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PEOPLE'S SATISFACTION WITH PUBLIC SERVICES PROVIDED BY LAND REGISTRATION AUTHORITY IN BO TRACH DISTRICT, QUANG BINH PROVINCE

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Abstract. The research analyses 155 questionnaires and came to a multiple regression model indicating that five factors affect people's satisfaction with the services at the research site. The most crucial factor is Facility, followed by Service quality, Staff capacity, Confidence, and Procedural process. There is no difference among Genders, Ages, Education and qualifications, Careers, and Living spaces.

Keywords: public service, Bo Trach, land registration authority

1 Introduction

Pursuant to the Government's Resolution 30c/NQ-CP on the promulgation of the National Administration Reform Program for the 2011–2020 period, aiming at institutional reform; building and improving the quality of the contingent of cadres, civil servants and public employees, focusing on salary policy reform to create a real motivation for public officials, public servants, and public employees to supply high quality and effectiveness services; improving the quality of administrative and public services [4], and pursuant to Decree 43/2011/ND-CP regulating the provision of online public information and services on websites or web portals of state agencies [5], Quang Binh provincial authorities have taken several actions. The reform of administrative procedures regarding land use has been carried out for many years, but according to the general assessment, it is still complicated and rigid. The procedures are cumbersome and overlapping, causing difficulties and misunderstandings for people and businesses. The lack of professional expertise of the administrative staff is considered one of the causes leading to ineffectiveness in land administrative procedures.

At Bo Trach Land Registration Office (LRO), residents often give negative feedback because of overdue documents, incorrect results, and other reasons, causing land users to be unsatisfied. As a result, researching the satisfaction of land users is an excellent way to propose suitable solutions to improve land administrative procedures.

On the basis of the above theoretical and practical issues, we conducted this study to evaluate people's satisfaction with the quality of public administration services at Bo Trach Land Registration Office.

2 Content and methodology

2.1 Description of research site and characteristics of Bo Trach Land Registration Office

Bo Trach district, one of seven district-level administrative units of Quang Binh province, is located at the northern gate of Dong Hoi City. The district has an area of 2,123.1 km², accounting for 26.33% of the natural area of the province and is one of the few districts spreading from West to East, embracing the entire width of Vietnam. The district with 29 communes and one town is favourable in terms of geographical location, strengths in commerce, and tourism services. Thus, Bo Trach district plays an essential role in the socio-economic development of Quang Binh province.

Bo Trach Land Registration Office belongs to the land registration office of Quang Binh province. The office has the function of organizing the implementation of land management in the district: land registration, house residential and other property on land, development, management, update, measurement, uniformly revising cadastral dossiers and land databases, land statistics and inventories, and supplying land information to organizations and individuals in accordance with laws.

2.2 Methodology

Secondary data

Secondary data were collected at specialized agencies of the district Land Registration Office. The data comprise reports, scientific articles, dissertations of authors across the country on the quality of public administrative services, assessment of customer satisfaction with the quality of public administrative services, etc.

Primary data

Questionnaire interview method: the interviewees are people who do administrative transactions at the office. They were required to supply information such as their name, gender, education status, age, employment, and living space and asked to evaluate the public services provided by the office.

Consultation with knowledgeable people: consultations with eight officials in charge of receiving and settling public administrative procedures at the branch were made. The

knowledgeable people are officers working in land management and having a position in the agency with a master's or engineer's degree.

Sampling method

We use the Exploratory Factor Analysis (EFA) model and multivariate regression for the data in this study.

According to Tabachnick and Fidell, for multivariate regression analysis, the minimum sample size (n) follows the formula: $n = 50 + 8 \times m$, where m is the number of independent variables. In our case, we have six independent variables; therefore, $n = 50 + 8 \times 6 = 98$.

According to Hair et al. [6], for exploratory factor analysis, the minimum sample size is five times the total number of observed variables. We use a 6-factor study project with 31 observed variables; therefore, the minimum sample size is 155 (5×31).

To satisfy both of the above conditions, we choose the minimum number of samples equal to 155.

Research models

The model supposes that factors contributing to service quality affect the satisfaction of land users with public administrative services. These factors are positively related to users' satisfaction:

H1: The better the facilities and meeting the needs of the people, the higher the satisfaction of the quality with public administrative services.

H2: The higher the professional capacity of the staff, the higher the quality of public administrative services.

H3: The more polite and friendly the service attitude of an officer, the higher the quality of public administrative services.

