

## **Abstract**

Research Title : Satisfaction of the People Complacence in Customer Service at  
Subdistrict Administrative Organization Bangyo  
Phrapadeang Samutprakan

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Major : Human Resource

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This research aim for studied demography of customer service at Subdistrict Administrative Organization Bangyo Phrapadeang Samutprakan and studied satisfaction in customer service at Subdistrict Administrative Organization Bangyo Phrapadeang Samutprakan.

The research was done through conducting survey samples to around 200 persons in Subdistrict Administrative Organization Bangyo Phrapadeang Samutprakan. Informations were derived from questionnaires and the statistical analysis, that is to say, Frequency, Percentage, Average, Standard deviation. It was then compared using T-Test and One-way Analysis of Variance. The researcher found out that there are more female people than male. The average age is between 21-29 years old, their marital status is married, they are an employees. Those who have completed their bachelor degree education has an income of between 10,000 – 15,000 baht. In addition customer's first satisfies is public utility, next is communication and last is one stop service.

Customers are differences in status they have difference in satisfies in level .05 and in factors age, career, education and income are shown in their satisfies in customer service at Sub district Administrative Organization Bangyo Phrapadeang Samutprakan they have not differences

customer service of Sub district Administrative Organization Bangyo is service quality, public utility, communication, public service and one stop service relation with customer service satisfies at Subdistrict Administrative Organization Bangyo Phrapadeang Samutprakan in level .05 .

Customer service in Subdistrict Administrative Organization Bangyo Phrapadeang Samutprakan customers are emphasizing with public utility system and communication, so administrator should be connect to developing public utility and sufficient for customer, other than should be have specialize knowledge officer to accurate information and make customer satisfies.