The satisfaction on the elderly’s allowance Payment service: case study of Phra-intaracha district municipality, Phra Nakhon Sri Ayudthaya Province

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This research is aimed (1) to study the satisfaction level of the elderly towards the elderly’s allowance payment in Phra-intaracha district municipality, Phra Nakhon Sri Ayudthaya Province (2) to compare the elderly’s satisfaction ranging from sex, age, status, income, career, and residence which is the same place as mentioned above. In term of research population, this research has used those who are paid the elderly’s allowance totally 257 people which are selected by purposive sampling method. The research methodology was the questionnaire with 5 rating scales, with 0.90 of reliability. The statistics for data analysis was Percentage, Mean, Standard Deviation, T-test and One-Way ANOVA. The research result was found that the satisfaction level of the elderly towards the elderly’s allowance payment was considered as the most satisfactory of all aspects and can be rated as follows: (1) Timely service (2) Equitable service (3) Continuous service and (4) Ample service respectively. The result of comparison on the elderly’s satisfaction in overall was found that (1) Different sex and status has not different satisfaction towards services. (2)Age, income, career and residence area have different satisfaction towards services with the statistical Significance of 0.05

Index Terms- Elderly, Allowance payment

I. INTRODUCTION

In current problem situations of all countries have arisen considerably such as poverty, socio–economic problem, terrorism including global demographic one into aging society, are considered as a problem of public sector in all countries which need to assist the elderly both in living condition, health problem as well as some earnings after the retired life or some abandoned elderly. As detailed in the research titled as quality of life of the elderly in Thailand in term of sustaining the aging society can conclude the problem and desire of the elderly as follows: (1) problems and hygienic desire (2) problems and economic desire (3) problems and desire on relationship among family members (4) problems and service desire on infrastructure (5) problems and social grouping. Such problems, public sectors in each country, therefore; seek to find out some legal guidelines and measures in order to solve and lay down some useful regulations for citizen and country administration.

Specifically, for Thailand context, it has been stepping into aging society for several years and in 2019, a survey on elderly population by the National Statistic Office found that the number of elderly was 8.27 million. In this regard, the Department of Local Administration had ever spent its budget for this issue about 65.4 million Baht.[1] Therefore, the elderly’s allowance project has been determined to increase some incomes of citizens supported by the Ministry of Social Development and Human Security and the Committee of National Elderly persons on the Regulation of Elderly’s allowance payment in order to guarantee the systematic elderly’s earnings.
and stimulate the country’s domestic spending. That’s why the government has to allocate the budget on Elderly’s allowance especially for those who are over 60 years old by paying at ratio: 600-1,000 Baht /a person /month according to the sliding scale of aging.

At the beginning, the elder’s allowance was administered by Public Relations Department which had assigned the Office of Provincial Public Relations to carry out the task towards village people’s assistance center. Once the Department of Public Welfare was merged into Ministry of Labor and Social Welfare in 1993 to take care this kind of service. Meanwhile, the decentralized policy in 2001 under the supervision of the Department of Public Welfare had started to transfer its mission to Department of Local Administration and Bangkok Metropolitan Administration to take over this mission instead until the present. This policy has been considered as good one that has been taken into account in the importance and concrete goal of the appropriate social welfare law for the elderly for the sake of the benefit and impartial integrity. [2]

From the background and significance of the problem, the elder’s allowance policy has been prolonged by the government which has been continuing for several years, nonetheless there are still some doubts and claims from the elderly and relatives in the operation that are found from many sources of news because this project has been considered a significant project for the elderly who have been assisted in term of financial assistance in earning a living. In this regard, the researcher has been considering this interesting topic which has been reported through many researches from other researchers in term of providing services from the Department of Local Administration. The researcher has ever studied in this area of Phra-Intaracha District Municipality, Bang-Pa-In District, Ayudthaya Province how this study would be. In order to disseminate such information to other related agencies or other different areas to improve such long term of the project including the trend of future projects for the utmost benefit of people.

II. RESEARCH OBJECTIVES

The objectives of this research article were 1) To study the level of satisfaction of elderly towards the elderly’s allowance paying service in the area of Phra-Intaracha District Municipality, Bang-Pa-In District, Ayudthaya, and 2) to compare the satisfaction of the elderly classified by sex, age, status, income, and residence area in the area of Phra-Intaracha District Municipality, Bang-Pa-In District, Ayudthaya.

