


THESIS TITLE : THE IMPROVEMENT OF ELECTRICITY METER INSTALLATION  
SERVICING IN BAN FANG DISTRICT AREAS KHON KAEN.

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#### ABSTRACT

The objectives of this research were to study 1) people's need in electricity meter installation; 2) effective ways for the improvement of electricity meter installation servicing to satisfy these service receivers (customers).

The sample group consisted of 15 Regional Electricity Authority officials at Ban Fang District, Khon Kaen Province, 200 customers through purposive sampling and 100 customers from each group, both before and after intervening activities. The tool for data collection comprised a questionnaire on electricity officials (service givers) and customers, a test on knowledge and understanding for service givers. The statistics for data analysis were percentage, mean, standard deviation, Chi-square and T-test.

Intervening activities for the improvement of electricity installation servicing were training sessions for these officials, provision of one car for special purposes and no bureaucracy for fast servicing.

The study results indicated that most people's need in the improvement of electricity meter installation servicing before intervening activities was for fast servicing, fairness, no mischief, no benefit seeking, polite and amicable attitudes towards customers. After intervening activities, electricity meter installation officials had better knowledge in work performances. Servicing could reduce electricity meter installation time, resulting in people's more satisfaction. As for people's need in electricity officials' politeness and amicability towards them, this need was still a lot and intended to increase. This was to conclude that ways for the improvement of electricity meter installation servicing with intervening activities in this research were not satisfactorily effective.