

Wanlika Keereerat 2014: Satisfaction of People towards the Services of Bangkok Branch Waterworks Office, Metropolitan Waterworks Authority. Master of Arts (Political Science), Major Field: Political Science, Department of Political Science and Public Administration. Thesis Advisor: Associate Professor Vacharin Chansilp, Ph.D. 75 pages.

The objectives of research were 1) to determine the level of satisfaction of people towards the services of Bangkok Branch Waterworks Office, Metropolitan Waterworks Authority, 2) to compare satisfaction of people towards the services of Bangkok Branch Waterworks Office, Metropolitan Waterworks Authority, based on personal factors. The research samples consisted of 329 people who received services of Bangkok Branch Waterworks Office, Metropolitan Waterworks Authority. The data collection instrument was a questionnaire. The collected data were analyzed by Frequency, Percentage, Mean, Standard Deviation, t-test, One-Way Analysis of Variance and Least Square Method.

The results showed that people moderately satisfied towards the services of Bangkok Branch Waterworks Office, Metropolitan Waterworks Authority on the overall view. The samples who had different gender, marital status, level of educational were not different in the level of satisfaction. Samples who had different age, level of education, type of residence and income level were different in the level of satisfaction with statistical significance at the .05.

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Student's signature

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Thesis Advisor's signature