

Thesis title : The Development of Database System for Key Performance Indicators of the TOT
Public Company Limited

Researcher : Miss Wannisa Meesaiyati ; **Degree:** Master of Arts (Information Science);

Thesis advisors: (1) Chumnant Chaokeratipong, Associate Professor; (2) Nutthaporn
Pimprayon, Associate Professor ; **Academic year:** 2004

ABSTRACT

This objective of this study was to develop the database system for key performance indicators of the TOT Public Company Limited.

The system development life cycle methodology was used. The feasibility study was carried out and problems of the current system were identified. Three main problems were the large amount of data, data inaccuracy and incompleteness and multiple formats of data, all of which made searching difficult and inconvenient. Afterwards, the analysis, design, construction and evaluation of a new system were conducted. The system evaluation was based upon questionnaires asking twenty-four officers in charge of the performance evaluation of the company. The tools used in the system construction were Microsoft Access 2000 and Java language. The new system consisted of four modules: security module, KPI input module, performance input module and report module.

The new system could be used to support the management of Key Performance Indicators of the company. The evaluation revealed that the system was found to be well appropriate. The users were reportedly well satisfied with the system.

Keywords : Key Performance Indicators , Database System