III. RESEARCH METHODS

A. Research Hypothesis

The elderly who have different sex, age, status, income, career and residence area have different satisfaction towards elderly’s allowance payment service.

B. Research Scope

1. For demographic scope, the population in this research were the people who have got the elder’s allowance specifically for nine communities in the area of Phra-intaracha District Municipality, Bang-Pa-In District, Ayudthaya Province. [3]
2. In term of research contents, this research has focused on the level of satisfaction of elderly people towards the elderly people’s allowance payment in the area of Phra-intaracha District Municipality, Bang-Pa-In District, Ayudthaya province in term of four aspects; (1) Equitable service (2) Timely service (3) Ample service (4) Continuous service

3. In case of timing scope, the duration of data collecting had set off from the first date of July 2019 to 18 of October 2019 totally lasting four months.

C. Concepts and related theories

This research has introduced concepts and related theories as follows; Satisfaction theory of Millet quoted that the satisfaction in service has been considered into five aspects namely (1) equitable Service (2) Timely service (3) Ample service (4) continuous service (5) Progress service

Conceptual framework

This research will be studied on the satisfaction in the elderly’s allowance payment service for the case study of the area in Phra-intaracha District Municipality, Bang-Pa-In District, Ayudthaya province by studying from the conceptual framework and related theories.

<table>
<thead>
<tr>
<th>Independent variables</th>
<th>Dependent Variable</th>
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<tbody>
<tr>
<td>Personal factors</td>
<td>Satisfaction on elderly’s allowance payment service</td>
</tr>
<tr>
<td>1. sex</td>
<td>1. equitable service</td>
</tr>
<tr>
<td>2. age</td>
<td>2. timely service</td>
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<tr>
<td>3. revenue</td>
<td>3. ample service</td>
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<tr>
<td>4. status</td>
<td>4. continuous service</td>
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<tr>
<td>5. career</td>
<td></td>
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<tr>
<td>6. residential area</td>
<td></td>
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</tbody>
</table>

Fig.1 Conceptual framework

E. Research methodology

The research titled; the satisfaction of the elderly towards the elderly’s allowance payment in the area of Phra-intaracha District Municipality, Bang-Pa-In District, Ayudthaya province was a quantitative research that has been studied in order as follows:

1. Population and sample size

The population was the elderly people who have got the elderly’s monthly allowance in the area of Phra-intaracha District Municipality, Bang-Pa-In District, Ayudthaya province. The sampling size was used in 257 cases by using Yamane formula [5] for calculating on sampling size while using the purposive sampling.
2. Research instruments

The tool in collecting the research data was questionnaire in which the researcher had created the research instrument by the following steps (1) study the method of carrying out the questionnaire by collecting data from the document and related textbooks to be a guideline in making a questionnaire (2) Ask for some guidelines from my advisor in searching for independent variables for being a guideline in carrying out the questionnaire. (3) Making a questionnaire covering conceptual framework and purposes of the research for an instrument in collecting data from sampling group in order to be analyzed (4) forward the questionnaire to the expert to examine the validity of content and used language, in case that there are some recommendations, the researcher will later improve ( 5) The improved questionnaire to be forwarded to experts for examining , in case that there are some recommendations, the researcher would improve the research completely.

The instrument to be introduced for the research in collecting data was divided into three stages ; ( 1) Personal factor, the characteristics of questionnaire will be asked in 7 questions such as sex, age, status, revenue, career and residence area, (2) The questionnaire on the satisfaction in people’ allowance payment will be a questionnaire with five rating scale namely the most satisfied ( 5 score), very satisfied ( 4 score), moderately satisfied ( 3 score), less satisfied ( 2 score) and the least satisfied ( 1 score). The mean score of 4.51 -5.00 means the most satisfied, the mean score 3.51-4.50 means very satisfied, the mean score 2.51 -3.50 means moderately satisfied, the mean score 1.51 - 2.50 means less satisfied and the mean score 1.00- 1.50 means the least satisfied. And for the section three, the additional suggestions are made in the form of open–ended questions in which some suggestions are needed to fill in this section in order to improve the satisfaction in the elderly’s allowance payment.

