

ABSTRACT

Title of Research Paper : Satisfaction with the Public Utilities Services of the
Province : A Case Study of Muang Kanchanaburi District
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The study examined people's satisfaction with the public utilities services provided by the Provincial Administration Organization. It especially focused on the service system, officers, and the administration process. A questionnaire was employed to collect the data. The returned copies of the questionnaire were 268 in total.

The findings were reported as follows :

The people in the study living in Muang District were found to be moderately satisfied with the services provided by the Provincial Administration Organization. All the dimensions considered the service system, officers, and administration—were found to be moderately satisfying.

1. Service system. Electricity, Waterworks and road services was found to be adequate and cover all the areas. People also received equal treatment.
2. Service officers . The service officers paid close attention to their work and were fairly enthusiastic to give service. They were found to be honest, reliable and rather friendly to the service users.
3. The service procedures of electricity, waterworks and road services were not complicated. People found it quite convenient and easy to request for the services. The first come first serve service made people moderately satisfied with the service.

Recommendations.

1. More budget should be allocated to the Provincial Administration Organization to buy more machinery so that the service standard will be high.

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2. The officers should receive some training to give better service.

3. The procedures for service requests should be reduced to speed up the process. People should directly contact the Provincial Administration Organization. They do not have to past contact other agencies or representatives, such as the Tambon Administration Organization, Municipality Office, Subdistrict heads or village headmen.