

SERVICE QUALITY BY TEMPORARY PASSPORT OFFICE IN YALA PROVINCE

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Abstract

The research objectives of service quality by temporary Passport Office in Yala province is 1) to study on the service quality 2) to draw a comparison of service quality classified by gender, age, study levels and degrees, religion, monthly average income, occupation and native district 3) to study about problems and recommendations raised up by service receivers. From the research results, queue system was well managed. Officers who provided the services were professionally groomed. Modern tools and equipment were well provided. Costs or expenses occurred during the services and processes were clearly identified. The location was conveniently accessible area. In the part of problems and recommendations were described that to understand the overall process by service receivers was quite difficult and confusing. Therefore, additional signage to clarify the overall process with explanation would be more helpful. There were still mistakes on wording or name spelled wrong occurred frequently. Exterior building condition was quite old in some parts and toilet cleanliness was still improper. No available parking lots and direction signage leading to the Passport Office building. Principally, all mentioned problems should be fixed rapidly in order to improve the service quality of temporary Passport Office in Yala province.

Keywords: passport office; service quality; service receivers

Introduction

Thai government office system is considered as importance in country management under constitutional monarchy of Thailand especially in the part of country growing and development, population facilities and services, including the pattern of legitimate in order to maintain population and country's benefits. Therefore, Thai government has set crucial projects and plans such as quality of service improvement by government officers, E-Service quality improvement of each government division to make all feasibly linkable together. Make a centering point to provide one-stop services that will help to manipulate the standard of overall process, decrease a number of involving authorized persons as well as number of process to save more time. The Passport Office division under Thai Consular, is part to get involved on the crucial projects and plans improving to the right direction of being more modern, more convenient and faster in term of service providing than before (Passport Division, 2012) by bringing up an e-service system (Electronic-Passport – E-passport) which is effectively able to collect facial recognition and finger prints database on the microchip at the back of passport. In consequence, the improvement and development is still moving forwards by increasing a number of Passport Office in different provinces handling a large number of populations in Thailand (Passport Division, 2011). However, Passport Office Division still faces with problem of people or service receivers not clearly understand how to get services from the Passport Office which consuming a lot of time for officers who provided the services. From this acknowledgement, Passport Office Division will be finding solutions in order to get improvement on informative circulation to service receivers as best as they can.

From the above topics, a researcher is keen and interested to observe and study more on the service quality by temporary Passport Office in Yala province under 5 categories of service quality which is hospitality and service process, officers who provided services, service quality, service expenses and fees and venue and place. Classified by gender, age, study levels and degrees, religion, monthly average income, occupation and native district. Including problems and recommendations from the service receivers in order to be consistent with customer needs and satisfactions. Get improvement and reach

visions and mission plans of Passport Office, Embassy and Consulate, Ministry of Foreign Affairs.

Theory

Hospitality and service means any kind of process or action that single person or a group of people presenting to population or service receivers without considering on their identifications. With no personal emotions and no personal interests concerning on it. Everyone shall receive the same standard of process or action. Meanwhile, the service receivers are not able to keep or hold any kind of tangible process or action. The forms of process or action are not permanent, not be able to own or possess, mainly provided by human and not be able to keep or maintain (Anake and Passakorn, 2007).

Quality of service covers the topic of how to target audience or decode types of customer, consultative mechanism, standard of service, service informative providing, choices of service obtaining and including reachable channel to contact top executives. Which means service is a process or action that one person or more, or a group of people providing service with efficient quality. Not only a part of provider, but also place and venue and service procedure to meet service receivers' expectation and satisfaction (Anan and Kassara, 2014).

Passport is considered as very important document issued by the government to identify person's nationality or citizenship, gaining sufficient benefits and protection from their government as well as the government of country that person travelling to (Passport Division, 2010).

Electronic Passport or E-Passport is likely called as a passport containing biological data (Biometric Passport) which is in a new specific attribute form officially agreed by International Civil Aviation Organization (ICAO). Passport Office Division of Thailand started the first time of service providing only for diplomatic purposes and government officers since 26 May 2005 and providing to general citizen on 1 June 2005 with daily quota at 100 passports significantly. On 1 August 2005 is then officially opened for all types of Passport with full services (Passport Division, 2012). Nowadays, the current new form of passport is internationally being used by many countries such as United States of America, Australia, Singapore, Malaysia and so on.

One of the most advantage from the new passport form is hardly to be counterfeited both primary personal data and biological personal data of passport holder. From this advantage, government is effectively able to intercept any transnational terrorism and reduce a number of smuggling and illegal immigration problems, as well as saving the time of verification process which all mainly reflected the overall image of Thailand to be acceptable in the quality of being international.

The current form of Thai passport for general citizen has crimson color on the front and back cover with Garuda emblem printed on the center of front cover and the wording of Thailand Passport (in Thai) is on top of Garuda emblem while the wording of Thailand Passport (in English) is below. The bottom of front cover has a significant signage with personal biological data contained (Biometric Passport). All wording and emblems are printed in gold-foil color.