In term of instrumental testing, when it is already done by being tested for thirty units with the elderly who have registered in the area of Phra-intaracha District Municipality, Bang-Pa-In District, Ayudthaya province. The random sampling is not done in the same group which was virtually collected and then analyzed with Cronbach’s alpha by Cronbach to test validity of 0.905. [6]

3. Data Collection

By using the sophisticated program to analyze data as targeted and hypothesis that the researcher had designated that was a kind of the secondary data collected from searching in textbook, document, academic textbooks , related researches from the Website of the Office of National Research Council of Thailand and related websites.

4. Use of statistics in data analysis

Comprising of Percentage, Mean, Derivative Standard-test and One-Way ANOVA. In the section 1 of the questionnaire, data will be analyzed by the method of Percentage and Mean. While in the section II, data will be analyzed by Derivative Standard, T-test and One-Way ANOVA. The statistical significance was 0.05

F. The result of data analysis
The study on the satisfaction on the elderly’s allowance payment in Phra-Intaracha district municipality, the researcher has already analyzed the data as follow:

Section I. The result of personal factor of the elderly analysis
The result of personal factor of the elderly analysis for totally 257 cases as classified with the characteristics of the service users can be found that (1) most elderly people are female accounting for 138 persons (53.70%) (2) most elderly people are between 70 -74 years old totally 65 persons accounting for 25.30% (3) most elderly people have incomes ranging from 10,000-15,000 Baht totally 109 persons accounting for 42.40% (4) In term of social status, most elderly people are divorced and widowers totally 122 persons accounting for 47.50% (5) Most elderly people are farmers totally 106 persons accounting for 41.20% (6) For the residential area, most elderly people live in Generosity community for totally 42 persons( 16.30%)

Section II. Result of the elderly’s satisfaction on the elderly’s allowance payment service Analysis
The result of the elderly’s satisfaction Analysis for payment service has indicated that elderly have the most satisfaction (𝑥̅=4.65) when considering all aspects of satisfaction which can be rated as follow: (1) Timely service (𝑥̅= 4.69), (2) Equitable service (𝑥̅= 4.68), (3) Continuous service (𝑥̅=4.64), (4) Ample service (𝑥̅= 4.63) respectively when considered all aspects that can be summarized as follow:
1. Equitable service
   The satisfaction in elderly ‘allowance payment in overall can be found that having the most satisfaction (𝑥̅=4.65)when considering all aspects that can be ranked as follows: (1)The timely service of staff (𝑥̅=4.79) (2) Equitable service (𝑥̅= 4.74) (3)The integrity of staff (𝑥̅= 4.68) (4) the willingness in service (𝑥̅=4.51) respectively.

2. Timely service
   The satisfaction in the elderly’s allowance payment can be found in overall that the level of satisfaction is the most (𝑥̅ = 4.69) when considered in all aspects of satisfaction that can be ranked as follows; (1) Appropriate time of service (𝑥̅ = 4.77) (2)The rapid and uncomplicated stages of service (𝑥̅ = 4.69) (3) Receiving of timely elderly’s allowance (𝑥̅ = 4.67) (4) Receiving information prior to elderly’s allowance reception (𝑥̅ = 4.66) (5) Rapid service (𝑥̅ = 4.65) respectively.

3. Ample service
   The satisfaction in the elderly’s allowance payment in overall was found that it was the most satisfactory (𝑥̅ = 4.63), when considering in all respects can be ranked as follow: (1) The registration places are rotated thoroughly (𝑥̅ = 4.72), (2) The service location is convenient to access (𝑥̅ = 4.70), (3) The service location is clean and neat (𝑥̅ = 4.68). The service has enough equipment (𝑥̅ = 4.68). The staff who are ready to give recommendations and answer some doubts instantly (𝑥̅ = 4.68), (4) The number of seating for giving enough service to people (𝑥̅ = 4.67), (5) The service
location is arranged proportionately ($\bar{x} = 4.63$). The staff are sufficient to give service, (6) There is a thorough dissemination of information ($\bar{x} = 4.56$), (7) The parking location for people who come for service is sufficient. ($\bar{x} = 4.52$), (8) the media for explaining some clear details of service respectively.

