

ABSTRACT

Title of Research Paper : The Satisfaction of Insured Persons on the Service System of Social Security Office: A Case Study of Social Security Office Area 5 (Prachachuen)

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The research paper had three following objectives:

1. to study the satisfaction of insured persons on the service system of Social Security Office Area 5 (Prachachuen).
2. to study the facts affecting with the satisfaction of insured persons on the service system of Social Security Office Area 5 (Prachachuen).
3. to use the result as the information on policy determination and recommendation on the improvement of the Office's service delivery system.

The sample groups were 150 insured persons who received services from the Social Security Office Area 5 (Prachachuen). The data were collected by using questionnaires with the returning of 150 questionnaires (100%). The data were analyzed by using statistics including percentage, mean, standard deviation and t – test.

Result

1. Most of the sampling populations were women, aged between 26 – 35 years old, married and graduated bachelor degree. Their average monthly income ranged from 5,001 – 7,000 baht. They had 1 – 10 years of working experience. The research found that they had used the service more than 5 times. The popular service was maternity benefit and they acknowledge of the service from the office's pamphlet

2. The Sampling population was satisfied with the service at a high level. They satisfied both with the service procedure and the service officers. The average mean of the satisfaction with the service procedure is higher than the satisfaction to the service (3.99 and 3.73 respectively)

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For the service procedure, mean of satisfaction could be ranged from high to medium level as following;

- the high satisfaction is the procedure of benefit payment both by cash and bank transfer
- the medium satisfactions are; mail order benefit payment, the excessive supplementary of the quality of the service.

For the service officers, the sampling group was highly satisfied with the manner, politeness and fairness but medium satisfied with the hospitality.