

## **ABSTRACT**

This study aimed to measure the degree of customer satisfaction with services at the Metropolitan Waterworks Authority, Minburi Branch Office. The investigation focuses on customers' satisfaction with four elements: water quality, service staff, service procedures, and facilities provided.

The survey was conducted by distributing a self-administered questionnaire to 100 customers who used the services at the Metropolitan Waterworks Authority, Minburi Branch Office, during January 2008. The data obtained were analyzed by using the Statistical Package for Social Sciences Program (SPSS) version 15.0 to determine frequency, percentage, mean, and standard deviation.

The results of the study show that the customers' satisfaction with services at the Metropolitan Waterworks Authority, Minburi Branch Office, was at a satisfactory level. The customers were mostly satisfied with the service procedures followed by facilities provided, service staff, and water quality, respectively.

In addition, useful comments and suggestions were obtained for the office's improvement. The customers suggested that the office should increase the water pressure. The staff should be more polite and smile more. An information counter should be provided at the first point of contact. Besides, they suggested that a photocopying machine should be available downstairs and a convenience store should be provided. Lastly, the office sign should be clearly displayed so that it will be easier for the customers to notice.