

## ABSTRACT

RESEARCH PAPER : People's Satisfaction with the Services of klongluang District  
Registration Office, Pathumthani Province

BY : Lt.Col.Sathaporn Sudsanor

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MAJOR : Social Development Management

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The purpose of the study was twofold : 1) to measure the level of people's satisfaction with the services at Klongluang District Registration Office, Pathumthani Province , and 2) to identify the factors affecting their service their service satisfaction. A questionnaire was employed to gather the data from 100 people coming for services at Klongluang District Registration Office.

General information Most of the subject were males. Their ages ranged from 20 to 29. They finished secondary school and worked for the government and state enterprises. The distance between their homes and the district registration office was 6 – 10 kilometers. They contacted this office for notifying the moving – in and – out. The usually spent for than 30 minutes but not longer than one hour to do such a thing. They had a very good knowledge about the registration work.

The subjects were found to be moderately satisfied with all the aspects of service, that is the officials, friendliness, the work procedure, the service place and the public relations work . The highest mean score was found in the satisfaction with the work procedure, followed by the service place, the public relations work, and the officials,' friendliness, respectively.

The factor found to influence the people's satisfaction with the services there at the 0.05 level was education. On the other hand, sex, age occupation, distance

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from the district registration office, knowledge about the registration work, length of contact time were all found to have no in pact on their satisfaction with the registration service at the 0.05 level.