4. Continuous service

The satisfaction towards the elderly’s allowance payment in overall found that the level of satisfaction is considered the most satisfactory ($\bar{x} = 4.64$) when considered all aspects can be ranked as follows; (1) the continuity of service cannot be ceased ($\bar{x} = 4.69$), (9) the public relations for information of allowance payment is persistent ($\bar{x} = 4.68$), There is always an intensive care after service

Section III The analysis on the comparison in the elderly’s allowance payment

Hypothesis I

The elderly who have different sex have different satisfaction on the elderly’s allowance payment. The overall test result found that the elderly who have different sex have not different satisfaction on the elderly’s allowance payment. When considering on the revenue aspect, it had been found that the elderly who have different sex have different satisfaction on the equitable service the elderly’s allowance payment at the Significance statistical value of 0.05. Whereas the elderly who have different sex have not different satisfaction on the elderly’s allowance payment for the other three aspects of satisfaction.

Table I Comparison of satisfaction on the elderly’s allowance payment classified by sex

<table>
<thead>
<tr>
<th>Satisfactory on the elderly’s allowance payment classified by sex</th>
<th>t</th>
<th>p (*sig. &lt; 0.05)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Equitable service</td>
<td>-2.187</td>
<td>.030*</td>
</tr>
<tr>
<td>2. Timely service</td>
<td>-1.712</td>
<td>.088</td>
</tr>
<tr>
<td>3. Ample service</td>
<td>0.537</td>
<td>.591</td>
</tr>
<tr>
<td>4. Continuous service</td>
<td>0.947</td>
<td>.344</td>
</tr>
<tr>
<td>Total</td>
<td>-0.278</td>
<td>.781</td>
</tr>
</tbody>
</table>

Hypothesis II

The result of the test concerning the satisfaction in the elderly’s allowance payment when identifying by age of the elderly that can be found that there was the overall different satisfaction at the statistical significance of 0.05. When considering all aspects of satisfaction, the satisfaction on equitable service and timely service at the statistical significance of 0.05 while the satisfaction on ample service and continuous service are not different.

Table II Comparison of satisfaction on the elderly’s allowance payment classified by age
satisfaction on the elderly’s allowance payment classified by ages | F | p (sig. < 0.05)
---|---|---
1. Equitable service | 6.231 | .000*
2. Timely service | 7.088 | .000*
3. Ample service | 2.329 | .057
4. Continuous service | 0.922 | .452
Total | 3.706 | .006*

The test in pairs in overall can be found that the pairs in age of 59-64 and 80 years old are satisfied at the statistical significance of 0.05 in term of earning. In term of equitable service, the pairs aged in 59-64 and 65-69 years old and the pairs aged in 59-64 and 75-79 years old are satisfied at the statistical significance of 0.05. In term of timely satisfaction, the pairs aged in 59-64 and 65-69 years old, the pairs aged in 59-64 and 75-79 years old, the pairs aged in 65-69 and 70-74 years, the pairs aged in 65-69 years and over 80 years, the pairs aged during 70-74 years and over 80 years old are all satisfied at the statistical significance of 0.05.

Hypothesis III

The elderly who have different incomes are satisfied with the different elderly’s allowance payment.

The test result on satisfaction in the elderly’s allowance payment service when classifying the elderly’s revenue can be found that in overall the satisfaction is different at the statistical significance of 0.05. When considering all aspects, there is a different satisfaction namely in equitable service, ample service and continuous service at the statistical significance of 0.05.

Table III Comparison of satisfaction on the elderly’s allowance payment classified by their income

| satisfaction on the elderly’s allowance payment classified by their income | F | p (*sig. < 0.05) |
---|---|---|
1. Equitable service | 6.860 | .000*
2. Timely service | 14.086 | .000*
3. Ample service | 3.225 | .023*
4. Continuous service | 4.045 | .008*
Total | 5.788 | .001*

The test in pairs in overall have been found that the pairs with revenue ranging from 0-5,000 and over 15,000 Baht and the pairs with revenue ranging from 5,001-10,000 Baht and over 15,000 Baht have different satisfaction at the statistical significance of 0.05. In term of ample service, the revenue ranging from 5,001-10,000 Baht and over 15,000 Baht have different
satisfaction at the statistical significance of 0.05. And the continuous service, the pairs with revenue ranging from 10,001-5,000 Baht and over 15,000 Baht have different satisfaction at the statistical significance of 0.05.

