

## Abstract

The study on “A Student’s Satisfaction in the Educational Service of Registrar Office of Thammasat University” aims to study the educational service satisfaction and the attitude towards the developing educational service. The samples were 217 students. Data were analysed by statistical method using SPSS program, percentage, mean, standard deviation t-test and F-test with significant at 0.05 level. The findings are as follows

Most of samples are female, study in 3<sup>rd</sup> year residing in provincial area. Most of students come in contact to the Registrar Office are making student identity cards. They come temporary. The duration of the contacting’ the office are up to 16 – 30 minutes per times to complete the work. A study student’ satisfaction toward various services find the satisfaction in average the student’ satisfaction of high level in the workplace and facilities. About the opinion of student it was found that item in completely efficiency developing should be online service and in the comprehensive system. There is co-relation between the variable such as the faculty has the relationship with the satisfaction of the person, of workplace and facilities, and the native district has the relationship with the idea of developing service at the statistical level in 0.05.

Recommendations are that The Registrar Office should be efficiency developing online service system and e-service system. For the efficiency service should have sufficiently of the officer during lunch time and it can extend for service on Saturday. The study on the quality of services should be studied continuously.