Context of Temporary Passport Office in Yala Province

Background and General Information

Temporary Passport Office in Yala province or Passport Office in Southern Border Provinces of Thailand, officially opened for services since 1 April 2009 according to the diplomatic policy for Thai people focusly 3 provinces along the southern border of Thailand (Yala province, Pattani province and Narathiwat province). Nowadays, the passport office has a number of employees at 32 people, consists of 1 government officer, 1 general officer, 8 ministry employees and 22 employees from Chanwanit Company who mainly operating on E-Passport System. Moreover, Southern Border Provinces Administrative Centre (SBPAC) strongly supports the Passport Office with a team of security guard standing by 2-5 people on day to day basis. The Passport Office warmly welcomes to receive suggestion and recommendation from service receivers, who are Thai speakers, Bahasa Melayu speakers and Tulisan Rumi speakers in order to maintain the Passport Office's standard and improvement along with the slogan of "Bi-lingual services provider, Make a deep impression, Concern over service receivers". A box of suggestion and recommendation is usually presented and opened to acknowledge based on every month during the period of working time,

Monday – Friday, starting from 08.30 am – 03.30 pm. However, the officers who provided services still concentrate on the service quality. Therefore, above mentioned time may be flexible for any cases of service receivers are children, elders, disable persons and who come from far destination.

Job Descriptions of temporary Passport Office in Yala province

- 1) To accept all types of passport included Hajj Passport and provide a mobile service in Narathiwat province for one week, once a year
- 2) At the present time, legal service is to record and revise Passport's data only. But in the near future, legal service will be fully operated and provided such as document certification service for any usages within Thailand and overseas
- 3) To provide necessary information of all types of traveling purpose to service receivers such as short-term traveling, family visiting and working purpose
- 4) To coordinate with Ministry of Foreign Affairs, Embassy and Consulate regarding any helps requested from Thai citizen who reside or physically in different countries
- 5) To cooperate with local government divisions especially Southern Border Provinces Administrative Centre (SBPAC) regarding Foreign Affairs such as warmly welcoming overseas guests, overseas business trip, visiting in 3 southern border provinces, meeting and conferencing with Southern Border Provinces Administrative Centre (SBPAC), representing as a committee member of Muhammadiyah Scholarship, official diplomatic events and language interpretation works
- 6) To coordinate with Ministry of Foreign Affairs regarding any public non-profit projects provided to local people. For example, the project of making a tour of inspection and visiting in abroad for 3rd year and 4th year students of university in southern border provinces
- 7) To cooperate publicizing an information of foreign affairs to local government divisions such as how to become a special instructor in university or how to formally welcome other divisions coming for inspecting and meeting

- 8) To publicize what is the scope of work of Passport Office, prepare and answer on any questions regarding foreign affairs, embassy, Thai citizen protection in abroad through local channels such as radio broadcasting of Southern Border Provinces Administrative Centre (SBPAC) and community radio broadcasting. On each day, different officers have come to do broadcasting regularly and publishing informative flyers to local people with free of charge

Type of Passport Services

- 1) Diplomatic Passport (5-Year Expiration, no service fee applied)
- 2) Official Passport (5-Year Expiration and 2-Year Expiration depending on type of work status between government officer or general officer, THB 1,000 service fee applied)
- 3) Citizen Passport (5-Year Expiration, THB 1,000 service fee applied)
- 4) Hajj Passport (2-Year Expiration, THB 400 service fee applied)

Different types of passport would require different referral documents, including different person status and different travelling objectives. All data of passport from over many Passport Offices in Thailand will be sent to the Department of Consular Affairs on Chaengwattana Road, Bangkok, Thailand for the process of printing since the day of service request submitted and it will be delivered to requestor's house address within 5-7 working days under EMS delivery service by Thailand Post Office (THB 40 delivery fee applied)

Methodology

Population

In this research, the service receivers who came to have services at temporary Passport Office in Yala province were both male and female, during the time of 08.30 am – 03.30 pm, from Monday – Friday in January 2013 – December 2013. The number of service receivers in total is 67,269 Temporary passport office in Yala Province (2013)

Representative Samples

Representative samples mentioned in this research are the number of service receivers who came to have services at temporary Passport Office in Yala province, both male and female, during the time in January 2013 –

December 2013, counted as 397 samples of representative (Norazlin and Norshahizat, 2016) by using Yamane equation (Yamane, 1967) at 95% of accuracy level and 5% of deviation level

$$\text{Equation} \quad n = \frac{N}{1 + Ne^2}$$

Set as N = a number of population

n = Representative Sample Size

e = Dislocation of Random Sampling

The methodology of random sampling used in this research is called Accidental Sampling until reaching the number 397 (Muenjit, 2016) by collecting data of service receivers who came to have services at temporary Passport Office in Yala province during Monday – Friday at 08.30 am – 03.30 pm in April 2013

