THESIS TITLE   KNOWLEDGE MANAGEMENT MATURITY MODEL FOR ASSESSMENT AND RECOMMENDER INFORMATION SYSTEM DEVELOPMENT TOWARDS LEARNING INSTIUTIONS BASED ON QUALITY ASSURANCE APPROACH OF THE UNIVERISITIES IN THAILAND

KEY WORDS   KNOWLEDGE MANAGEMENT, MATURITY MODEL, LEARNING INSTIUTIONS, RECOMMENDER SYSTEMS

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LEVEL OF STUDY   DOCTOR OF PHILOSOPHY PROGRAM IN INFORMATION TECHNOLOGY

FACULTY   SCHOOL OF INFORMATION TECHNOLOGY SRIPATUM UNIVERSITY

YEAR   2016

ABSTRACT

This research has three main proposes as the following: 1. For studying the good practice of knowledge management in Thailand's universities to match the quality assuance key factors. 2. For developing a knowledge management maturity model (KMMM) especially for Thailand's university advancing towards the learning institutes. 3. For developing an evaluation and recommender system for knowledge management towards learning institute following quality assurance system of Thailand's university. The research begin with data collection from CHE-QA system for analyzing, categorizing, and indepth interviewed with experts to build a set of questionairs. The questionaires is distributed to knowledge management related and quality assurance related personels in universities. There are 132 people from 35 universities answered the questionaires categorized into 21 operative level staffs, 69 CEOs who can define the policy and planning strategy, 42 knowledge management budget managers. The results from questionairs further goes for statistical analysis which revealed correlation coefficient among

questions and significant value of each question using SPSS. They are used for building recommender system. The recommender system was created in web application style for ease of using the system online.

The research results shows the maturity level of universities in Thailand. Most of the teaching and research-focused university get the 4th stage (25.53%) of KMMM while the rest get stage 3, 2, 1 as 65.95%, 6.38% and 8.09%, respectively. The exploratory factor analysis shows a number of positive correlation in information technology with other sectors such as Knowledge Management, Human Resource, Operation and Evaluation, and Infrastructure. This research may conclude that the information technology is an important key factor for knowledge management and quality assurance in Thailand's Universities.

However, there is no universities could achieved the stage-5 of knowledge management maturity level which mean there is no university in Thailand share the knowledge to external, or between another university, and there is no optimization of the knowledge management for their organization's culture. Moreover, we developed the knowledge management maturity model for supporting evaluation and recommender system towards the learning institute which separated into 2 sections: 1. The characteristic of each level of knowledge management maturity model and 2. The recommender systems for each level of the model. We also develop the questionaires for evaluating accuracy of evaluation and recommender systems for explicitly confirm the system following quality assurance system of Thailand's universities.