

Abstract

The study on “The Utilization of Social Security Information Service Center 1506” aims at finding out the satisfaction of the insured toward the Center, as well as problems and inconveniences experienced. Data collection is carried out by questionnaire enquiring 61 employers and employees of the enterprises covered by the Social Security Act B.E.2533 who have used the service of the Social Security Information Service Center 1506 during the month of June, B.E.2550. Statistics applied for the analysis of data are Percentage Arithmetic Mean, Standard Deviation, t-test, F-test and Pearson’s Chi-Square.

The study finds that the majority of the sampling group are females aged below 32 years with educational attainment lower than bachelor’s degree, and work as operational employees with earning between 5,000 to 10,000 baht per month. Most of them make use of Social Security Information Service Center 1506 for personal purpose rather than working purpose. Favorite times and days of using the service are between 07.00-17.59 o’clock Mondays to Fridays. Collectively the sampling group has moderate satisfaction in all aspects about the Center, especially on the efficiency of information service delivery. As for the expectation, it is found that the sampling group has high expectation in all aspects namely technology, information service, efficiency of service delivery and service officers. The test on the difference between personal factors finds that difference in gender, income level, educational level or work position of the sampling group does not affect the difference in the levels of satisfaction, except for age and place of work that affect different levels of satisfaction on service officers and service delivery efficiency. It is found that higher age and higher educational level has positive relationship with satisfaction and expectation of service utilization. Problems and inconveniences in the use of service are found to be mainly the shortage of the officers in-charge and the officers’ lack of expertise in rendering the service.

Recommendations made by the study are that the users should themselves try to find information from various media and develop their ability to apply modern

technology to access the system. On the other hand, the Social Security Office should provide sufficient officers to render the service and adjust service hours to meet the expectation of the users while complete public relations should be made to ensure the efficiency of the Center.