Instrumentation

Instrumentation used in this research is a questionnaire type to compile all data under 3 main parts which is part 1) general information questions which consist of gender, age, study levels and degrees, religion, monthly average income, occupation and native district. Part 2) service quality's questions consist of 5 categories which is hospitality and service process, officers who provided services, service quality, service expenses and fees and venue and place. Part 3) problems and recommendations towards the service quality categorized as open-ended question type. (Tolga DURSUN et al., 2013)

Quality Check and Formation on Research Tools

To ensure the questions are covering all variable and content of studying. The questionnaire quality has been checked following the details below:

- 1) To find Validity data by presenting this research contents to 3 professionals in order to get Index of Consistency data. This method called Content Validity which means after checking process, the questionnaire will be considered as highly valid when the IOC rate is not lower than 0.5
- 2) To find Reliability data by presenting the revised version of questionnaire to 40 trial people who are on the similar conditions of real service receivers (Try-Out). Use equation of α -Coefficient by

Cronbach (Cronbach, 1970) and the result should be more than 0.7 to prove as highly valid

$$\alpha = \left[\frac{k}{k-1} \right] \left[1 - \frac{\sum s_i^2}{s_t^2} \right]$$

When	α	is	Confident Coefficient
	k	is	a number of questionnaires
	$\sum s_i^2$	is	a number of variance in total
	s_t^2	is	variance of total rate

Statistical Analysis

After the process of data collecting ended, the researcher has bought all collected data to do secondary checking and conduct an analysis with analytical engine (computer program) (William G. Zikmund et al., 2010) by using the statistic details as below:

- 1) Descriptive Statistics compose of Frequency Distribution and Average Percentage. Analyze personal data which is gender, age, study levels and degrees, religion, monthly average income, occupation and native district
- 2) Average and Standard Deviation, to analyze on the service quality by temporary Passport Office in Yala province
- 3) Inferential Statistics, T-test series and F-test series with One-Way ANOVA method (Angelos and Maria, 2016). To draw a comparison on the service quality by temporary Passport Office in Yala province as per actual data of service receivers which is gender, age, study levels and degrees, religion, monthly average income, occupation and native district (Maria and Eftihia, 2017)

Table 1: Hypothesis Testing by personal factor has been conducted as below

Research Hypothesis	Used Statistics
Different genders can affect in various levels of service quality	T-test
Different ages can affect in various levels of service quality	One-Way ANOVA
Different study levels and degrees can affect in various levels of service quality	One-Way ANOVA
Different religions can affect in various levels of service quality	One-Way ANOVA
Different monthly average income can affect in various levels of service quality	One-Way ANOVA
Different occupations can affect in various levels of service quality	One-Way ANOVA
Different native districts can affect in various levels of service quality	One-Way ANOVA

Results and Discussion

From the results of research regarding different factors of gender, age, study levels and degrees, religion, monthly average income, occupation and native district from 397 groups of representative sample. Presented that:

