

<b>Thesis Title</b>	The Prototype of Counter Lobbies for the First-class Delivery Post office, in Bangkok
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## ABSTRACT

This research is an investigation of the problems, which happen to counter lobbies of the first-class delivery post offices, in Bangkok.

The investigation of Interior Architectural Planning with regard to prototype. The limitation of colleauge, fund and time, cause for "the linear systematic sampling" technigue. Arranging the accumulation of mail quantities in 1993, from minimal to maximal was the chosen method. The three investigated post offices from 17 post offices, are Ram Indra Post offcie, Samrae Post office and Raung muaeng Post offcie.

The opinion of users and servers are very importance. So, 150 interviewees were equally intervlewed in the three post offices, and 11, 16 and 13 interviewees from 40 interviewees, were servers of the counter offices.

The investgation of the interview could be concluded as fallow:

1. Group of service should be divided into two main groups that could be as follow:
  - 1.1 "Group one" provided for "Monetary Service" (Money Order, Poste Restane and Agency Services)
  - 1.2 "Group two" Provided for "General Postal Service" (Leter-Post Item, Registration, Postal Parcel and EMS Services) thus, one group of services can serve every channels in its own.
2. Take-a-number is a basic method to reduce the congestion of postal counters.

3. Self-service, and vending-machine should be provided for the post offices. Because it is another method to reduce the congestion of the Postal counters.

4. The provision of exhibition can remove some of tension created in waiting, and gain the income to the post offices.

The provision of service channels, and elaborate classification of the types of services, are inappropriate for today.

Selling postal goods at the postal counters causes for the duplication of services. So, many of users are unprepared for services when they arrived.

By the way, the postal goods should be segregated from the postal counters. However the goods must be available. Postal shops are the best way to solves these problems.

Unplanned for interior architectural planning and queueing arrangement cause for the imbalanced systems. In this research proposed "End Queue Position" in "Single Queue" system.

The three-day of observations on users in each post office (in normal situation) and the one-day of observations on users in each post office (at the begining of month). The findings could be concluded as fallow:

1. Waiting time for each groups of the users spendd at the counters are:

1.1 "The group one" the average of waiting time for the users, are 5 minutes/person.

1.2 "The group two" the average of waiting time for the users, are 2 minutes/person.

2. The average of the users in each post offices are 547/day.

2.1 "The group one" the average of the users, is 186/day.

2.2 "The group two" the average of the users, is 327/day.

3. According to 1.1 and 1.2 the ratio of service channel to users is 1:93 (base on 2.2)

4. The average of the number of service channels from estimation could be concluded as fallow:

4.1 "The group one" has two service channels, and one service channels for substitution.

- 4.2 “The group two” has three service channels, and one service channels for substitution.
5. The ratios of furniture to users are:
  - 5.1 Writing desk 1:78
  - 5.2 Waiting chair (seating) 1:91
  - 5.3 Vending-machine 1:137
  - 5.4 Self-service machine 1:137
6. “The prototype of counter lobbies” could be planned as follow:
  - 6.1 The entrance should be placed at the center of front panels for the good circulation, and the crowd can be avoided.
  - 6.2 Users should turn their shoulders to the front of the counters. Thus, can see the counters easily.
  - 6.3 The distances between the rails of rows should be not less than 3 meters.
  - 6.4 Post office boxes area should be placed side by side to counter lobbies thus, can reduce the congestion in counter lobbies.

However, post office boxes area, self-service , vending machines and postal shop are the component of the investigation that will support the completion of this research.