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Sustainable Service Delivery Quality of Tabya Subdistrict Municipality, Intburi District, Singhaburi Province

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ABSTRACT

The objectives of this study were twofolds :

1) To evaluate the people's satisfaction with the sustainable services provided by Tabya Subdistrict Municipality; and 2) to learn of needs and recommendations pertaining to the quality of sustainable service delivery. The study was survey in nature. 350 people living in the area under the jurisdiction of the Tabya Subdistrict Municipality comprised the sample of the study. The collected data were analyzed using descriptive statistics.

The data analysis has revealed the following facts :

Holistically, the people's satisfaction with the quality of the sustainable service delivery was found to be at a very high level. As for the needs and recommendations of the respondents, they opined that there were some defects or shortcomings on some aspects of sustainable service delivery. Hence, the administrative practices of the municipality were far from perfect.

Keywords: quality of sustainable service delivery