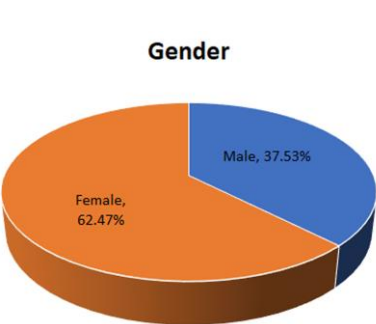


Chart 1: Percentage of Gender

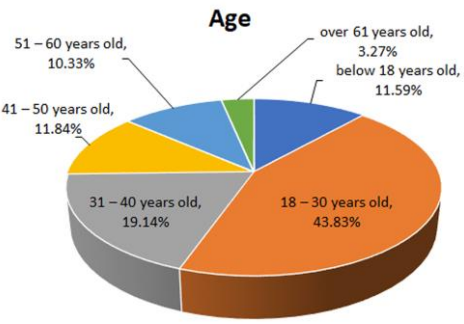


Chart 2: Percentage of Age

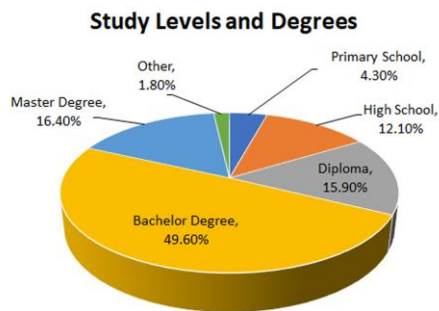


Chart 3: Percentage of Study Levels and Degrees

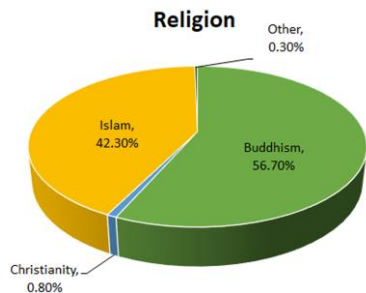


Chart 4: Percentage of Religion

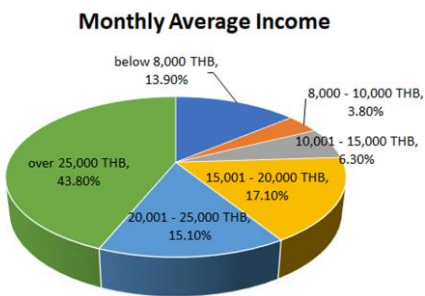


Chart 5: Percentage of Monthly Average Income

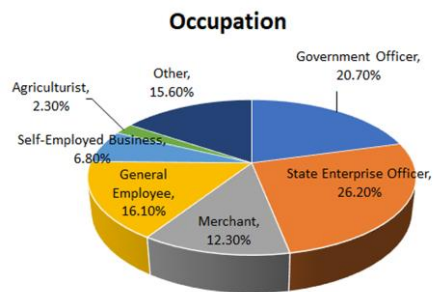


Chart 6: Percentage of Occupation

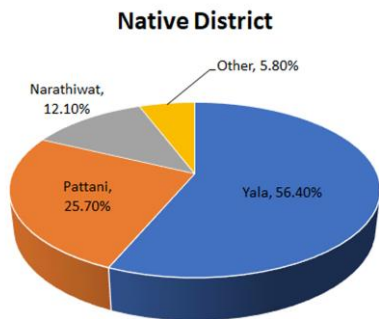


Chart 7: Percentage of Native District

Chart 1. Show the presents that most of service receivers were female at the percentage 62.47% while male was 37.53% and Chart 2. presents that most of service receivers were in the range between 18-30 years old at the percentage 43.83% while least of service receivers was who were 61 years old and up at the percentage 3.27% and Chart 3. presents that most of service receivers hold bachelor degree at the percentage 49.60% while least of service receivers were on other study levels and degrees at the percentage 1.80% and Chart 4. presents that most of service receivers were Buddhism at the percentage 56.70% while least of service receivers hold other religions at the percentage 0.30% and Chart 5. presents that most of service receivers had monthly average income over THB 25,000 at the percentage 43.80% while least of service receivers who had monthly average income between THB 8,000 – 10,000 which is at the percentage 3.80% and Chart 6. presents that most of service receivers were state enterprise officers at the percentage 26.20% while least of service receivers who were agriculturist at the percentage 2.30% and the last is Chart 7. presents that most of service receivers were from Yala province as their native district at the percentage 56.40% while least of service receivers were from other provinces as their native district at the percentage 5.80%

Table 2: Mean and Standard Deviation of service quality under the term of overall processes for hospitality and service are resulted as below:

No.	Description	Levels of Satisfaction	
		\bar{X}	S.D.
1	Passport Office provided fast and convenient services	3.77	0.50
2	Accuracy on informative explanation and service guidance	3.91	0.55
3	Processes were not complicated and flowing smoothly	3.95	0.58
4	Good standard of queue system management provided	3.96	0.60
5	Appropriate timeframe of service provided to service receivers	3.89	0.62
6	Passport Officers were well knowledgeable on service information and consulting	3.77	0.70

Table 2: (Continued)

No.	Description	Levels of Satisfaction	
		\bar{X}	S.D.
7	Initial service information and publicizing are well performed by Passport Officers	3.64	0.74
8	Cooperation is well performed and followed on the cases of appointment, arrangement by Passport Officers	3.52	0.71
9	Internal processes are well performed by Passport Officers	3.51	0.71
Average		3.76	0.50

From the results on table 2, found that the part of queue system management received highest satisfaction level (mean is 3.96 and standard deviation is 0.60). Secondly is the part of uncomplicated and smooth process which was provided to service receivers (mean is 3.95 and standard deviation is 0.58). For the part that received lowest satisfaction level is internal processes provided by Passport Officers (mean is 3.51 and standard deviation is 0.71). To look at overall service quality by temporary Passport Office in Yala province, in term of service and process are in high satisfaction level.

Table 3: Mean and Standard Deviation of service quality under the term of service provider are resulted as below:

No.	Description	Levels of Satisfaction	
		\bar{X}	S.D.
1	Passport Officers provided warm and mannered greeting with polite conversation	3.43	0.72
2	Passport Officers willingly provided services and formal hospitality	3.50	0.73
3	Passport Officers highly paid attention to service receivers' needs and requests	3.46	0.74
4	Passport Officers eagerly provided services and formal hospitality	3.48	0.74
5	Passport Officers were ready to provide helps during the process to service receivers	3.62	0.75

Table 3: (Continued)

No.	Description	Levels of Satisfaction	
		\bar{X}	S.D.
6	Passport Officers' loyalty while being on duty	3.77	0.65
7	Passport Officers' uniform and grooming	3.83	0.68
8	Passport Officers' punctuality	3.80	0.69
9	The number of service providers is validly matched with the number of service receivers	3.34	0.92
Average		3.58	0.58

From the results on table 3, found that the part of passport officers' uniform and grooming received highest satisfaction level (mean is 3.83 and standard deviation is 0.68). Secondly is passport officers were punctual during the time of services process (mean is 3.80 and standard deviation is 0.69). For the part that received lowest satisfaction level is the number of service providers was validly matched with the number of service receivers (mean is 3.34 and standard deviation is 0.92). To analyze on the overall service quality by temporary Passport Office in Yala province in term of service provider, is in high satisfaction level.

