

สำนักงานให้เพียงพอ 3) เจ้าหน้าที่ควรให้บริการอย่างเท่าเทียมกัน และตามลำดับ 4) ทัศนคติในการให้บริการควรลดลง และ 5) ควรมีการจัดการเงินสนับสนุนอาชีพให้กับประชาชน



มหาวิทยาลัยราชภัฏมหาสารคาม
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TITLE : People's Satisfaction Towards Services at Borabu Sub-district
Municipality, Borabu District, Maha Sarakham Province.

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ABSTRACT

The independent study has two objectives : first, to study the level of people's satisfaction towards services at Borabu sub-district municipality, Borabu district, and Maha Sarakham province, classified by gender, age, education level, occupation, and average income per month ; second, to study people's suggestions towards services at Borabu sub-district municipality, Borabu district, Maha Sarakham province. The subjects consisted of 178 people who used the services at Borabu sub-district municipality by quota sampling and accidental sampling. Data were collected by closed - end questionnaires. Statistical analyses were frequency, mean, and standard deviation.

The results found are as follows.

1. The satisfaction of the people towards services at Borabu sub-district municipality was rated overall at moderate level ($\bar{X} = 2.68$). Considering each aspect, the four aspects were shown at a moderate level; grant-in-aid for occupational support ($\bar{X} = 2.97$), services ($\bar{X} = 2.94$), staffs ($\bar{X} = 2.88$), and places and facilities ($\bar{X} = 2.66$). Classified by gender, age, education level, occupation, and average income per month indicated that people who satisfied with the municipality' s services were; group of female, people with over fifty - one years of age, people who work as farmer, people with high school educational level, and people who earn 5,001-10,000 Baht per month.

2. People's suggestions towards services at Borabu sub-district municipality namely.

- 1) The car park should be expanded.
- 2) The facilities in the office should be added.
- 3) The services should be equality by ascending order.
- 4) The services procedures should be reduced
- 5) The grant-in-aid for occupational support should be added.



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