A Comparison of the Need and Readiness of Laptops and Tablets Usage for Working at Tesco Lotus and BAAC Bank in Thailand

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Abstract

Nowadays, tablets are widely used in Thailand. Hence, most organizations or companies currently need to know whether they could replace laptop computers in any workplace or not. Thus, the purposes of this paper are as follows: 1) to compare the needs in Laptops and Tablet usage in different population clusters. 2) To investigate the readiness of using Tablets and functional capability of Tablets for working. First population cluster is Tesco Lotus employees at a head quarter in Thailand. The results found that in average, 93% of Tesco Lotus employees is preferred the Laptops to Tablets. A mean of ability of the usage for working is 4.38 while a mean of the Tablet usage is 3.04. The other population cluster is the BAAC Bank employees at a head quarter. The results found that in average, 89% of Tesco Lotus employees is preferred the Laptops to Tablets. A mean of ability of the Laptops usage for working is 4.37 while a mean of the Tablet usage is 3.10. It is interesting to note that the both government organization and public company in this paper have the same direction.

Keywords: Tablets, Laptop, Tesco Lotus, BAAC Bank

1 Introduction

At present, Tablets are become increasingly popular for both organization and company. United and Continental Airlines were discarded their paper flight manuals and navigational charts and embracing the iPad. Approximately 11,000 iPads will be given to all United and Continental pilots starting on August 2011[1]. “As the result of all staff having a tablet, they are now utilizing an Internet-based calendar for scheduling of all meetings and appointments” said by Greg Crowe [2]. Worker can work on their tablets while bid-
the smart phone between iPhone and Backberry of Rangsit University students during August to September 2012 [8]. There were 400 samples from total 25,424 students. The result found that iPhone is popular than Blackberry. For iPhone, the most influential factor for iPhone selection is a brand itself. In [9], Saranya Ruensri studied the behavior choice to buy mobile phone between blackberry and other mobile phones of students in Chiang Mai University. The information was of primary source coming from questionnaire interview of 400 samples from total 24,592 students during May 2010. It was found that functional capacity of the product factor is the most influential factor.

This paper investigates to know whether organizations or companies could replace laptop computers in any workplace or not. Thus, the purposes of this paper can be stated as follows: 1) to compare the needs in using laptops and tablets in different population samples 2) to examine the readiness of the use of tablets as well as their functional working capabilities. First population cluster is Tesco Lotus employees at a head quarter in Thailand. There were 332 samples from total 1,804 employees. These questionnaires were done during November to December 2012. The results found that in average, 93% of Telco Lotus employees preferred Laptops to Tablets. A mean of ability of the Laptops usage for working is 4.38 (high level) while the mean of the Tablets usage is 3.04 (moderate level). The other population cluster is the Bank for Agriculture and Agricultural Co-operatives (BAAC). There were 175 samples from total 220 staffs at IT department. These questionnaires were done during November 2012 to January 2013. The results found that in average, 89% of Telco Lotus employees also preferred Laptops to Tablets. A mean of ability of the Laptops usage for working is 4.37 (high level) while the mean of the Tablet usage is 3.10 (moderate level).

It is interesting to note that the both government organization and public company in this paper are the same direction. Apparently, all functional working capabilities of laptops appear to be higher than those of tablets except for the social network purposes.

The rest of this paper is organized as follows. Section 2 presents literature reviews. Research methodology is stated in the section 3. Experimental result is presented in the section 4. Section 5 gives conclusion and discussion to the paper.

2 Literature Reviews

2.1 Tablet

United and Continental Airlines were discarded their paper flight manuals and navigational charts and embracing the iPad. Approximately 11,000 iPads will be given to all United and Continental pilots starting on August 2011[1]. Recently, the Thai government has launched the pilot project in 2010, which gives a free tablet for a 1st grade student. Achieving the readiness of using tablet in teachers and parents who are in charge of management for supporting students’ education is very important.

2.2 Readiness in Tablets Usage in Thailand

Meennapa Rukhiran and Sanon Chimmanee focused on investigating readiness of teachers and parents of grade 1st students during October to November 2012. There are 88 schools with 110 teachers and 2,297 students that are examined from four districts under administrative divisions; Mueang Chathaburi, Tha Mai, Na Yai Am and Kaeng Hang Maeo in Chanthaburi Province. There were 110 teachers and 341 parents who were the samples [5]. The result found that the teachers have the readiness in Tablets usage for supporting children in the moderate level with MEAN 3.20 while parents have the readiness in the high level with MEAN 3.56.

