

ภาคผนวก 7.1

ผลการทดสอบ Regression Analysis
ด้านการให้บริการของพนักงาน CTAC

Regression

Variables Entered/Removed^b

Model	Variables Entered	Variables Removed	Method
1	Total, Best Practice, Communication, Manners, Coordinate, Tax, Experience, Consult, Fast, Relationship, Convenience, Suggestion, Knowledge, Problem Solving, Enthusiastic		Enter

- a. All requested variables entered.
b. Dependent Variable: After CTAC

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.886 ^a	.784	.604	.483

- a. Predictors: (Constant), Total, Best Practice, Communication, Manners, Coordinate, Tax, Experience, Consult, Fast, Relationship, Convenience, Suggestion, Knowledge, Problem Solving, Enthusiastic

ANOVA^b

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	15.245	15	1.016	4.359	.002 ^a
	Residual	4.196	18	.233		
	Total	19.441	33			

- a. Predictors: (Constant), Total, Best Practice, Communication, Manners, Coordinate, Tax, Experience, Consult, Fast, Relationship, Convenience, Suggestion, Knowledge, Problem Solving, Enthusiastic
b. Dependent Variable: After CTAC

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	-.255	.885		-.288	.777
	Knowledge	-.119	.272	-.101	-.439	.666
	Experience	.254	.186	.270	1.364	.189
	Communication	-.172	.188	-.169	-.918	.371
	Consult	-.382	.272	-.284	-1.406	.177
	Tax	.161	.182	.157	.881	.390
	Convenience	-.123	.178	-.149	-.692	.498
	Problem Solving	.277	.200	.337	1.389	.182
	Best Practice	.214	.168	.220	1.278	.217
	Coordinate	-.162	.247	-.159	-.655	.521
	Enthusiastic	-.229	.297	-.214	-.773	.449
	Manners	-.007	.273	-.005	-.027	.979
	Relationship	.039	.246	.036	.159	.875
	Fast	.373	.269	.346	1.386	.183
	Suggestion	-.076	.192	-.088	-.398	.695
	Total	1.007	.299	.776	3.369	.003

a. Dependent Variable: After CTAC

Regression

Variables Entered/Removed^a

Model	Variables Entered	Variables Removed	Method
1	Total		Stepwise (Criteria: Probability-of-F-to-enter \leq .050, Probability-of-F-to-remove \geq .100).
2	Best Practice		Stepwise (Criteria: Probability-of-F-to-enter \leq .050, Probability-of-F-to-remove \geq .100).

a. Dependent Variable: After CTAC

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.782 ^a	.611	.599	.486
2	.816 ^b	.666	.645	.457

a. Predictors: (Constant), Total

b. Predictors: (Constant), Total, Best Practice

ANOVA^c

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	11.885	1	11.885	50.333	.000 ^a
	Residual	7.556	32	.236		
	Total	19.441	33			
2	Regression	12.957	2	6.479	30.976	.000 ^b
	Residual	6.484	31	.209		
	Total	19.441	33			

a. Predictors: (Constant), Total

b. Predictors: (Constant), Total, Best Practice

c. Dependent Variable: After CTAC

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	-.265	.562		-.472	.640
	Total	1.015	.143	.782	7.095	.000
2	(Constant)	-.560	.545		-1.029	.311
	Total	.862	.151	.664	5.725	.000
	Best Practice	.256	.113	.263	2.264	.031

