

Thesis Title : The satisfaction on The quality of Public Service of
 Provincial Electricity Authority
 Nakhon Sawan Province
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ABSTRACT

The purposes of this research were : 1) to study the satisfaction on the quality of Public Service of Provincial Electricity Authority Nakhon Sawan Province, 2) to compare the opinions of people about The satisfaction on The quality of Public Service of Provincial Electricity Authority Nakhon Sawan Province, and 3) to study the Problems, trouble and suggestion about The satisfaction on The quality of Public Service of Provincial Electricity Authority Nakhon Sawan Province.

This research is mixed-research between quantitative research by survey research and qualitative research. The sample group in this research is People who use the Electricity Authority Nakhon Sawan Province 399 persons by using method of Taro Yamane. The data collection instrument was questionnaire. There are reliability levels at .927. The statistics for data analyses are frequencies, percentage, mean, standard deviation (S.D.), t test and F test. Data analysis methods are One Way ANOVA by Least Significant Difference: LSD and qualitative research by In-depth interview method with 7 key informants by using technical analysis of context.

The results of research revealed that:

1. The people had The satisfaction on The quality of Public Service of Provincial Electricity Authority Nakhon Sawan Province in overall view at the high level ($\bar{X} = 3.62$) The process of service ($\bar{X} = 3.69$) The quality of service

($\bar{X}$ = 3.66) The serving of staff ($\bar{X}$ = 3.62) The Confidence about the service.
 ($\bar{X}$ = 3.59) The facilities ($\bar{X}$ = 3.54)

2. For the comparison of the people's opinion toward the satisfaction on The quality of Public Service of Provincial Electricity Authority Nakhon Sawan Province which classified by personal factors found that people who had age different had opinion toward the satisfaction on The quality of Public Service of Provincial Electricity Authority Nakhon Sawan Province, the overall difference (Sig. = 0.338) a significant level of 0.05 is acceptable hypothesis Most people who have sex Education Occupation and monthly income of the different opinions are different Reject the hypothesis.

3. The problems and the barriers in the satisfaction on The quality of Public Service of Provincial Electricity Authority Nakhon Sawan 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.