

ABSTRACT

Title of Research Paper: People Satisfaction on the Identification Card Service of
Muang Nakhonsawan District Registration Office,
Nakhonsawan Province

Author : Mr. Ongkharak Thongniramol

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The Study was conducted for the following purposes:

1. To study satisfaction level of people on the identification card service of Muang Nakhonsawan District registration office.
2. To study the factors that related to satisfaction of people on the identification card service of Muang Nakhonsawan District registration office.
3. To study the problems and obstacles in identification card service of Muang Nakhonsawan District registration office.

The study used questionnaire to collecting data from people who use service at Muang Nakhonsawan District registration office for 160 people. Mean, standard deviation, t-test, F-test were used for data analysis.

The finding were stated as follows:

1. Most samples were female, average age 33.45 years, finished primary school level, income per month less than 5,000 Bht, being employee, and residing at Nakhonsawan Tok Sub-district.
2. Opinion of people toward environmental factors of Muang Nakhonsawan District registration office were at agree level is all 3 aspects.
3. Satisfaction of people on identification card service of Muang Nakhonsawan District registration office was at high level.

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4. Factors that related to satisfaction of people on identification card service of Muang Nakhonsawan District registration office were, sex, opinion toward environmental factors, opinion to official who give service and opinion to public relation on the contrary, age, knowledge level, income and residence were not related to satisfaction of service at the significant level of 0.05 .