a. Dependent Variable: After CTAC

Excluded Variables^c

Model		Beta In	t	Sig.	Partial Correlation	Collinearity Statistics
						Tolerance
1	Knowledge	.123 ^a	.865	.394	.154	.601
	Experience	.163 ^a	1.196	.241	.210	.647
	Communication	-.065 ^a	-.513	.611	-.092	.776
	Consult	-.228 ^a	-1.531	.136	-.265	.528
	Tax	.179 ^a	1.379	.178	.240	.700
	Convenience	-.099 ^a	-.644	.524	-.115	.527
	Problem Solving	.143 ^a	1.052	.301	.186	.658
	Best Practice	.263 ^a	2.264	.031	.377	.799
	Coordinate	.020 ^a	.145	.886	.026	.654
	Enthusiastic	.102 ^a	.697	.491	.124	.575
	Manners	.091 ^a	.701	.489	.125	.736
	Relationship	-.007 ^a	-.052	.959	-.009	.693
	Fast	.101 ^a	.757	.455	.135	.697
	Suggestion	.143 ^a	.812	.423	.144	.394
2	Knowledge	-.040 ^b	-.252	.802	-.046	.448
	Experience	.085 ^b	.621	.539	.113	.592
	Communication	-.124 ^b	-1.029	.312	-.185	.744
	Consult	-.258 ^b	-1.871	.071	-.323	.523
	Tax	.072 ^b	.521	.606	.095	.572
	Convenience	-.097 ^b	-.677	.504	-.123	.527
	Problem Solving	.110 ^b	.854	.400	.154	.649
	Coordinate	.057 ^b	.434	.668	.079	.644
	Enthusiastic	.100 ^b	.725	.474	.131	.575
	Manners	.083 ^b	.682	.501	.124	.736
	Relationship	.055 ^b	.428	.671	.078	.662
	Fast	.125 ^b	1.003	.324	.180	.692
	Suggestion	.078 ^b	.458	.651	.083	.381

a. Predictors in the Model: (Constant), Total

b. Predictors in the Model: (Constant), Total, Best Practice

c. Dependent Variable: After CTAC

ภาคผนวก 7.2

ผลการทดสอบ Regression Analysis

ด้านเครื่องมือการให้บริการ ERP

Regression

Variables Entered/Removed^b

Model	Variables Entered	Variables Removed	Method
1	Standard, Expenses, Real time, Additional Information, Automatic, Reliable, IT, Compareable, Efficiency ^a		Enter

a. All requested variables entered.

b. Dependent Variable: After CTAC

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.906 ^a	.820	.735	.415

a. Predictors: (Constant), Standard, Expenses, Real time, Additional Information, Automatic, Reliable, IT, Compareable, Efficiency

ANOVA^b

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	14.936	9	1.660	9.641	.000 ^a
	Residual	3.271	19	.172		
	Total	18.207	28			

a. Predictors: (Constant), Standard, Expenses, Real time, Additional Information, Automatic, Reliable, IT, Compareable, Efficiency

b. Dependent Variable: After CTAC

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	1.157	.520		2.227	.038
	Expenses	.177	.185	.165	.955	.352
	Efficiency	.309	.242	.375	1.277	.217
	Additional Information	-.117	.226	-.130	-.515	.613
	Reliable	-.122	.225	-.104	-.543	.594
	Automatic	.306	.169	.327	1.812	.086
	Real time	.046	.187	.052	.248	.807
	Compareable	.009	.254	.010	.035	.972
	IT	.504	.219	.561	2.304	.033
	Standard	-.332	.169	-.355	-1.960	.065

a. Dependent Variable: After CTAC

Regression

Variables Entered/Removed^a

Model	Variables Entered	Variables Removed	Method
1	IT		Stepwise (Criteria: Probabilit y-of- F-to-enter <= .050, Probabilit y-of- F-to-remo ve >= .100).
2	Automatic		Stepwise (Criteria: Probabilit y-of- F-to-enter <= .050, Probabilit y-of- F-to-remo ve >= .100).

a. Dependent Variable: After CTAC

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.834 ^a	.695	.684	.453
2	.866 ^b	.750	.731	.418

a. Predictors: (Constant), IT

b. Predictors: (Constant), IT, Automatic

ANOVA^c

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	12.659	1	12.659	61.616	.000 ^a
	Residual	5.547	27	.205		
	Total	18.207	28			
2	Regression	13.657	2	6.828	39.015	.000 ^b
	Residual	4.550	26	.175		
	Total	18.207	28			

a. Predictors: (Constant), IT

b. Predictors: (Constant), IT, Automatic

c. Dependent Variable: After CTAC

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	.951	.359		2.650	.013
	IT	.749	.095	.834	7.850	.000
2	(Constant)	.657	.353		1.860	.074
	IT	.553	.121	.615	4.586	.000
	Automatic	.299	.125	.320	2.387	.025