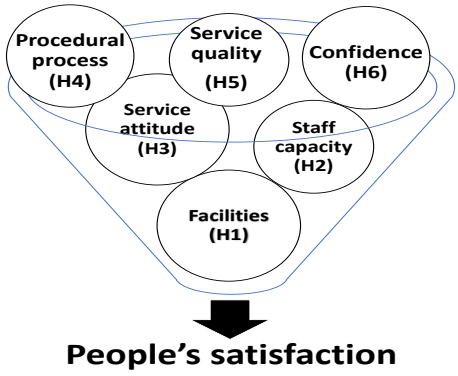

Figure 1. Proposed research model

H4: The clearer, transparent and easy-to-understand procedural processes, the higher the quality of public administrative services.

H5: The better the service level of an official, the higher the quality of public administrative services.

H6: The higher people's confidence in the unit in implementing administrative services, the higher the quality of public administrative services.

Design the scale

To evaluate the impact of factors on people's satisfaction with the quality of public administrative services at Bo Trach District Registrar's Branch, we used a model of six factors: (1) Facilities; (2) Staff capacity; (3) Service attitude; (4) Procedural processes; (5) Service quality; (6) Confidence.

We used the Likert scale [8] to evaluate the impact level according to five levels: 1. Very disagree; 2. Disagree; 3. Neutral; 4. Agree; 5. Strongly agree. Then, we proceeded to calculate the distance of the Likert scale by the formula:

$$\text{Distance } (a) = (\text{Max} - \text{Min})/n$$

where Max = 5; Min = 1, and when $n = 5$, we get $a = 0.8$

Decentralization of assessment of the level of factors affecting people's harms to the quality of public administrative services:

Strongly Agree: $m > 4{,}2$; Agree: $3.41 \le m \le 4.2$; Neutral: $2.6 \le m \le 3.4$; Disagree: $1.81 \le m \le 2.6$; Strongly disagree: $1 \le m \le 1.8$, where m is the average value of each factor in the research model.

* Scale of factors affecting the satisfaction of people with the quality of public administration services

The scale of the independent variances (Table 1) affecting people's satisfaction (S) with the quality of public administrative services includes (1) Facilities - F; (2) Staff capacity - SC; (3) Service attitude - SA; (4) Procedural processes - PP; (5) Service quality - SQ; (6) Confidence - C. The scale of dependent variance is shown in Table 2.

Table 1. The scale of independent variance

Variables	Notation
Facilities	**F**
Records reception and returning results department are fully equipped.	F1
Equipment is modern (computers, printers, number pickers, etc.).	F2
Equipment is arranged reasonably, scientifically, and conveniently for transactions (waiting tables, paper, pens, fans, etc.).	F3
The office is spacious, cool, clean.	F4
Instructions, forms and procedures are displayed conveniently for searching (at the section receiving records and returning results, on the website, etc.).	F5
The parking place is spacious, comfortable and convenient for travel (with sunshade, rain, etc.).	F6
Staff capacity	**SC**
The staff receiving the application has good communication skills.	SC1
The staff receiving the application has the knowledge and skills to handle the job.	SC2
The staff receiving the application are very proficient in expertise and profession.	SC3
Officers can answer questions and give correct instructions when people need advice.	SC4
Service attitude	**SA**
Officers have a polite attitude when receiving dossiers and returning results.	SA1
Officers do not discriminate and serve all people fairly.	SA2
The staff has a friendly and enthusiastic attitude when answering people's questions.	SA3
The staff clearly and thoroughly instructed the process of handling dossiers.	SA4
The officer does not have an unpleasant or troublesome attitude when handling dossiers.	SA5
Procedural process	**PP**
Required types of records and procedures are reasonable and in accordance with the law.	PP1
Transparent and clear procedures and application processing steps are reasonable.	PP2
The processing time complies with listed regulations.	PP3
The time to return the application is not late compared with the appointment.	PP4

Variables	Notation
The application fee is reasonable.	PP5
Service quality	**SQ**
Residents have facile communication with the processing officer.	SQ1
Officers try to understand the people's needs and aspirations.	SQ2
The people's questions are answered by the staff enthusiastically and satisfactorily.	SQ3
Citizens can express their opinions directly to leaders.	SQ4
The officer has special care and guidance for complex cases.	SQ5
Confidence	**C**
The dossiers are returned to the people without errors, omissions or losses.	C1
People do not have to travel many times to resolve dossiers.	C2
The citizen reception schedule is public and convenient for transactions.	C3

Table 2. The scale of independent variance

Variables	Notation
Satisfaction	**S**
Citizens are satisfied with the public administrative procedures of the branch of the LRO at Bo Trach district.	S1
Citizens are completely satisfied with the service of the branch of the LRO at Bo Trach district.	S2
In general, citizens are satisfied when applying to administrative procedures at the branch of the LRO at Bo Trach district.	S3

Methods of analysis and data processing

Primary data were analysed by using the IBM SPSS Statistics 2.5 software, and secondary data by using the Microsoft Excel 2015 software.