**Hypothesis IV**

The elderly who have different status have different satisfaction. The test result of satisfaction in the elderly’s allowance payment service classified by the status of the elderly can be found in overall that they have not different satisfaction when considering in individual aspect of satisfaction namely the satisfaction is different in case of timely service while the continuous service has different satisfaction at the statistical significance of 0.05. Meanwhile the equitable service and ample service have no different satisfaction.

**Table IV** The comparison of the satisfaction in the elderly’s allowance payment service classified by status

<table>
<thead>
<tr>
<th>satisfaction in the elderly’s allowance payment service classified by status</th>
<th>F</th>
<th>p (*sig. &lt; 0.05)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Equitable service</td>
<td>1.440</td>
<td>.239</td>
</tr>
<tr>
<td>2. Timely service</td>
<td>8.479</td>
<td>.000*</td>
</tr>
<tr>
<td>3. Timely service</td>
<td>0.219</td>
<td>.804</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>9.939</td>
<td>.392</td>
</tr>
</tbody>
</table>

The test for the pairs in term of timely service has been found that single status as well as widow or divorced together with the married, widow or divorced status have different satisfaction at the statistical significance of 0.05. Meanwhile, in term of the ample service, the pairs with single status have different satisfaction at the statistical significance.

**Hypothesis V**

The result of the test on the satisfaction in the elderly’s allowance payment service classified by their careers has shown that in overall they have different satisfaction at the statistical significance of 0.05. Once taking account into all aspects of satisfaction, it was found that every aspect of satisfaction has its different satisfaction namely there are some different satisfaction in term of equitable service, ample service and continuous service with the statistical significance of 0.05.

**Table 5** Comparison of the satisfaction on the elderly’s allowance payment service classified by careers

<table>
<thead>
<tr>
<th>satisfaction on the elderly’s allowance payment service classified by careers</th>
<th>F</th>
<th>p (*sig. &lt; 0.05)</th>
</tr>
</thead>
</table>
The test in pairs can be found in overall that the pairs in commercial work and farmers are satisfied differently with the statistical significance of 0.05. In term of individual satisfaction in pair test, it has shown that the for the equitable service, the pairs in the commercial work and farmers together with the pairs in hiring service and farmers are differently satisfied at the statistical significance of 0.05. In term of timely service, the pairs in the commercial work and farmers together with the pairs in hiring service and personal business and the pairs in the commercial work and farmers together with personal business are differently satisfied at the statistical significance of 0.05. For the ample service, the pairs in commercial work and personal business and the pairs in hiring service and personal business are differently satisfied with the statistical significance of 0.05. In term of the continuous service, the pairs in hiring service with personal business are differently satisfied at the statistical significance of 0.05.

**Hypothesis VI**

The elderly people who have their different residences are differently satisfied with the elderly’s allowance payment service. The test result of the satisfaction on the elderly’s allowance payment service when classified by their residential areas. It was found that in overall there was different satisfaction at the statistical significance of 0.05. When considering all aspects of satisfaction, it was found that there was a different satisfaction in terms of the equitable service, ample service and continuous service at the statistical significance of 0.05.

**Table 6** The comparison of the satisfaction on the elderly’s allowance payment classified by their residences

<table>
<thead>
<tr>
<th>Satisfaction on the elderly’s allowance payment classified by their residences</th>
<th>F</th>
<th>p (*sig. &lt; 0.05)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Equitable service</td>
<td>4.126</td>
<td>.000*</td>
</tr>
<tr>
<td>2. Timely service</td>
<td>12.174</td>
<td>.000*</td>
</tr>
<tr>
<td>3. Ample service</td>
<td>2.496</td>
<td>.013*</td>
</tr>
<tr>
<td>4. Continuous service</td>
<td>6.567</td>
<td>.000*</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>4.122</td>
<td>.000*</td>
</tr>
</tbody>
</table>

The overall test in pairs can be found that the pairs at Sri thong Village together along with Ruamchai Pattana village had different satisfaction at the statistical significance of 0.05. For the
test of individual aspect of satisfaction. For paired samples result could be found that the equitable service could not be found for any different pairs. Meanwhile for the timely service, the pairs at Pratunam Pa-in market and Wat Thammanawa Pathana, the pairs at Pratunam Pa-in market together with Caring for development center, the pairs at Moo 6 Phattana along with the pairs at Wat Thammanawa Pathana, the pairs at Moo 6 Phattana along with Caring for development center are all satisfied differently with the statistical significance of 0.05.

