

PHATOM PERMPANICH : PEOPLE'S COMPETENCY IN OBTAINING PUBLIC SERVICES IN A THAILAND - CAMBODIA DISTRICT. THESIS ADVISOR : ASSIST. PROF. SUPACHAI YAVAPRABHAS, Ph.D., MR. KAMRON BOONCHERD, 229 PP.

This research has the following objectives, 1. to study the people's competency in obtaining public services in a Thailand - Cambodia border district, and 2. to study the factors which influence the people's competency in obtaining public services in a Thailand - Cambodia border district.

The results of this research are as follows : 1. people in a Thailand - Cambodia border district have low competency in obtaining public services, and 2. the factors which have the most clear influences are : the sector of labour forces, the level of formal education, the local language, membership of the groups, socio-economic status, the type of formal organizations and the pattern of encounters when asking for public services.

At the end, the author concluded that : 1. The poor should be mobilized to participate in public activities or to become members of the formal-structured groups, 2. government officials posted in border districts should be heavily trained on local culture and language, 3. government should put more emphasis on public relations and community relations, and 4. certain procedures necessary to obtain public services should be arranged in each a way that they can be finalized at a tambol or village level.