Verify the reliability of the scale

Cronbach's alpha is a popular method for checking the internal consistency of a scale. Internal consistency is understood when all observed variables on the scale measure the same component or structure [9]. Cronbach's alpha coefficients are often used when researchers use Likert's multiple choice questions in a survey or questionnaires, and they want to determine whether this scale is reliable.

Table 3. Cronbach alpha values and internal consistency [3]

Cronbach's alpha	Internal consistency
$\alpha \geq 0.9$	Very good
$0.9 > \alpha \geq 0.8$	Good
$0.8 > \alpha \geq 0.7$	Acceptable
$0.7 > \alpha \geq 0.6$	Doubtable
$0.6 > \alpha \geq 0.5$	Not good
$\alpha < 0.5$	Unacceptable

The values of alpha (α) can range from infinitely negative to 1. However, only positive values of alpha are significant. In general, alpha coefficients range from 0 to 1, and an increase in this value means that the correlation among the observed variables augments. Therefore, this data processing method enables the analyst to evaluate the scale's reliability through Cronbach's alpha coefficients. Cronbach's alpha and internal consistency are interpreted as follows: an acceptable reliability value should be 0.7 or higher. However, sometimes a lower value is still good [10]. This study accepts the scale's reliability greater than or equal to 0.6.

Exploratory factor analysis

Exploratory factor analysis is used to reduce a set of K observed variables into a set F (where $F \leq K$) with more meaningful factors.

Factor analysis is the main technique to reduce and summarize data, including lots of observable variables that depend on each other into a smaller set of variables (factors) but still contain most of the contents of the original set of variables [6]. The criteria in EFA are as follows:

1. The Kaiser-Meyer-Olkin (KMO) coefficient is an index used to consider the appropriateness of exploratory factor analysis. The value of KMO must be equal to or greater than 0.5 ($0.5 \leq KMO \leq 1$). This value is a sufficient condition for factor analysis to be appropriate. If this value is less than 0.5, factor analysis is likely to be inconsistent with the data set [1].
2. Bartlett's test (Bartlett's test of sphericity) is used to see if the observed variables in a factor are correlated. If Bartlett's test is statistically significant (Sig. Bartlett's test < 0.05), the observed variables are correlated [1].
3. The eigenvalue value represents the variation explained by each factor. Only those factors with an initial eigenvalue value equal to or greater than 1 are retained in the research model.

4. The total variance explained is the percentage variation of observed variables explained by the factors and must be greater or equal to 50%. The principal component analysis with varimax rotation was used to find the number of variables with large coefficients for the same factor and those not correlated.

5. The factor loading is the criterion to ensure the practical significance of EFA. Its value is 0.3–0.4 and is considered the minimum level; 0.4–0.5 important; greater than 0.5 practical. The factor loading, also known as factor weight, indicates the correlation between the observed variables and the factors. The higher the factor loading, the greater the correlation between that observed variable and the factor and vice versa [2]. In the rotation matrix table, the coefficient of the uploaded observed variables must be greater than 0.5 (50%).

   To ensure the difference between the factors, we use the rotation matrix. If an observed variable is loaded with both factors, it retains when the difference of the load factor at the two factors is equal to or greater than 0.3 (30%); otherwise, the variable is rejected [7].

Correlation analysis

To study the correlation between the dependent variable and independent variables, we conduct a multiple linear regression analysis. The correlation between the independent variables and the dependent variable must be considered. The independent variable is correlated with the dependent variable if the 2-tailed Sig. is less than 0.05. This correlation coefficient has a value from –1 to 1. The mathematical sign of the correlation coefficient shows the relationship, and the magnitude indicates the degree of influence.

Regression analysis

To test the hypotheses of the research model, we perform regression analysis. It determines the significance of each factor toward the customers' satisfaction with the quality of public administrative services. The model is described in Eq. 1.

$$S = \beta_1 \times F + \beta_2 \times SC + \beta_3 \times PP + \beta_4 \times SA + \beta_5 \times SQ + \beta_6 \times C + \varepsilon \quad (1)$$

where S is the dependent variable; beta (β) is the regression coefficient of the independent variables corresponding to F, SC, PP, SA, SQ, and C; ε is the error regression.

Besides, it is necessary to check the multicollinearity phenomenon via the VIF magnification coefficient (for the study using the Likert scale, VIF < 2) and the independence of error or correlation of residues via the Durbin Watson test. The higher the standardized Beta coefficient of a variable, the greater its impact on customer satisfaction.

