

Abstract

The study on “The Opinion of Insured Persons on Unemployment Compensation Service of Rayong Social Security Office” aims to study opinions of insured persons on unemployment compensation service and problems and obstacles of compensation request. The questionnaire was the study tool. The samples were 387 of insured persons ; the statistics covered percentage, mean, t-test, One Way ANOVA, F-test at the significant level of 0.05 The study results are summarized as follows.

Most samples were male, aged 26-30 years, married, had elementary education and had monthly salary during unemployment of 5,001-10,000 baht. They previously worked in construction, machine installation and drilling businesses as production employees. The insurance periods were 1-5 years. Their overall opinion of unemployment compensation services was at the high level. The most agreed aspect was payment method. Their opinion on official service and request process was at the high level. Their opinion on service place and equipment, public relation, payment process was at the moderate level. Their opinion on problems and obstacles of compensation request was at the moderate level. Most samples faced difficulty on public relations of the Social Security Office, followed by benefit access, official service, respectively.

From this study, the recommendations are that Rayong Social Security Office should have new, interesting, diversified and consistent public relations. News and information should be easy to understand for all people. Progressive actions should be done; the Office should visit all types of businesses; all related officials should be trained on payment process for more convenient coordination.