In [6], Peerada Yuyuenyong and Sanon Chimmanee studied of abilities, expectations and attitudes of applying of the tablet in the E-Customs i.e., paperless system in 2012. A study of comparison between usage of the computer/laptop and the tablet for officer of the E-Customs department was also investigated. The simple size of 203 was drawn from 397 officers of the Laem Chabang Port Customs of officer in Chonburi province. The results show that 1) approximately 65 % of customs officer can use the web and e-mail service via the tablet to perform the functional import and export. 2) The expected and attitudes of the tablet usage in E-Customs is high about 70% for helping them in working with E-Customs. 3) The usage of the computer/laptops is preferred than the tablet in the function of importing and exporting up to 11 % because the computer/laptop is more effective than tablet e.g., typing, memory, displaying.
2.2 Influential Factor for Product Selection

In [8], Jutarak Kunasakpanich studied factors affecting the selection of the smart phone between iPhone and Backberry of Rangsit University students during August to September 2012. Out of 25,424 students, only 400 students were used as the subjects for this study. The result found that iPhone is popular than BlackBerry. For Blackberry, the most influential factor is the price, the distribution channel is second high and the social factor is the lowest. For iPhone, the most influential factor for iPhone selection is a brand itself. The product factor is second high and the social factor is also the lowest.

In [9], Saranya Ruensri studied the behavior choice to buy mobile phone between Blackberry and other mobile phones of students in Chiang Mai University. The information was of primary source coming from questionnaire interview of 400 samples from total 24,592 students during May 2010. It was found that product, price, buying objective, functional capability of the product, and the current popularity of specific mobile phone models were associated with the decision to buy Blackberry or mobile phone. Functional capacity of the product factor is the most influential factor.

3 Research Methodology

In this paper, there are four main objectives as follow:
- To observe the needs of laptops and tablets usage.
- To investigate the readiness of using laptops and tablets.
- To examine functional working capabilities of laptops and tablets.
- To compare the objectives of 1, 2, and 3 between Tesco Lotus employees at a head quarter in Thailand that is a public company and Bank for Agriculture and Agricultural Co-operatives (BAAC) that is Thai government bank.

3.1 Population

There are two different population clusters. First population cluster is Tesco Lotus employees at the head quarter in Thailand. Out of 1,804 employees from 6 departments, only 332 employees were used as the subjects for this study. The other population cluster is 175 samples from 220 staffs in IT department of BAAC bank.

3.2 Conceptual Framework

Independent variables:
Sample population:
- Tesco Lotus employees at a head quarter in Thailand
- Officers of BAAC bank
Devices:
- Laptops
- Tablets

Dependent variables:
- Need in Tablets or Notebook
- Readiness of Laptops and Tablets usage
- Functional Capability of Tablets and Laptops for working

3.3 Tool design

Because functional working of Tesco Lotus and BAAC bank is different, this paper designs specific questionnaires for each place. Both questionnaires contain 4 parts as follow:
- Personal information
- Need in laptops or tablets
- Readiness of laptops and tablets usage
- Functional working capability of laptops and tablets

3.4 Collect Data

For Telco Lotus, these questionnaires were done during November to December 2012. For the Bank for Agriculture and Agricultural Co-operatives (BAAC), these questionnaires were done during November 2012 to January 2013.

3.5 Analysis Data

This paper uses statistic mathematic that are frequency, percentage, mean, and standard deviation.

4 Experimental Result

There are six subsections: subsections 4.1 to 4.3 are about Telco Lotus. And subsections 4.4 to 4.6 are about BAAC bank.
4.1 Tools Selection for Telco Lotus

In Figure 1, it shows that in average, 93% of Telco Lotus employees preferred laptops to tablets.

4.2 Comparison of Readiness of Usage for Telco Lotus

Table 1. Comparison of readiness in usage between Laptops and Tablets for Telco Lotus

<table>
<thead>
<tr>
<th>Readiness of Usage</th>
<th>Laptop Mean</th>
<th>Laptop S.D</th>
<th>Tablet Mean</th>
<th>Tablet S.D</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Hardware and options</td>
<td>4.01</td>
<td>0.75</td>
<td>3.75</td>
<td>1.00</td>
</tr>
<tr>
<td>2 Basic Applications</td>
<td>3.37</td>
<td>0.71</td>
<td>4.17</td>
<td>0.70</td>
</tr>
<tr>
<td>3 Application Installations</td>
<td>3.71</td>
<td>1.22</td>
<td>2.95</td>
<td>1.32</td>
</tr>
<tr>
<td>4 Troubleshooting</td>
<td>4.23</td>
<td>0.71</td>
<td>2.90</td>
<td>0.77</td>
</tr>
<tr>
<td>5 Maintenance</td>
<td>3.37</td>
<td>1.12</td>
<td>2.63</td>
<td>0.86</td>
</tr>
<tr>
<td>6 General usage</td>
<td>4.06</td>
<td>0.76</td>
<td>2.85</td>
<td>0.96</td>
</tr>
<tr>
<td>Total</td>
<td>3.80</td>
<td>0.96</td>
<td>3.21</td>
<td>1.11</td>
</tr>
</tbody>
</table>

From Table 1, it is seen that all features of the readiness in usage of Laptops are higher than Tablets except the basic application feature.