Table 4: Mean and Standard Deviation of service quality under the term of service quality part are resulted as below:

No.	Description	Levels of Satisfaction	
		\bar{X}	S.D.
1	Readiness of service processes are well arranged at the Passport Office	4.08	0.60
2	Services providing was professionally accurate, fast and fair	4.13	0.70
3	Service tools are well provided and conditioned as new and up-to-date	4.21	0.72
4	Issued document by the Passport Office could be officially used as certificate	4.09	0.71
5	Easy to access and receive the information of Passport Office	3.89	0.71
Average		4.08	0.60

From the results on table 4, found that the part of Passport Office’s service tools received highest satisfaction level (mean is 4.21 and standard deviation is 0.72). Secondly is services were provided professionally, fast and fairly (mean is 4.13 and standard deviation is 0.70). For the part that received lowest satisfaction level is easiness to access and receive the information of Passport Office (mean is 3.89 and standard deviation is 0.71). To analyze on the overall quality by temporary Passport Office in Yala province in term of service quality processes, is in high satisfaction level.

Table 5: Mean and Standard Deviation of service quality under the term of service expenses and fees are resulted as below:

No.	Description	Levels of Satisfaction	
		\bar{X}	S.D.
1	Details of service expenses and fees are clearly informed to service receivers	4.23	0.60
2	Documentation process of payment making is clearly informed to service receivers	4.35	0.71
3	Details of service expenses and fees are clearly informed to service receivers	4.19	0.73
4	Services are provided conveniently during the payment making process	4.08	0.70
Average		4.23	0.60

From the results on table 5, found that the part of documentation process of payment making received highest satisfaction level (mean is 4.35 and standard deviation is 0.71). Secondly is the details of service expenses and fees were clearly informed to service receivers (mean is 4.23 and standard deviation is 0.60). For the part that received lowest satisfaction level is services are provided conveniently during the payment making process (mean is 4.08 and standard deviation is 0.70). To analyze on the overall service quality by temporary Passport Office in Yala province in term of service expenses and fees, is in high satisfaction level.

Table 6: Mean and Standard Deviation of service quality under the term of place and venue are resulted as below:

No.	Description	Levels of Satisfaction	
		\bar{X}	S.D.
1	Passport Office's location is located in the conveniently accessible area	4.27	0.79
2	Passport Office's services area was appropriately spacious	4.27	0.76
3	Passport Office's building and services area were clean, nice and tidy	4.22	0.79
4	During queuing and waiting time, there was a service of entertainment and beverage provided	4.16	0.79
5	Services signage are well installed with clear information and easy to understand	3.95	0.70
6	Seating area is well set up for service receivers	3.64	0.75
Average		4.09	0.61

From the results on table 6, found that the part of Passport Office's location and services area space received the same highest satisfaction level (mean is 4.27 and standard deviation is 0.79 and 0.76 respectively). Secondly is Passport Office's building and services area were clean, nice and tidy (mean is 4.22 and standard deviation is 0.79). For the part that received lowest satisfaction level is seating area is well set up for service receivers (mean is 3.64 and standard deviation is 0.75). To analyze on the overall service quality by temporary Passport Office in Yala province in term of place and venue, is in high satisfaction level.

Table 7: Mean and Standard Deviation of 5 categories of service quality by temporary Passport Office in Yala province are resulted as below:

No.	Description	Levels of Satisfaction	
		\bar{X}	S.D.
1	Hospitality and services process	3.77	0.50
2	Officers who provided services	3.58	0.58
3	Service quality	4.08	0.60
4	Service expenses and fees	4.23	0.60
5	Venue and place	4.09	0.61
Average		3.88	0.45

From the results on table 7, found that the part of service expenses and fees received highest satisfaction level (mean is 4.23 and standard deviation is 0.60). Secondly is the part of venue and place (mean is 4.09 and standard deviation is 0.61). To analyze on the overall service quality by temporary Passport Office in Yala province is in high satisfaction level.

