The first part of questionnaire is about the demographic information and the second part of questionnaire is about factors that contributing to positive attitude of computer labs. The third part of questionnaire is about their insight information, comments, and suggestions. Statistical analysis was performed by using SPSS program. Percentage and frequency were used for data analysis and for obtaining the results.

### Findings

The findings of this study can be reported that the majority of respondents of this study had shown their good behavior in training room most of the time, such as high level of punctuality, no loud and unnecessary noises, and no throwing trash in training room. In addition, the respondent reported they had a high positive attitude on both office of information technology management & policy and on training programs. The list factors contributing to students' high level of positive attitude of computer labs trainings included skills and knowledge quality of trainings, the high quality of service from IT staff, the modern and upgraded of computers and its facilities, the cleanliness of the office, and the atmosphere of the IT office.

Table 1. Factors that Contributing to Positive Attitude of Computer Labs

| No. | Factor  | Percentage |
|-----|---|------------|
| 1   | Skills and knowledge quality of training programs   | 57         |
| 2   | High quality of services from IT staff              | 21         |
| 3   | Modern and upgraded of computers and its facilities | 12         |
| 4   | Cleanliness of the office                           | 6          |
| 5   | Atmosphere of the IT office                         | 4          |

From the study of factors contributing to the students' high level of positive attitude towards the computer labs trainings, it found that there were five important factors. The first factor was the skills and knowledge quality of training programs with a weight of 57 percent. The second factor was high quality of services from IT staff with a weight of 21 percent. The third factor was modern and upgraded of computers and its facilities with a weight of 12 percent. The fourth factor was cleanliness of the office with a weight of 6 percent. Finally, the fifth factor was the atmosphere of the IT office with a weight of 4 percent. From the result, it was obvious that the factor of skills and knowledge quality of training programs with a weight of 57 percent was the most important factor contributing to the positive attitude of students who were registered with the IT training programs. However, the majority of students demonstrated a very good behavior in IT training classes such as showing on-time or punctuality, make no noises or less noises in the class, and did not litter or not throwing trash in the IT training rooms.

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