

TITLE : Quality of service of Kokdang Sub-district Administration Organization, Nihom Kham Soi District, Mukdahan Province.

AUTHOR : Mr. Yasinthon U-kam

DEGREE : M.P.A (Public Administration)

ADVISORS : Asst. Prof. Dr. Witaya Charoensiri

Chairman

Dr. Sakpong Homhuan

Committee

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ABSTRACT

The objective of this research was aimed to study the quality of service, to compare the quality of service classified by gender age education and occupation. The suggestion of Quality of service of Kokdang Sub-district Administration Organization, Nihom Kham Soi District, Mukdahan Province. The sample were as the service receivers in Kokdang Sub-district Administration Organization Nihom Kham Soi District Mukdahan Province, consisted of 301 persons. selected by Krejcie and Morgan's size table by stratified random sampling. The instrument for collecting data was questionnaire with the discrimination power between .31 to .90 and reliability at .90. The Statistical analysis were frequency, percentage, mean, standard deviation, t-test and F-test (One-way ANOVA)

The results of the study were as follows ;

1. Quality of service of Kokdang Sub-district Administration Organization Nihom Kham Soi District Mukdahan province as overall and each aspect was at high level.
2. The results comparison of service quality of Kokdang Sub-district Administration Organization Nihom Kham Soi District Mukdahan Province, classified by gender age education and occupation found that overall was indifferent the level of statistical at .05.
3. The suggestion in the research were officials of Kokdang Sub-district Administration Organization should be enthusiasm for the service for greater. To should the promotion and coordination of services. Improvement parking places of people who come to liaise for tidy. To should be used 5S activities, in the landscape around Sub-district Administration Organization.