

Thesis Title : Satisfaction of People towards Public Services Applying Saraneyadhamma of Kokchang Sub-district Srakhai District Administrative Organization, Nongkhai Province

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ABSTRACT

The purposes of this research are: 1) to study the People's satisfaction to public service with Saraniyadhamma of Kokchang Sub-district Srakhai District Administrative Organization, Nongkhai Province, 2) to compare the People's satisfaction to public service with Saraniyadhamma of Kokchang Sub-district Srakhai District Administrative Organization, Nongkhai Province classified by personal factors and 3) to study apply the appropriate regulations of The People's satisfaction to public service with Saraniyadhamma of Kokchang Sub-district Srakhai District Administrative Organization, Nongkhai Province.

This is a Quantitative Research based on Survey Research. Simple Random Sampling by using questionnaires which are of 0.84 reliability, was conducted in this study to analyze the collected data. As the tool for data collection, 5 level of questionnaires were distributed to 364 officials who are working in Kokchang Sub-district Srakhai District Administrative Organization, Nongkhai Province. The Statistical analysis was employed to calculate the collected data as Percentage, Frequency, Mean and Standard Deviation. The factors that had more than two groups were analyzed by One-way ANOVA and different test of average by Least Significant Difference: LSD

The results of the study were:

Most of respondents or 54.40 percent are female, 54.10 percent aged between 31 – 40 years old. It was found that 40.93 percent of them secondary education school. 46.20 percent worked as employee and Agriculture.

The comparison of opinions towards the development of The People's satisfaction to public service with Saraniyadhamma of Kokchang Sub-district Srakhai District Administrative Organization, Nongkhai Province, by personal factor was found that , education, income and occupation have different opinions and sex, age, position did not have different.

The guideline being suggested for improvement from this research are that officials should 1) to be faithful indeed, openly and in private 2) be in harmony 3) general and fair not selfish 4) adapt to the situation .help Improve services to better work with all one's ability for most satisfaction of people.