3 Results and discussion

3.1 Implementation of public administrative services at Land Registration Office in Bo Trach district

Under the scope of powers, functions, and duties, the Land Registration Office performed public administrative services related to new land use right certificates, volatility and guaranteed transaction registration during 2015–2019. The number of transaction records in the administrative procedures is huge (Table 4).

In 2015, the rate of completing dossiers was the lowest because the Land Law 2013 came into effect only in July 2014. There were numerous shortcomings and complicated problems for local people and staff, leading to obstacles in solving various documents. However, the rate of handling dossiers had increased steadily over the years. By 2019, it had reached 98.13%, with a marked improvement. Due to a better understanding of the 2013 Land Law, the branch was supplemented with a staff with high professional skills and proficiency in current legal documents, so processing files was less complex.

The number of records over the years had increased rapidly. In 2015, there were 17,665 documents, and in 2019, the number increased by 11,880 records, reaching 29,545 transactions. One of the reasons was that the land market in the district fluctuated dramatically, and the demand for transfer, donation, and inheritance also increased. Another reason was that the 2013 Land Law was enacted and widely applied, and people were aware of their rights concerning land use, making them more confident. On the State side, the authority pushed people to implement administrative procedures.

Table 4. The registration of issuance of certificates at the Land Registration Office of Bo Trach district, period 2015–2019

Year	New land use right certification	Volatility registration	Guaranteed transaction registration	Total records	Record processing rate
2015	558	5.954	11.153	17.665	85.40 %
2016	1.139	8.756	11.064	20.959	88.56 %
2017	1.077	9.083	11.273	21.433	92.56 %
2018	1.675	15.377	12.046	29.098	90.80 %
2019	1.367	18.275	9.350	29.545	98.13%

Source: collecting data

3.2 Factors affecting people's satisfaction with the quality of public administration services

The reliability test shows that the Cronbach's alpha value of the independent variance scales is greater than 0.6, indicating that all scales are accepted and can be analyzed in the following steps (Table 5). The results of EFA with the factor extraction method and varimax factor rotation for the independent variable reveal that the research model has six independent variances and 26 observed variances (the observed variances PP3 and SQ5 were rejected), corresponding to six scales. These representative factors affect people's satisfaction with the quality of administrative services in the LRO branch.

The exploratory factor analysis through the principal component analysis with varimax rotation cannot be conducted because the dependent variable has only one factor – "Satisfaction". Therefore, only one factor is extracted from three observed variances, with the coefficient load factor of three variances greater than 0.5. Then, the Pearson's correlation coefficients between the independent and the dependent variables and the matrix correlations among the independent variables were calculated (Table 6)

All independent variables have a significance level of less than 0.05 with the dependent variable, indicating that the independent variables have a linear correlation with the dependent variable.

It is obvious that the most closely correlated with the dependent variable is SQ (0.537), followed by F (0.534) and PP (0.480). The least correlated with the dependent variable is C (0.224). Thus, the independent variables are meaningful and can be included in the regression model to explain the variable "Satisfaction" in the following step. In addition, in Table 6, there are pairs of independent variables correlated quite closely with each other, such as SQ with PP (0.508), and SA and PP are correlated at an average level (0.421). Based on the correlation coefficient between the independent variables, we can suspect that these independent variables are multicollinearity. This question will be answered on the basis of the variance inflation factor (VIF) when analyzing the regression in the following step.

Table 5. Cronbach alpha values and internal consistency of the independent variances

	Facilities	Staff capacity	Service attitude	Service quality	Procedural process	Confidence
Cronbach's Alpha	0.855	0.867	0.781	0.728	0.757	0.774
Internal consistency	good	good	acceptable	acceptable	acceptable	acceptable

Source: the result of SPSS analysis

Table 6. The matrix Pearson's correlations among the variables

		Correlation						
		S	**F**	**SC**	**SA**	**SQ**	**PP**	**C**
S	Correlation coefficient	1						
F	Correlation coefficient	0,534**	1					
	Sig. (2-tailed)	0,000						
SC	Correlation coefficient	0,307**	0,218**	1				
	Sig. (2-tailed)	0,001	0,005					
SA	Correlation coefficient	0,346**	0,332**	0,261**	1			
	Sig. (2-tailed)	0,000	0,000	0,001				
SQ	Correlation coefficient	0,537**	0,276**	0,100	0,319**	1		
	Sig. (2-tailed)	0,000	0,000	0,202	0,000			
PP	Correlation coefficient	0,480**	0,350**	0,210**	0,421**	0,508**	1	
	Sig. (2-tailed)	0,000	0,000	0,007	0,000	0,000		
C	Correlation coefficient	0,224**	0,088	0,055	0,044	0,097	0,014	1
	Sig. (2-tailed)	0,004	0,265	0,485	0,575	0,215	0,858	

