



SEGA-08

The 8th International Conference on Sustainable Energy and Green Architecture

PATHWAYS TO ACHIEVE SUSTAINABILITY

Bangkok, May 06-07, 2019

Peoples' Expectations of Sustainable Public Services from Narapirom Subdistrict Administrative Organization, Banglane District, Nakornphatom Province

Anongwan Thepsutin¹, Kamolporn Kalyanamitra^{*2}

¹ Faculty of Political Science, Bangkokthonburi University, 10 Taweewattana Road, Taweewattana, Bangkok, 10170

² Bangkokthonburi University, Thailand

* Corresponding Author. Tel. 02 8006800

ABSTRACT

The abstract, This study was designed to investigate the people's expectations of sustainable public services from Narapirom Subdistrict Administrative Organization and to compare the expectations of people with different personal backgrounds. The study was survey in character. 384 people living in the area under the jurisdiction of Narapirom Subdistrict Administrative Organization comprised the sample of the study. The study instrument was a set of self-administered questionnaires and had the Cronbach's alpha of .98. The data analysis was performed with the help of descriptive statistics, one-way ANOVA, and the Scheffe test.

The data analysis has shed light on the following facts :

Holistically, people's expectations were found to be at a high level. Separately, the expectation levels in ranking order (from high to low) were as follows : education, public health, public park, people's registration, public utilities, public disaster prevention.

The hypothesis testing indicated that the people with different sexes, ages, marital statuses, occupations, education, and duration of living in the area under the jurisdiction of the administrative organization failed to differ in their expectations of sustainable public services from the administrative organization.

Key words: sustainable public service