

Thesis Title : QUALITY OF PUBLIC SERVICE ACCORDING FOUR SANGHAVATTHU OF TAKFA DISTRICT OFFICE, NAKHONSAWAN PROVINCE

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Abstract

The objectives of this study were: 1) to study level of quality of public service according to four Sanghavatthu of Takfa District Office, Nakhonsawan Province, 2) to compare the opinion of the people toward the public service of Takfa District Office, Nakhonsawan Province by classifying on the personal factors and 3) to study problems, barriers and suggestions for the public service of Takfa District Office, Nakhonsawan Province.

This research applied Survey Research. The sample of the study was 370 people. The instrument of the study was the questionnaires. The analysis of data used Statistical Package for Social Science. The statistics used Frequency, Percentage, Mean, Standard deviation, and F-test by One Way ANOVA and Least Significant Difference: LSD at 0.05 of statistical significance.

The results of the study found that

Overall, the people had the opinion toward public service according to the four Sanghavatthu of Takfa District Office, Nakhonsawan Province in high level. When considering each aspect, it was found that the people having the opinion toward the public service according to the four Sanghavatthu of Takfa District Office, Nakhonsawan Province in Dana were in middle level. However, the people having the opinion toward the public service according to the four Sanghavatthu of Takfa District Office, Nakhonsawan Province were in high level for the other aspects.

For the comparison of the people's opinion toward the public service according to the four Sanghavatthu of Takfa District Office, Nakhonsawan Province by classifying on the personal factors: sex, age, educational degrees, occupations, and income per month, it was found that the people had no different opinion toward the public service according to the four Sanghavatthu of Takfa District Office, Nakhonsawan Province in the sex and the occupations. However, the people had the

different opinion toward the public service according to the four Sangahavatthu of Takfa District Office, Nakhonsawan Province in the educational degrees at 0.01 of statistical significance, and the people had the different opinion toward the public service according to the four Sangahavatthu of Takfa District Office, Nakhonsawan Province in the age and the income per month at 0.05 of statistical significance.

The problems and the barriers in the public service according to the four Sangahavatthu of Takfa District Office, Nakhonsawan Province was that each staff served unequally. Someone was generous. Someone was strict to the regulations. It made the people not served from the staffs sufficient. The staffs did not provide the drinking water and the way for the elders. The staffs had a lack of intimacy with the people. The people did not get the explanation from the staffs. The suggestions were that the staffs should provide the drinking water and the way for the elders, give the explanation for the people. The staffs should perform the intimacy with the people, and serve equally to develop permanently.