

ABSTRACT

Thesis Title : Public Services of Land Office in Rayong Province

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Advisory Committee :

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The objective of this thesis is to study the public opinions to the qualities of sale, mortgage, and measure services of the Rayong Land Office in time, accurate, comfortable, economical and fair. And to study the factor affecting to the public opinions about the qualities of the service. The samples used in this research are 180 customers dealing for services and questionnaire are used to be equipment in gathering all data.

The research findings are as follows :

1. The public opinions to the qualities of services in time, accurate, comfortable, economical and fair are found to be the services are not good enough for public. However, This research found the officers worked very well.

2. The hypothesis test

- 2.1 Sex related to the public opinions about the qualities of services in economical and fair.

2.2 Education level related to the public opinions about the qualities of services in time, comfortable, economical and fair.

2.3 Occupation related to the public opinions about the qualities of services in time, comfortable, economical and fair.

2.4 Salary rate or income and category of work related to the public opinions about the qualities of services in time, comfortable, economical and fair.

2.5 Contact timing with government related to the public opinions about the qualities of services in time, comfortable, economical and fair.