

Thesis Title : The Service with the Buddhist Human Relations of Labour Court of Region 6

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Degree : Master of Arts (Public Administration)

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Abstract

The objectives of this research were: 1) to study the opinion of the people toward the service with the Buddhist human relations of Labour Court of Region 6, 2) to compare the opinion of the people toward the service with the Buddhist human relations of Labour Court of Region 6 by classifying on the personal factors, and 3) to study the problems, obstacles and suggestions for the application of the Buddhist human relations and the development of the service of Labour Court of Region 6.

This research applied the Mixed Methods Research consisting of the qualitative and quantitative research. The sample was 400 people served from Labour Court of Region 6 by the nonprobability sampling. The tools of the research were questionnaire with the 0.986 of reliability and in-Depth interview from the 7 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 at 0.05 of the statistical significance.

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Results of the Research

1. Overall, the opinion of the people toward the service with the Buddhist human relations of Labour Court of Region 6 was at the high level ($\bar{X} = 3.49$). When considering each aspect, it arranged from the high to low level: the generosity: Dana ($\bar{X} = 3.77$), the equality consisting in impartiality: Samanattata ($\bar{X} = 3.59$), the kindly speech: Piyavaca ($\bar{X} = 3.42$), and the useful conduct: Atthacariya ($\bar{X} = 3.19$).

2. The result of the comparison of the people's opinion towards the service with the Buddhist human relations of Labour Court of Region 6 by classifying on the personal factors found that the people having the different status had the different opinion towards the service with the Buddhist human relations of Labour Court of Region 6. However, the people having the different others had no the different opinion towards the service with the Buddhist human relations of Labour Court of Region 6.

3. The problems, obstacles, and suggestions for the service with the Buddhist human relations of Labour Court of Region 6 were that the car park for the served people and the seat for the served people were insufficient. The staff served with unkindly speech, was not enthusiastic in the service, and served inequally. Therefore, the served people were not impressive in the service.

The suggestions were that 1) the Labour Court should cultivate the consciousness in the service and have the proactive service. The staff should develop the service efficiently, be trained in the ethic by the application of the Dhamma principles in the personnel development to be flexible in the service, and focus on the satisfaction of the served people and the feedback to the servicer to make the impression of the served people in the service.