

Relationship Between Personal Factors and Public Services of Maha Sarakham Provincial Administrative Organization of Fiscal Year 2021.

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- **Abstract:** This research is quantitative research aimed (1) to study the level of people's satisfaction with the public service of the Maha Sarakham Provincial Administrative Organization for the fiscal year 2021. (2) To study the relationship between personal factors and public service of Maha Sarakham Provincial Administrative Organization for the fiscal year 2021. (3) To study recommendations for management operations of Maha Sarakham Provincial Administrative Organization for the fiscal year 2021. The research tool is a questionnaire. The sample respondents consisted of 400 people aged 18 years and over in Maha Sarakham Province, whose size was determined using Yamane's formula. The statistics used to analyze the data are frequency, percentage, mean, standard deviation, and Pearson's Product Moment Correlation Coefficient. The results showed that: 1. People's satisfaction with public service of Maha Sarakham Provincial Administrative Organization for the fiscal year 2021 of 4 projects overall was at the highest level, representing 94.20%, and classified by project, found that it was at the highest level. Every job. Sort the mean in descending order as follows: Disaster relief work accounted for 96.00 percent. Taxation work accounted for 95.20 percent. Maha Sarakham Learning Park accounted for 93.20%. And the task of receiving emergency notification and ordering of medical emergencies accounted for 92.60%, respectively. 2. People's satisfaction towards public services of Maha Sarakham Provincial Administrative Organization for the fiscal year 2021 overall was at the highest level, representing 94.40%, and classified by aspect found that satisfaction was at the highest level on all. Sort the mean in descending order as follows; facilities accounted for 95.40 percent. The service process accounted for 94.00 percent. Service personnel accounted for 93.80 percent. And service channels accounted for 93.00 percent, respectively. 3. The results of the analysis of the relationship between personal factors and public services

by Maha Sarakham Provincial Administrative Organization for the fiscal year in 2021, the overall positive correlation was as low as 0.449. When looking at the correlations in order from high to low, it was found that the service process had a positive correlation as low as 0.424. Service personnel had a positive correlation as low as 0.320. The service channel has a very low positive correlation. equal to 0.211. And the facility had a very low positive correlation value of 0.151.

- **Keyword:** Maha Sarakham, fiscal year, Pearson's Product, Disaster relief, Administrative, Correlation,