

Thesis Title : Quality of Public Services in Takhro Police Station
 Phaisali District Nakhonsawan Province.
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ABSTRACT

The objectives of this study were 1) to study level of quality of public services in Takhro Police Station, Phaisali District, Nakhonsawan Province. 2) to compare the opinion of the people toward the quality of services in Takhro Police Station, Phaisali District, Nakhonsawan Province by classifying on the personal factors and 3) to study problems, barriers and suggestions for the public services of Takhro Police Station Phaisali District Nakhonsawan Province.

This research applied the Mixed Methods Research consisting of the qualitative and quantitative research. The sample consisted of 227 people who accessed the quality of Public services in Takhro Police Station Phaisali District Nakhonsawan Province by using the formula of Taro Yamane. The tools of the research were questionnaire with the 0.840 of reliability and in-Depth interview from the 8 key informants. The statistics for analysis data used Frequencies, Percentage, Mean, Standard Deviation, t-test and F-test with One Way ANOVA and Least Significant Difference: LSD).

Results of the Research

1. The level of quality of Public Services in Takhro Police Station Phaisali District Nakhonsawan Province found that the overall was at high level ($\bar{x} = 3.85$). When consider by arrange in the order of satisfactory, sorting arithmetic mean from highest to lowest were the timely services ($\bar{x} = 3.99$), the progressive services ($\bar{x} = 3.88$), the continuous services ($\bar{x} = 3.80$), the ample services ($\bar{x} = 3.87$), and the equitable services ($\bar{x} = 3.85$).

2. For the comparison of the people's opinion toward quality of public services in Takhro Police Station, Phaisali District, Nakhonsawan Province by classifying the personal status, it was found that the people having different age had different opinion toward the quality of public services in Takhro Police Station, Phaisali District, Nakhonsawan Province at 0.05 of statistical significance. The hypothesis is accepted. However, the people having different sex, educational degree, and occupation had no different opinion toward the public services quality.

3. The problems that toward the quality of public services in Takhro Police Station, Phaisali District, Nakhonsawan Province as follows: the servicing of the policeman discriminated people by serve acquaintance first, services very slow and document not be on time, lack of paying attention to people and cannot response in some questions as people want to.

The suggestion to enhance a quality of services as follows: all police officers in Takhro Police Station, Phaisali District, Nakhonsawan Province should pay attention for his or her duty for servicing, schedule some officers to help and give some information about period of finished time and how to get each case completed; in addition, responding in every request, work with equitable-justice and accurately to everyone based on law and regulation.