Table 8: Comparison data on the satisfaction levels of service quality, classified by gender of service receivers:

No.	Description	Gender				t	Sig.
		Female		Male			
		(N=248)		(N=149)			
		\bar{X}	S.D.	\bar{X}	S.D.		
1.	Hospitality and services process	3.76	0.47	3.77	0.53	0.134	0.894
2.	Officers who provided services	3.59	0.57	3.56	0.60	-0.417	0.677
3.	Service quality	4.08	0.59	4.07	0.62	-0.282	0.778
4.	Service expenses and fees	4.26	0.60	4.19	0.61	-0.969	0.333
5.	Venue and place	4.10	0.61	4.06	0.61	-0.739	0.460
	Average	3.89	0.43	3.86	0.48	-0.503	0.615

From the results on table 8, found that the satisfaction levels from 5 categories of service quality by temporary Passport Office in Yala province, classified by gender of service receivers, are not slightly vary on statistical significance level Sig. > 0.05

Table 9: Comparison data on the satisfaction levels of service quality, classified by age of service receivers:

Description	Source variance	df	SS	MS	F	Sig.
1. Hospitality and services process	Inter-group	5	0.957	0.191	0.755	0.568
	Within-group	391	96.544	0.247		
	Total	396	97.501			
2. Officers who provided services	Inter-group	5	1.920	0.384	1.141	0.338
	Within-group	391	131.641	0.337		
	Total	396	133.562			

Table 9: (Continued)

Description	Source variance	df	SS	MS	F	Sig.
3. Service quality	Inter-group	5	0.705	0.141	0.388	0.857
	Within-group	391	142.035	0.363		
	Total	396	142.739			
4. Service expenses and fees	Inter-group	5	2.854	0.571	1.588	0.162
	Within-group	391	140.522	0.359		
	Total	396	143.377			
5. Venue and place	Inter-group	5	0.347	0.069	0.185	0.968
	Within-group	391	146.459	0.357		
	Total	396	146.806			
Overall perspective	Inter-group	5	0.76	0.015	0.074	0.996
	Within-group	391	79.839	0.204		
	Total	396	79.915			

From the results on table 9, found that the satisfaction levels from 5 categories of service quality by temporary Passport Office in Yala province, classified by age of service receivers, are not slightly vary on statistical significance level Sig. > 0.05

Table 10: Comparison data on the satisfaction levels of service quality, classified by study levels and degrees of service receivers:

Description	Source variance	df	SS	MS	F	Sig.
1. Hospitality and services process	Inter-group	5	3.175	0.635	2.632*	0.023
	Within-group	391	94.325	0.241		
	Total	396	97.501			
2. Officers who provided services	Inter-group	5	8.235	1.647	5.138*	0.000
	Within-group	391	125.327	0.321		
	Total	396	133.562			
3. Service quality	Inter-group	5	4.531	0.906	2.564*	0.027
	Within-group	391	138.208	0.353		
	Total	396	142.739			
4. Service expenses and fees	Inter-group	5	0.743	0.149	0.407	0.844
	Within-group	391	142.633	0.365		
	Total	396	143.377			
5. Venue and place	Inter-group	5	2.040	0.408	1.102	0.359
	Within-group	391	144.766	0.370		
	Total	396	146.806			

Table 10: (Continued)

Description	Source variance	df	SS	MS	F	Sig.
Overall perspective	Inter-group	5	3.080	0.616	3.135*	0.009
	Within-group	391	76.835	0.197		
	Total	396	79.915			

Note: *containing a statistical significance at 0.05

From the results on table 10, found that the satisfaction levels from 5 categories of service quality by temporary Passport Office in Yala province, classified by study levels and degrees of service receivers, when considered on each individual category of hospitality and services process (Sig.=0.023), category of officers who provided services (Sig.=0.000) and category of service quality (Sig.=0.027) are vary on statistical significance level Sig. < 0.05. While part of service expenses and fees (Sig.=0.844) and part of venue and place (Sig.=0.359) are not slightly vary on statistical significance level Sig. > 0.05

Table 11: Comparison data on the satisfaction levels of service quality, classified by religion of service receivers:

Description	Source variance	df	SS	MS	F	Sig.
1. Hospitality and services process	Inter-group	3	5.659	1.886	8.072*	0.000
	Within-group	393	91.842	0.234		
	Total	396	97.501			
2. Officers who provided services	Inter-group	3	4.870	1.623	4.958*	0.002
	Within-group	393	128.691	0.327		
	Total	396	133.562			
3. Service quality	Inter-group	3	5.049	1.683	4.804*	0.003
	Within-group	393	137.690	0.350		
	Total	396	142.739			
4. Service expenses and fees	Inter-group	3	2.972	0.991	2.773*	0.041
	Within-group	393	140.405	0.357		
	Total	396	143.377			
5. Venue and place	Inter-group	3	6.854	2.285	6.416*	0.000
	Within-group	393	139.952	0.356		
	Total	396	146.806			
Overall perspective	Inter-group	3	5.051	1.684	8.839*	0.000
	Within-group	393	74.864	0.190		
	Total	396	79.915			

Note: *containing a statistical significance at 0.05

From the results on table 11, found that the satisfaction levels from 5 categories of service quality by temporary Passport Office in Yala province, classified by religion of service receivers, under the category of hospitality and services process (Sig.=0.000), category of officers who provided services (Sig.=0.002), category of service quality (Sig.=0.003), category of service expenses and fees (Sig.=0.041) and category of venue and place (Sig.=0.000) in overall perspective are vary on statistical significance level Sig. < 0.05