For the case of ample service provided cannot be found some different pairs while for the continuous service, the pairs at Pratunam Phain Market along with Srithong Village, the pairs at Pratunam Phain Market with Ruamchai Phattana, the pairs at Sri thong village along with Soi Yotha phattana, Sri thong village area with Sanitwong area, the pairs at Sri thong village along with Wat Thammanava Phattana area and finally at Sri thong Village along with the caring for development area are differently satisfied at the statistical significance of 0.05.

V. DISCUSSION

The result of study has indicated that the elderly are satisfied with all aspects of satisfaction in elderly’s allowance payment. This has resulted from the operating of agencies in the area of case study according to the Ministry’s policies, working plan and procedures. The abrupt solution has made the elderly satisfactory with four aspects of services when receiving the elderly’s allowance payment. Moreover, this project has been a kind of revenue guarantee for the elderly who have not enough revenue. When the government has administered this kind of project, the elderly people are all satisfied in overall and feel good because the incoming revenues make all elderly have more income, more life insurance in accordance with the study of on the satisfaction of the elderly on the elderley’s allowance payment in case study of Chaophaya Surasak District Municipality that can be found that the elderly have their satisfactory ideas on the elderly’s allowance payment at much satisfied.[7] Since such these incomes have made the elderly have more revenue that can be assured of their secure lives in according with the study of titled: the satisfaction towards the elderly’s allowance payment in case of the District Municipality Chao phaya Surasak that the elderly have the level of opinion on the satisfaction in the elderly’s allowance payment in overall. When considering the individual aspect of satisfaction has found that the equitable service has the most satisfactory opinion.

Meanwhile, the satisfaction in case of ample service, continuous service, and timely service have followed respectively. In term of the equitable service, the staff have integrity, honesty, and never call for their interests in ample service, and they have enough equipment for service. For the continuous service, there is always an intensive care after service. Moreover, for the timely service, the stages in contacting for the quick and uncomplicated service. There are also some recommendations on outdoor services by providing mobile services in many districts until totally five districts rotated around or sending off the staff for service among communities.

Within the area of District Municipality Chao Phaya-Surasak where there are elderly people live in they would receive convenient, and rapid service thoroughly from the government agencies and should develop the potential for their personnel for professional service by the
method of continuous training and service performance result given. Such research was relevant to the ideology of Walman [8] that the satisfaction in life was like a feeling arisen when the human has the desire and receive a response to the his desire for making the human satisfied with.

Moreover the government is still structured to determine some measures concerning the elderly in term of providing mobile welfare services and giving discounted privileges or tax exemption for the elderly people and those who support the elderly people in their families. In this regard, Local Administration Organizations has considered determining the fixed date, timing, and registration places in advance by considering rotated registration places to be held along communities or villages thoroughly in order to facilitate the elderly. Local Administration Organizations will carry out the registration process for those who will be sixty years old and is not registered before are entitled to receive the elderly’s allowance before November and it is subject to be announced for the public. That’s why, the elderly need not go to the main organizations that may be too far and inconvenient for them, etc.

