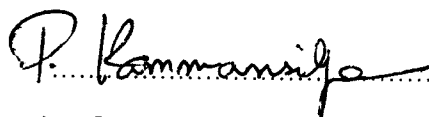


THESIS TITLE: IMPROVING QUALITY OF SERVICES AT A POLICE STATION

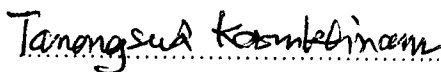
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THESIS ADVISORY COMMITTEE:



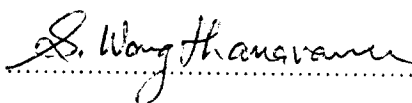
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(Dr. Tanongsuk Koomkainam)



Member

(Assistant Professor Supawatanakorn Wongthanavas)

## ABSTRACT

The objectives of this operations research were: 1) to analyze the services problems of the police station in Muang District of Loei Province; 2) to develop an appropriate solution for the problems; and 3) to validate the solution. Post test- Only Design was used in this research.

A purposive sample of 81 persons who had received services from the police station more than one time during the months of February and July, 1998, was employed. The dependent variable in this study was quality of services. Development interventions which were consisted of a renovation of the police station, improving service provision system, strengthening the potentiality of police personnel and providing service information to people who came to receive services at the police station, were treated as a combined single independent variable.

Through qualitative research technique, necessary data for problem analyses and solution development were solicited at several group discussion sessions. In an

attempt to validate the effects and impact of the solution on the problems, a questionnaires interview technique was used to collect necessary data. These data which were collected from people who had gone to receive the services at the police station were used in several statistical analyses. More specifically, frequency count, percentage, McNemar test ,and t-test were used in this study.

The results from problem analyses indicated that the quality of services at the police station was still unsatisfactory. The main causes of the problems were due to poor office decoration, no direction sign for personnel offices, no description of the steps and processes involved in getting the services done. All these caused inconvenience. Adding to the list of the causes of problems were: improper grouping of required tasks in each type of service; complicated and unnecessary regulations; slow services; lack of motivation to provide services among the policemen; lack of service conscience; improper conduct; and lack of understanding of the service provision steps and the roles of the police men, on the part of the service receivers.

In order to rectify these problems, development interventions were carried out for 6 months from February through July, 1998. Upon the completion of the interventions, it was found that the levels of satisfaction of services among the interviewees increased significantly. People who went to receive the services indicated that they were satisfied with the appearance of the office building, service provision system, police personnel, and useful information and service guidelines they had received. It can be concluded, therefore, that the interventions did help achieve better service quality which was the goal of this study.