

ABSTRACT

Title of Research Paper : People's Satisfaction in the Administration of Tambon Administration Organization: A Study of Tambon Kae Ro, Raman District, Yala Province.

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Degree : Master of Arts (Social Development)

Year : 2001

This research aims to 1. study the people's satisfaction in the administration of the Tambon Administration Organization, 2. to study factors relating to the people's level of satisfaction in the administration of the Tambon Administration Organization in Tambon Kae Ro, Raman District, Yala Province.

The studied samples are 175 people living in 7 villages of Tambon Kae Ro, by picking 25 samples from each village. Questionnaire is used for data collection, afterwhich the data are analysed statistically by percentage, mean, standard deviation, t-test and F-test.

Findings of the study can be summarized as follows:

The level of satisfaction expressed by the studied samples in the administration of TAO as a whole is moderate. Factors relating to the level of satisfaction in the TAO's administration are income, occupation, levels of knowledge, and understanding in the TAO's administration, at the significant level of 0.05. But age, sex, education, and social status are not related significantly with the level of satisfaction in TAO's administration.

In considering separately, it was found that the TAO's public service in providing garbage bins and the public relation work were at the low level of satisfaction.

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leaflets, and advices on the people's rights to receive information according to Information Act, B.E. 2542.