Or via a bank process in form of bank transfer which will be used for the elderly. This would make the elderly more convenient that is relevant to the study of titled: The research project for the appraisal on the elderly’s allowance payment, while evaluating the process, method, operating procedures and readiness of Local Administration Organizations. [9] The mechanism for administration of Local Administration Organization towards carrying out the project on appraisal for the elderly’s allowance payment can be found that the elderly who are deserted, abandoned in communities. In term of selection process for the elderly’s allowance payment can be commonly considered for many aspects and that should be mutually processed and considered from public sector, private sector, citizenship sector and local sectors. For the elderly’s allowance payment process, it should be transferred to the elderly’s bank account the most. Meanwhile, the process for paying the elderly’s allowance is still punctual for the period of the elderly’s allowance payment, namely six times per month. Most have considered that it was inappropriate and should be paid in quarterly period. They also realized that a sum of three hundred Baht instalment per month is even too little, not thoroughly and common for affected elderly. Also, the committee for selecting the elderly’s allowance payment is not proper, still lack of supervising mechanism, clear operating which was relevant to Millet’s ideology [4] on the idea that the satisfaction for service was recognized on following five components: 1. Equitable, 2. Time Service and 3. Ample Service, Millet had thought that the equality or punctuality were meaningless if the number of service providers were not sufficient and locations for such services were not fair for services, 4. The continuous service is a kind of frequent public service that seize the benefit of the public but not take into account for the satisfaction of service providers no matter services are served or shut down anytime 5. For the progress service, it is a kind of public service that is improved for its quality and its performance.

The result on the comparison on the elderly’s allowance payment classified by personal factors of the elderly has been found that the elderly with different ages, revenues, careers, and residences have different satisfactions on the elderly’s allowance payment with the statistical significance of 0.05. As of previous experiences of service they received in the past are likely to be different that have made their ideas and attitudes are subsequently different. There are many views of point that should be in different patterns according to their ideas, feelings and own experiences.
The result of this study is relevant to the study on the satisfaction towards services of Bangkunthien District, Bangkok[10] which was found that the satisfaction of the people towards the services of the Office of Bangkunthien District, Bangkok in overall, are the most satisfactory, namely secondly concerning service personnel and service location respectively. In term of service aspect, it was served in priority, while the staff are honest and does not call for the benefits. For the case of service location, its cleanliness inside the office, considered from the result of comparison on the satisfaction towards services given by the Office of Bangkunthien District, Bangkok Metropolitan is different among people in that area with the statistical significance of 0.05 that is relevant to the study of titled “the satisfaction of the elderly people towards theelderly’s allowance payment for the case study in the area of Chao-Phaya Surasak District Municipality” [7] which has been found that the elderly people have considerable satisfaction on the elderly’s allowance payment. Meanwhile, the elderly with different ages, revenues, and residences are differently satisfied with the elderly’s allowance payment with the statistical significance of 0.05.

VI. Recommendations

1. In term of policy recommendation, namely (1) the equitable service should be improved in term of service given by the staff who facilitate the elderly with willingness in order to make them satisfied without discrimination (2) In case of timely service, it has been found that it should be improved in term of speed and queue management (3) For the ample aspect of service, it should improve the parking lots for the elderly more clearly (4) The continuous service, it should be followed and coordinated with the community leader to propagandize the elderly in the community to know and recognize the problem and be able to measure the satisfaction level of the elderly after service.

2. Practical recommendations, The recommendations for the next research is (1) to study the problem and obstacles towards the elderly’s allowance payment service of the municipality and local administration organizations in order to improve the efficient service. (2) to study problem arising from the performance (3) For the ample service, it should provide mobile cars for serving people in communities and also coordinate with the community leaders in order to make community members informed and received the services. (4) It should follow and coordinate with community leaders to propagandize the elderly people to know and recognize the problems arising and measure the satisfaction after service.

3. The recommendations for next research is to (1) study the problem and obstacles of the elderly towards the elderly’s allowance of the municipality and other local administration organizations in order to improve services for the elderly efficiently. (2) To study the problem from the performance of services given by the municipality in order to be improved efficiently. (3) To study the sufficiency of welfare served for the elderly in the present and something else that the elderly need in their livings in connection with the public sectors’ budget allocations appropriately together with the public potential.

CONCLUSION
Although, there has been a change in the payment system for the elderly after the completion of this research to be paid through the bank transfer system, actually the government should focus more on creating jobs than caring for the elderly by paying only a living allowance. Because, the monthly pension received at the present is not sufficient for the living for the elderly. On the other hand, providing them the jobs or skill enhancement that suit for their age or sharing the skills that they have and pass them on those knowledge to the community would be more efficient for both community and the elderly. To conclude, having activities in coexistence with society, having an income that can support oneself, having medical expenses, these would bring their retirement more happily and sustainable.

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