

3837188 SHPE / M : MAJOR: POPULATION EDUCATION; M.Ed.
(POPULATION EDUCATION)

KEY WORDS : SATISFACTION / SERVICE CENTER OF THE TEMPLE
FOR THE AGED / THE ELDERLY

YANEE NAKPONG : SATISFACTION OF THE ELDERLY WITH
THE SERVICE CENTER OF THE TEMPLE FOR THE AGED BY
COMMUNITY: A CASE STUDY OF SUWANDARARAM TEMPLE SERVICE
CENTER FOR THE AGED IN AYUTTHAYA. THESIS ADVISORS:
THAWACHCHAI CHAJIRACHAYAKUN, Ph.D., SIRICHAIR CHINATANGUL,
Ph.D., SUPHACHAI SUKARAWAN, M.S., 127 p. ISBN 974-664-723-7

The purposes of this study were to study the elderly's satisfaction with services provided by Wat Suwandararam Service Center and to study the relationship between the elderly's satisfaction and the determined variables. The data were obtained, by means of an interviewing questionnaire prepared by the researcher, from the population of 141 ordinary members of Wat Suwandararam Elderly Service Center.

The study revealed that the elderly had high level satisfaction with the services provided by the Center. General services was rated the most satisfying by all members while building location aspect was the least satisfying. The elderly's satisfaction with the provision of services significantly depended on education, current occupation, frequency of service use, distance to the Center, travel convenience, and elderly's problem at the 0.05 level. However, the elderly's satisfaction with the services did not significantly depend on income, number of children, health status, residential condition, time spent on travel, and expense for travel at the 0.05 level. The most frequently participated program activities by the elderly were: health examination, recreation, and exercise programs; where as, the least frequently participated activities were income generating programs, games and sports as well as physical therapy.

As a recommendation derived from the study, since the elderly were least satisfied with the building condition, the physical facilities should be improved, modified, and renovated for the comfort of the members. And since the programs on health examination, recreation, and exercise were most frequently participated in by the members, the expansion and increase of services in these areas should be appropriately planned to suit the needs of the increased number of members in the future.