Table 12: Comparison data on the satisfaction levels of service quality, classified by monthly average income of service receivers:

Description	Source variance	df	SS	MS	F	Sig.
1. Hospitality and services process	Inter-group	5	2.876	0.575	2.377*	0.038
	Within-group	391	94.624	0.242		
	Total	396	97.501			
2. Officers who provided services	Inter-group	5	5.821	1.164	3.563*	0.004
	Within-group	391	127.741	0.327		
	Total	396	133.562			
3. Service quality	Inter-group	5	1.928	0.386	1.071	0.376
	Within-group	391	140.811	0.360		
	Total	396	142.739			
4. Service expenses and fees	Inter-group	5	3.584	0.717	2.005	0.077
	Within-group	391	139.792	0.358		
	Total	396	143.377			
5. Venue and place	Inter-group	5	1.988	0.398	1.073	0.375
	Within-group	391	144.818	0.370		
	Total	396	146.806			
Overall perspective	Inter-group	5	1.283	0.257	1.276	0.273
	Within-group	391	78.632	0.201		
	Total	396	79.915			

Note: *containing a statistical significance at 0.05

From the results on table 12, found that the satisfaction levels from 5 categories of service quality by temporary Passport Office in Yala province, classified by monthly average income of service receivers, are not slightly vary and when considered on each category, found that the category of hospitality and services process (Sig.=0.038) and category of officers who provided services (Sig.=0.004) are vary on statistical significance level Sig. < 0.05.

While the category of service quality (Sig.=0.376), category of service expenses and fees (Sig.=0.077) and category of venue and place (Sig.=0.375) are not slightly vary on statistical significance level Sig. > 0.05

Table 13: Comparison data on the satisfaction levels of service quality, classified by occupation of service receivers:

Description	Source variance	df	SS	MS	F	Sig.
1. Hospitality and services process	Inter-group	6	1.730	0.288	1.174	0.319
	Within-group	390	95.771	0.246		
	Total	396	97.501			
2. Officers who provided services	Inter-group	6	2.310	0.385	1.144	0.336
	Within-group	390	131.251	0.337		
	Total	396	133.562			
3. Service quality	Inter-group	6	1.483	0.247	0.682	0.664
	Within-group	390	141.256	0.362		
	Total	396	142.739			
4. Service expenses and fees	Inter-group	6	7.012	1.169	3.343*	0.003
	Within-group	390	136.364	0.350		
	Total	396	143.377			
5. Venue and place	Inter-group	6	2.861	0.477	1.292	0.260
	Within-group	390	143.946	0.369		
	Total	396	146.806			
Overall perspective	Inter-group	6	1.068	0.178	0.880	0.509
	Within-group	390	78.847	0.202		
	Total	396	79.915			

Note: *containing a statistical significance at 0.05

From the results on table 13, found that the satisfaction levels from 5 categories of service quality by temporary Passport Office in Yala province, classified by occupation of service receivers, under all categories are not slightly vary and when considered on each category, found that the category of service expenses and fees (Sig.=0.003) is vary on statistical significance level Sig. < 0.05. While category of hospitality and services process (Sig.=0.319), category of officers who provided services (Sig.=0.336), category of service quality (Sig.=0.664) and category of venue and place (Sig.=0.260) are not slightly vary on statistical significance level Sig. > 0.05

Table 14: Comparison data on the satisfaction levels of service quality, classified by native district of service receivers:

Description	Source variance	df	SS	MS	F	Sig.
1. Hospitality and services process	Inter-group	3	1.252	0.417	1.704	0.166
	Within-group	393	96.249	0.245		
	Total	396	97.501			
2. Officers who provided services	Inter-group	3	1.085	0.362	1.073	0.360
	Within-group	393	132.476	0.337		
	Total	396	133.562			
3. Service quality	Inter-group	3	4.921	1.640	4.678*	0.003
	Within-group	393	137.818	0.351		
	Total	396	142.739			
4. Service expenses and fees	Inter-group	3	3.384	1.128	3.166*	0.024
	Within-group	393	139.993	0.356		
	Total	396	143.377			
5. Venue and place	Inter-group	3	1.704	0.568	1.538	0.204
	Within-group	393	145.102	0.369		
	Total	396	146.806			
Overall perspective	Inter-group	3	1.382	0.461	2.306	0.076
	Within-group	393	78.533	0.200		
	Total	396	79.915			

Note: *containing a statistical significance at 0.05

From the results on table 14, found that the satisfaction levels from 5 categories of service quality by temporary Passport Office in Yala province, classified by native district of service receivers, in overall perspective are not slightly vary and when considered on each individual category of service quality (Sig.=0.003) and category of service expenses and fees (Sig.=0.024) are vary on statistical significance level Sig. < 0.05. While the category of hospitality and service process (Sig.=0.166), category of officers who provided services (Sig.=0.360) and category of venue and place (Sig.=0.204) are not slightly vary on statistical significance level Sig. > 0.05

