

Somying Piamruthai. (2013). **Efficiency in Service Operation of Excise Service Office Trat Area.**

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Advisory Committee

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Abstract

The purposes of this research were 1) to study opinions towards the efficiency in service operation of Excise Service Office Trat Area 2) to compare the opinions towards the efficiency in service operation of Excise Service Office Trat Area. The aspects of genders, ages, educational backgrounds, and incomes were studied in this research. The sample group was the 300 people who contacted with Excise Service Office Trat Area in the fiscal year of 2012. The research instrument was a questionnaire with the five-rating scale and the reliability level of .85. The descriptive statistics were percentage, mean, standard deviation, t-test, F-test, and one way analysis of variance.

The major findings were as follows : 1) people showed their strong agreement in the five issues of service operation. The highly commented aspect of service was nice, polite, and well-mannered personnel staff. The commented aspect of surroundings around the office was secure feelings in the government office. The viewed aspect of surroundings inside the office was the tidy looking and convenient office. The viewed aspect of information service was right information of excise service. The commented aspect of information technology was enough service providers during the office hours 2) the comparative results of the service users' opinions showed that people with different genders, ages, and educational backgrounds had no different opinions towards the efficiency in service operation. However, people with different incomes had different ideas about the efficiency in service operation, showing the .05 level of statistical significance.