4.3 Comparison of Functional Working Capability for Telco Lotus

From Table 2, it is seen that all functional working capabilities of laptops are higher than tablets except the social network feature.

4.4 Tools Selection for BAAC bank

In Figure 2, it displays that in average, 89% of BAAC staffs preferred laptops to tablets.

4.5 Comparison of Functional working Capability for BAAC Bank

Table 3. Comparison of Functional working capability between laptops and tablets for BAAC bank.
From Table 3, it is shown that all functional working capabilities of laptops are higher than tablets.

4.6 Comparison of Readiness in Usage for BAAC Bank

Table 4. Comparison of readiness of usage between laptops and tablets for BAAC bank.

<table>
<thead>
<tr>
<th>Functioning Capabilities</th>
<th>Laptop Mean</th>
<th>S.D</th>
<th>Tablet Mean</th>
<th>S.D</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 CPU processor</td>
<td>4.20</td>
<td>0.83</td>
<td>3.45</td>
<td>1.08</td>
</tr>
<tr>
<td>2 Memory</td>
<td>4.14</td>
<td>0.84</td>
<td>3.26</td>
<td>1.08</td>
</tr>
<tr>
<td>3 Option Connection</td>
<td>4.24</td>
<td>0.87</td>
<td>2.46</td>
<td>1.28</td>
</tr>
<tr>
<td>4 OS</td>
<td>4.34</td>
<td>0.77</td>
<td>3.16</td>
<td>1.11</td>
</tr>
<tr>
<td>5 Microsoft Office</td>
<td>4.51</td>
<td>0.77</td>
<td>2.50</td>
<td>1.21</td>
</tr>
<tr>
<td>6 BAAC Application</td>
<td>4.34</td>
<td>0.89</td>
<td>2.24</td>
<td>1.24</td>
</tr>
<tr>
<td>7 BAAC Intranet</td>
<td>4.56</td>
<td>0.74</td>
<td>3.21</td>
<td>1.28</td>
</tr>
<tr>
<td>8 BAAC Email</td>
<td>4.53</td>
<td>0.73</td>
<td>3.55</td>
<td>1.23</td>
</tr>
<tr>
<td>9 Remote Access</td>
<td>4.24</td>
<td>1.04</td>
<td>2.12</td>
<td>1.32</td>
</tr>
<tr>
<td>11 Electronic Document Access</td>
<td>4.37</td>
<td>0.89</td>
<td>2.67</td>
<td>1.21</td>
</tr>
<tr>
<td>12 Websites</td>
<td>4.53</td>
<td>0.75</td>
<td>4.20</td>
<td>1.04</td>
</tr>
<tr>
<td>13 Social Network</td>
<td>4.40</td>
<td>0.90</td>
<td>4.28</td>
<td>1.00</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>4.37</strong></td>
<td><strong>0.83</strong></td>
<td><strong>3.11</strong></td>
<td><strong>1.15</strong></td>
</tr>
</tbody>
</table>

From Table 4, it can be seen that the readiness of laptops usage on all features appear to be higher than tablets.

5 Conclusion and Discussion

5.1 Conclusion

For Telco Lotus, the results found that in average, 93% of employees preferred Laptops to Tablets. A mean of ability of the Laptops usage for working is 4.38 (high level) while a mean of the Tablet usage is 3.04 (moderate level). For BAAC bank, the results found that in average, 89% of officers also preferred Laptops to Tablets. A mean of ability of the Laptops usage for working is 4.37 (high level) while a mean of the Tablet usage is 3.10 (moderate level). More interestingly, all features of MEAN functional working capabilities of Laptops are higher than Tablets except the social network feature for Telco Lotus. For BAAC bank, MEAN social network of Laptops and Tablets are nearly the same. This means that the laptop is still powerful for working and Tablets still may be an option if you use it mainly for entertainment, social network and web usage. The size of population should be extended to other clusters in order to get more information in the further work.

5.2 Discussion

In [2], Greg Crowe stated that the tablets, which helped the workers to be able to enter and update any information from the distance, allowed them to have more time with their families. Overall, workers have indicated a time savings of anywhere from an hour a day to feeling as if they gain a day and a half to two additional days a week in time saved [2]. The results of this paper are seen that Tablet is appropriate to fast connection, and simply application especially in social network. However, it may be not convenience to complex applications for working. It is the same direction as Mark Kyrnin [4]. He stated that “laptops can be extremely portable and have a much wider range of tasks they can be used for”. Additionally, most people cannot type as quickly or as accurately on a virtual keyboard. There is no an option of adding an external Bluetooth keyboard to most tablets to make this more like a laptop [4],[6].
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