a. Dependent Variable: After CTAC

Excluded Variables^c

Model		Beta In	t	Sig.	Partial Correlation	Collinearity Statistics
						Tolerance
1	Expenses	.322 ^a	2.188	.038	.394	.457
	Efficiency	.291 ^a	1.496	.147	.282	.285
	Additional Information	.235 ^a	1.665	.108	.310	.531
	Reliable	.017 ^a	.117	.908	.023	.553
	Automatic	.320 ^a	2.387	.025	.424	.534
	Real time	.069 ^a	.446	.659	.087	.480
	Compareable	.265 ^a	1.371	.182	.260	.292
	Standard	-.205 ^a	-1.214	.236	-.232	.388
2	Expenses	.214 ^b	1.357	.187	.262	.375
	Efficiency	.159 ^b	.805	.428	.159	.251
	Additional Information	.091 ^b	.570	.574	.113	.384
	Reliable	-.155 ^b	-1.054	.302	-.206	.442
	Real time	-.032 ^b	-.213	.833	-.043	.439
	Compareable	.069 ^b	.327	.746	.065	.221
	Standard	-.308 ^b	-2.010	.055	-.373	.367

a. Predictors in the Model: (Constant), IT

b. Predictors in the Model: (Constant), IT, Automatic

c. Dependent Variable: After CTAC

ภาคผนวก 7.3

ผลการทดสอบ Regression Analysis ด้านอัตราค่าบริการ

Regression

Variables Entered/Removed^a

Model	Variables Entered	Variables Removed	Method
1	Fee, Save Expenses ^a		Enter

- a. All requested variables entered.
b. Dependent Variable: After CTAC

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.814 ^a	.663	.641	.466

- a. Predictors: (Constant), Fee, Save Expenses

ANOVA^b

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	12.821	2	6.411	29.532	.000 ^a
	Residual	6.512	30	.217		
	Total	19.333	32			

- a. Predictors: (Constant), Fee, Save Expenses
b. Dependent Variable: After CTAC

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	1.013	.361		2.804	.009
	Save Expenses	.717	.213	.671	3.363	.002
	Fee	.165	.202	.163	.817	.420

- a. Dependent Variable: After CTAC

Regression

Variables Entered/Removed^a

Model	Variables Entered	Variables Removed	Method
1	Save Expenses		Stepwise (Criteria: Probability-of-F-to-enter \leq .050, Probability-of-F-to-remove \geq .100).

a. Dependent Variable: After CTAC

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.810 ^a	.656	.645	.463

a. Predictors: (Constant), Save Expenses

ANOVA^b

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	12.676	1	12.676	59.029	.000 ^a
	Residual	6.657	31	.215		
	Total	19.333	32			

a. Predictors: (Constant), Save Expenses

b. Dependent Variable: After CTAC

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	1.100	.344		3.201	.003
	Save Expenses	.864	.112	.810	7.683	.000

a. Dependent Variable: After CTAC

Excluded Variables^b

Model	Beta In	t	Sig.	Partial Correlation	Collinearity Statistics
					Tolerance
1	Fee	.163 ^a	.817	.420	.148

a. Predictors in the Model: (Constant), Save Expenses

b. Dependent Variable: After CTAC



ภาคผนวก 7.4

ผลการทดสอบ Regression Analysis ด้านผลงาน

Regression

Variables Entered/Removed^a

Model	Variables Entered	Variables Removed	Method
1	Always, Accurate, Industry, Decision, Variability, Audit, CG, Presentation, Analysis, Save Time, Mission		Enter

- a. All requested variables entered.
b. Dependent Variable: After CTAC

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.925 ^a	.855	.767	.362

- a. Predictors: (Constant), Always, Accurate, Industry, Decision, Variability, Audit, CG, Presentation, Analysis, Save Time, Mission

ANOVA^b

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	13.939	11	1.267	9.661	.000 ^a
	Residual	2.361	18	.131		
	Total	16.300	29			

- a. Predictors: (Constant), Always, Accurate, Industry, Decision, Variability, Audit, CG, Presentation, Analysis, Save Time, Mission
b. Dependent Variable: After CTAC

