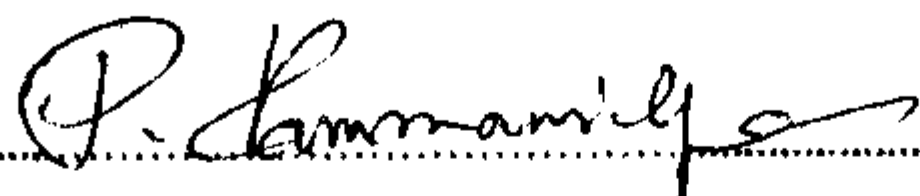
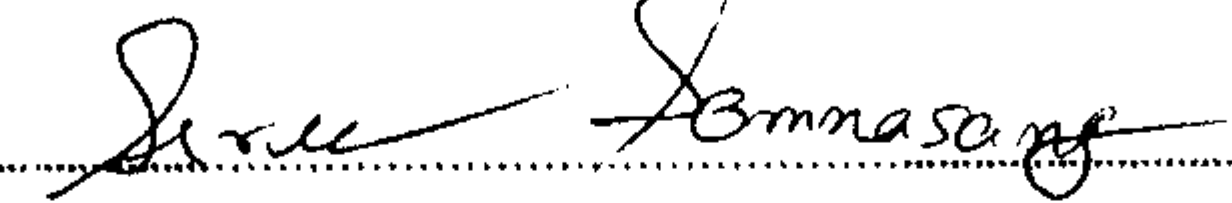



**THESIS TITLE : THE IMPROVEMENT OF IDENTIFICATION CARD SERVICE
IN BANPHAI DISTRICT, KHON KAEN PROVINCE**

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ABSTRACT

The purpose of this research was to develop the identification card service system of Banphai Registry office, Khon Kaen. The indicators which indicated the success of service system development were the following: the comparison of service acceptors' satisfaction of the service, the service providers' opinion about the implementation, and the time required to complete the service.

This research aimed to expedite the identification card service system and to satisfy not only the people who came to receive the service but also the service providers. The intervention introduced to improve the identification card service system made up of the following: training, equipment support, shorten-service process, setting up information service center and issuing queuing cards.

This research was conducted during February-August, 1997. Chi-square was used to analyze the data on opinion and satisfaction of the service. These data were collected before and after the introduction of the intervention. The differences in time required to complete the services before and after the introduction of the intervention were tested by ANOVA and Multiple Classification Analysis (MCA).

It was found that after developing the service system, the service providers learned a lot about the new service provision processes, understood more about the objectives of the service and could answer all the questions concerning the issuing of identification card. Moreover, they thought that their superordinate had paid more attention and had provided more logistics supports to them. Their levels of satisfaction of the service increased significantly at the statistical level of 0.05.

In addition, it was found that the service acceptors were quite pleased with the new service provision system, the officers, and equality of the service. The increase in levels of satisfaction among the service acceptors was also significant but at the 0.05 level. In terms of time, it was found that the amount of time required to complete the services decreased significantly, also at 0.01 level.