EFFECTIVENESS ON TRAINING INFORMATION AND COMMUNICATION TECHNOLOGY BY KHMER LANGUAGE SOFTWARE: A CASE STUDY OF THE NATIONAL INSTITUTE OF EDUCATION CAMBODIA

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ABSTRACT

The objectives of this study on the effectiveness of a training program in information and communication technology using Khmer language software were: 1) to assess the satisfaction of the trainees with the program; 2) to evaluate the learning levels of the trainees in Knowledge, Skill and Attitude; 3) to find out the trainees’ behaviors and; 4) to find out the results for the organization conducting training using Khmer language software. The evaluation of the training program was based on Kirkpatrick’s Model. Qualitative and quantitative research methodologies were used. The study site, the National Institute of Education (NIE), was selected because the trainees there had received training using Khmer language software. The sample for this study was 80 trainees. In-depth interviews with trainers, trainees, and staff of the program and the director of NIE were conducted. The instruments used for collecting data were a five-point rating questionnaire and an interview form. Descriptive statistics were used to analyze the data and t-test to compare pre- and post-test results of the training program.

The training program using Khmer language software taught trainees to use OpenOffice.org Writer, OpenOffice.org Calc and OpenOffice.org Impress. The goal of the training program was to help the staff at the National Institute of Education to use computers in their pedagogy and administration through the use of Khmer language software. Most of the trainees were satisfied with the program. Knowledge, skill and attitude of the trainees toward Khmer language software improved significantly (p=0.05), indicating that the training program was partly suitable and effective. However, the behavior of the trainees after receiving the training was inefficient. Only the IT staff were able to fully apply their learning to their jobs. So the results of the training program for the NIE were highly beneficial in terms of training provided, particularly to IT staff. Moreover, this training also provided knowledge about a changing ways of thinking of the use of ICT in Cambodia. This training could be applied to other organizations.

This research also suggests how future training in information and communication technology using Khmer language software could improve ICT in education and local language software development in Cambodia.

KEY WORDS: SATISFACTION / KNOWLEDGE / SKILL / ATTITUDE / BEHAVIOR/ RESULTS/ ICT

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