

Abstract

Title : A Study of Satisfaction of Members of La-ngu District Public Library, Satun Province,
with the 3 Standards of Operation in the 2016 Financial Year

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This research aimed to study the level of satisfaction of members of Muang District Public Library, Satun Province, with the 3 standards of Operation in the 2016 fiscal year. The sample for the study, drawn according to Krejcie and Morgan's with the stratified random sampling technique, consisted of 351 members of Muang District Public Library. The instrument used in the study was a questionnaire and the data were analyzed by such statistics as arithmetic means, standard deviations (S.D.), a t-test and an F-test for hypothesis testing. The analysis was conducted in terms of 3 Standards of Operation of the library based on the framework set by the Office of Non-Formal and Informal Education: good books, good atmosphere and good librarian. The findings of the study revealed the following:

The majority of the members of Satun Muang Public Library were most females within the 18-29 years old. Most of the members were students from formal as well as non-formal educational system. The level of satisfaction of the members with the 3 standards of operation of the library is high. By individual aspects, the members showed satisfaction with the provision of good books and learning media most and with good atmosphere facilitating reading and learning least. A comparison of satisfaction with the operation of Muang District Public Library, Satun Province, overall and by individual aspects, revealed that the library members who differ in their age showed no significant differences in their satisfaction with the operation at the .05 level. By individual aspects, they show satisfaction with the aspect of good librarians at the .05 significant level. Moreover, the library members whose age was 18 years old and lower showed differences in their satisfaction with the aspect of good librarians from those who are 30 years old and over. Other pair comparisons showed no differences in their level of satisfaction. Those who were 30 years old and over show a higher level of satisfaction with the operation of Muang Satun Public Library than those who were 18 years old and lower and those who were in the range of 18-29 years old.