

ABSTRACT

Title of Research Paper : People's Attitude toward the Service System of the Land Development Office : A Case Study of the Registration Section of the Land Development Office in Srisaket Province

Author : Mr. Chalearmsak Doungchan

Degree : Master of Arts (Social Development)

Year : 2001

The study was conducted for the following objectives : 1) to reveal the people's attitude toward the service provided by the registration officers at the Land Development Office in Srisaket Province, 2) to identify the factors contributing to their attitude toward the service, and 3) to use the research results as a guideline to improve the services of the officers in the Registration Section of the Land Development Office in Srisaket Province.

The data were collected from people who possessed land in Muang Srisaket, Yangchumnoi Phahu and Wanghin Districts who used the service at the registration section. About 55-70 people used this service a day. Systematic sampling was employed to select 15 samples from the queue cards each day. The total samples were 350. A questionnaire was employed to collect the data. Percentage, mean, standard deviation, t-test and F-test were used for data analysis.

Findings

1. As a whole, people had a moderate attitude toward the service provided by the officers at the registration section. Service speed and convenience were found to be good while fairness in giving service and faith to the service officers were found to be moderate.

(4)

2. The factors found to influence their attitude toward the service were education, average monthly income of the family, amount of time spent when contacting the registration section and getting the service, service procedures, efficiency of the service officers, and intimacy with the service office. On the contrary, sex, age, marital status, occupation, nature of business and length of land-holding time.