

ABSTRACT

Title of Research Paper : People's Satisfaction with Tambon Sridonphai Municipality Services
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The study aimed to find out the people's satisfaction with the service of the Tambon Sridonphai Municipality and the factors related to their satisfaction with two types of services : public utilities service and specific services. The subjects were 150 household heads living in the municipality.

The findings were briefly stated as follows :

As a whole, people were found to be rather satisfied with the services provided by the Tambon Sridonphai Municipality. That is, with regard to the civil engineering work, most people were rather satisfied to very satisfied with the tap water bill collection, water for consumption service, and construction and repair of pedestrian bridges. Regarding cleaning work, most people were rather satisfied to very satisfied with garbage disposal bill collection, garbage collection service and provision of dustbins.

As for specific services, most people were rather satisfied to very satisfied with every service provided by the Tambon Sridonphai Municipality.

Factors affecting the people's satisfaction :

1. Public Utilities

Civil engineering work The factor found to significantly affect the people's satisfaction with lighting, water for consumption, construction and repair of main roads, subroads, fly-overs and sideworks was adequacy of these services. As for the tap water collection bill, the factors related to people's satisfaction were speed, officers' attention to their duty and their manners.

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Cleaning work The factors affecting people's satisfaction with garbage collection and provision of dustbins were adequacy of these services, officer's attention to their duty, and modernization. Also the factors related to the people's satisfaction with garbage bill collection, cleaning of the canals, roads and sidewalks were officers' attention to their duty, adequacy of the services and service speed for all the steps.

2. With regard to specific services, the factors found to affect people's satisfaction with such services were speed, convenience in contact and officer's attention to their duty.

Recommendations :

1. **Services system** In providing utilities services, the Municipality should focus on adequacy of the services. It should allot an additional budget to the services that still need more financial support. Besides, the services system should be modernized, especially the facilities and equipment, in order to render impressive service.

2. **Service procedures** The focus should be on convenience and speed. Unnecessary procedures should be reduced so that people will receive convenience and waste the least time.

3. **Service officers** The services officers should be trained to pay more attention to their work, to have good manners, to be honest, to have good human relations and to be more responsible.