Table 15: Problems and recommendations information of service quality provided by temporary Passport Office in Yala province:

Categories	Problems	Recommendations
1. Hospitality and services process	1. Service information providing were not cleared and accurate enough	1. A number of signage to install should be added more in the right places where easily to notice
	2. Officers who provided services were not well coordinated which affected service receivers wasting more time as work functions were still complicate	2. There should be a service training provided to Passport Officers in order to shorten the process time and provide more convenience to service receivers
2. Officers who provided services	1. Officers who provided services were not eagerly working well especially on the part of communication with less attention to service receivers	1. Human relations should be improved especially on the part of communication and attention to service receivers
3. Service quality	1. There was still a mistake from the officers who provided services which is wrong typing in English name and surname. Service receivers had to raise up this mistake once again to the Passport Office and caused them waste more time until the mistake has been fixed	1. Officers who provided services should do double checking and strongly be careful on the details of service receivers' personal information
4. Service expenses and fees	1. No signage informed the information of service expenses and fees	1. There should be a signage informed the information of service expenses and fees installing in the right places where easily noticeable by service receivers
5. Venue and place	1. The overall image of Passport Office venue and place was not in a good condition and there were some equipment out of service such as height measure equipment and toilet rooms were not clean properly	1. Repair works for the venue and place should be conducted as well as toilet cleanliness should get improved
	2. Parking space was not available for service receivers	2. There should be a proper parking space for a big number of service receivers
	3. No directional signage to Passport Office building provided to service receivers	3. There should be a directional signage leading to Passport Office building in every appropriate distance

From the process of data collecting regarding problems and recommendations information of service quality by temporary Passport Office in Yala province, by using open-ended question type, which consists of problems and recommendations in different 5 categories, hospitality and services process, officers who provided services, service quality, service expenses and fees and venue and place as of the table 14. The results are found that, hospitality and service process and officers who provided services did not well coordinate, explanation and clarification on the process were not clear enough. Therefore, there should be a signage installed additionally and at the same time providing more service trainings to the officers who provided services to minimize processing time. The officers were not eagerly working well and that made the part of human relations should be more improved. Further to the part of service quality, the officers should do double checking and strongly be careful on the details of service receivers' personal information as there were still mistakes on name and surname misspellings. For the part of service expenses and fees, no signage provided to clarify on the service expenses and fees. Additional signage should be added in order to provide necessary information to the service receivers. Finally, the part of venue and place, there were some parts of the building out of services and not in good condition to provide which need to be fixed as soon as possible. Additional parking lots and directional signage leading to the Passport Office also need to be reconsidered to build and install more.

Table 16: The summary testing information of research hypothesis:

Hypothesis	Independent Variable	Testing Results				
		T Data	F Data	Sig.	Hypothesis is acceptable	Hypothesis is unacceptable
Hypothesis 1	Gender	-0.503	-	0.615	-	✓
Hypothesis 2	Age	-	0.074	0.996	-	✓
Hypothesis 3	Study levels and degrees	-	3.135	0.009	✓	-
Hypothesis 4	Religion	-	8.839	0.000	✓	-
Hypothesis 5	Monthly average income	-	1.276	0.273	-	✓
Hypothesis 6	Occupation	-	0.880	0.509	-	✓
Hypothesis 7	Native district	-	2.306	0.076	-	✓

From the results of research hypothesis testing as of the table 16, able to see that the different of study levels and degrees and religion affected to the levels of satisfaction on statistical significance level Sig. < 0.05. But gender, age, monthly average income, occupation and native district are not slightly vary on statistical significance level Sig. > 0.05

Conclusion

From researched, the final results showed that most of service receivers were female in average range of age 18-30 years old, bachelor degree holding, Buddhism religion, with monthly average income over THB 25,000, occupied as state enterprise officers and living in Yala province as native district. And all categories of service quality provided by temporary Passport Office in Yala province have been rated as high satisfaction level. Especially in the category of service expenses and fees which described that the documentary process and payment making process were well performed and totally accurate – with high mean data. In the overall perspective of service quality provided by temporary Passport Office in Yala province, under the category of service expenses and fees rated as high and that affected to the satisfaction level of service receivers in positive way. While the category received lowest mean data was officers who provided services, affected to the satisfaction level of service receivers in negative way. It has been described that officers could not provide services properly due to the number of service receivers were much more than what officers could support and caused some mistakes during the process of service. From the results, are consistent with the research results of Siriacha Tippayawong (2007), under the topic of Study of the Quality of Providing Services by International Affairs Staff of Maejo University. The results showed that on the quality of providing services by the international affairs division, results indicated that most of the respondents envisioned that the division staff had quality in providing services in terms of attention, willingness, sincerity, knowledge and kindness. Further results showed that there was no quality of providing services by the international affairs staff in various dimensions of interest, intention and understanding.

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