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	.104	.578		.179	.860
	Mission	.341	.242	.402	1.408	.176
	Accurate	-.010	.203	-.009	-.051	.960
	Variability	.241	.135	.276	1.785	.091
	Presentation	.048	.280	.044	.173	.865
	Analysis	-.262	.214	-.289	-1.221	.238
	Decision	.185	.238	.176	.776	.448
	Industry	.042	.234	.041	.181	.858
	CG	.447	.191	.429	2.340	.031
	Audit	.004	.215	.004	.016	.987
	Save Time	.109	.259	.118	.421	.679
	Always	-.173	.196	-.147	-.882	.389

a. Dependent Variable: After CTAC

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Regression

Variables Entered/Removed^a

Model	Variables Entered	Variables Removed	Method
1	CG		Stepwise (Criteria: Probabilit y-of- F-to-enter <= .050, Probabilit y-of- F-to-remo ve >= . 100).
2	Mission		Stepwise (Criteria: Probabilit y-of- F-to-enter <= .050, Probabilit y-of- F-to-remo ve >= . 100).
3	Variability		Stepwise (Criteria: Probabilit y-of- F-to-enter <= .050, Probabilit y-of- F-to-remo ve >= . 100).

a. Dependent Variable: After CTAC

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.813 ^a	.661	.649	.444
2	.882 ^b	.779	.762	.365
3	.909 ^c	.826	.805	.331

a. Predictors: (Constant), CG

b. Predictors: (Constant), CG, Mission

c. Predictors: (Constant), CG, Mission, Variability

ANOVA^d

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	10.777	1	10.777	54.630	.000 ^a
	Residual	5.523	28	.197		
	Total	16.300	29			
2	Regression	12.693	2	6.347	47.509	.000 ^b
	Residual	3.607	27	.134		
	Total	16.300	29			
3	Regression	13.456	3	4.485	41.006	.000 ^c
	Residual	2.844	26	.109		
	Total	16.300	29			

a. Predictors: (Constant), CG

b. Predictors: (Constant), CG, Mission

c. Predictors: (Constant), CG, Mission, Variability

d. Dependent Variable: After CTAC

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	.334	.463		.722	.476
	CG	.849	.115	.813	7.391	.000
2	(Constant)	.118	.385		.307	.761
	CG	.556	.122	.532	4.551	.000
	Mission	.376	.099	.443	3.788	.001
3	(Constant)	-.016	.352		-.046	.964
	CG	.439	.119	.421	3.690	.001
	Mission	.308	.093	.363	3.296	.003
	Variability	.242	.092	.278	2.641	.014

a. Dependent Variable: After CTAC

Excluded Variables^d

Model		Beta In	t	Sig.	Partial Correlation	Collinearity Statistics
						Tolerance
1	Mission	.443 ^a	3.788	.001	.589	.599
	Accurate	.252 ^a	1.441	.161	.267	.380
	Variability	.373 ^a	3.159	.004	.520	.657
	Presentation	.410 ^a	3.515	.002	.560	.633
	Analysis	.191 ^a	1.461	.156	.271	.681
	Decision	.271 ^a	2.101	.045	.375	.650
	Industry	.366 ^a	3.188	.004	.523	.690
	Audit	.414 ^a	2.967	.006	.496	.485
	Save Time	.378 ^a	2.794	.009	.474	.532
	Always	.238 ^a	1.651	.110	.303	.551
2	Accurate	-.037 ^b	-.215	.832	-.042	.284
	Variability	.278 ^b	2.641	.014	.460	.607
	Presentation	.200 ^b	1.177	.250	.225	.281
	Analysis	-.132 ^b	-.918	.367	-.177	.398
	Decision	.008 ^b	.055	.957	.011	.397
	Industry	.234 ^b	2.063	.049	.375	.568
	Audit	.163 ^b	.953	.349	.184	.280
	Save Time	.111 ^b	.651	.521	.127	.289
	Always	-.038 ^b	-.254	.802	-.050	.372
3	Accurate	.044 ^c	.273	.787	.055	.273
	Presentation	.077 ^c	.464	.647	.092	.253
	Analysis	-.157 ^c	-1.217	.235	-.236	.396
	Decision	-.024 ^c	-.183	.857	-.036	.393
	Industry	.115 ^c	.896	.379	.176	.411
	Audit	.106 ^c	.667	.511	.132	.274
	Save Time	.082 ^c	.527	.603	.105	.287
	Always	-.156 ^c	-1.113	.276	-.217	.340

- a. Predictors in the Model: (Constant), CG
b. Predictors in the Model: (Constant), CG, Mission
c. Predictors in the Model: (Constant), CG, Mission, Variability
d. Dependent Variable: After CTAC