** Positive correlation at the $p < 0.01$ level; **positive correlation at the $p < 0.05$ level

Source: the result of SPSS analysis

The factor SA (Sig. = 0.835 (>0.05)) was rejected as an explanatory variable. Thus, the regression equation parameters are as follows (Table 7):

The cumulative R^2 value is 0.509, indicating that the independent variables explain 50.9% of the variation of the "Satisfaction". The remaining 49.1% is due to the factors outside the model and random variables. Thus, the given model is consistent with the real data. The regression model was tested for consistency with the data. Because the number of samples is huge, we only select a limited number of samples to investigate, thereby deducing the overall properties of all the samples. Therefore, we use ANOVA to check whether this linear regression model is extensible and applicable to the entire sample (Table 8).

The value of the F-test is 34.752 with a significance level equal to 0 (<0.05), proving that the cumulative R^2 is different from 0; that is, the independent variables affect the dependent variable. The built-in linear regression model is suitable for the whole and can be used.

Table 7. The regression equation parameters

Regression model	***R***	***R*²**	**Cum. *R*²**	**Standard Error**	**Durbin-Watson value**
1	0.724	0.524	0.509	0.623	1.912

Table 8. Testing the appropriateness of the regression model

ANOVA					
Model	**Sum of square**	**Degree of freedom**	**Mean square**	**F-value**	**Sig.**
Regression	67.517	5	13.503	34.752	0.0000
Others	61.393	158	0.389		
Total	128.911	163			

All variance inflation factors are less than 2, and the largest is 1.474 (<2), proving that there is no multicollinearity phenomenon. On the other hand, the Sig. values of the independent variables are all less than 0.05, indicating that the independent variables in the linear regression model have explanatory meanings for the dependent variable.

For studies using Likert scale questionnaires and SPSS quantitative analysis, standardized beta coefficients are used to create regression equations. The larger the coefficient is, the larger the influence on the dependent variable will become and thus the higher impact of that factor on satisfaction. The regression model (Eq. 2) shows that five factors affect people's satisfaction with the quality of public administrative services at the Bo Trach district LRO (Table 9)

$$S = 0.335 \times F + 0.331 \times SQ + 0.177 \times SC + 0.170 \times C + 0.155 \times PP \quad (2)$$

All independent variables have a positive relationship with "Satisfaction". We can see that Facility (0.335) is the most influential, followed by Service quality (0.331), Staff capacity (0.177), Confidence (0.170), and Process and procedure (0.155).

*** Test the hypothesis of satisfaction:**

Through the EFA discovery factor analysis, the SERVQUAL's service quality scale shows that the following five factors: Facilities, Service quality, Staff capacity, Confidence, and Process and Procedures positively affect people's satisfaction level with the quality of public

Table 9. The regression model of the satisfaction

Unstandardized coeficients		**Standardized coefficients -**	***t***	**Sig.**	**Colinearity stastistics**		
B	**Standard Error**	**Beta**			**Tolerance**	**VIF**	
Constant	–1.464	0.442		–3.314	0.001		
F	0.411	0.074	0.335	5.581	0.000	0.836	1.196
SC	0.187	0.060	0.177	3.102	0.002	0.926	1.079
PP	0.199	0.085	0.155	2.325	0.021	0.679	1.474
SQ	0.399	0.078	0.331	5.134	0.000	0.724	1.382
C	0.218	0.071	0.170	3.063	0.003	0.978	1.023

Source: the result of SPSS analysis

administration services at the Land Registration Office of Bo Trach district. These positive coefficients indicate that their improvement will enhance people's satisfaction.

3.3 Assessment of people's satisfaction with public administrative services

People's assessment of the factors in the satisfaction model for public administrative services

The results show that the average value of the people's satisfaction is relatively high, with a significance level of agreement ranging from 3.61 to 3.87. That is, people agree when asked about the issues related to factors in the public administrative service satisfaction regression model (Table 10).

Assessment of satisfaction according to different subjects

Satisfaction by gender

The mean values according to the assessment of sexes have no different variance (Sig. of Levene test = 0.604 (>0.05)). The results of the corresponding t-test have a significance level (Sig.) of 0.743 (>0.05). Therefore, there is no statistically significant difference in the satisfaction level between the sexes (Table 11).

Table 10. Results of people's assessment of factors in satisfaction model

Factors	Average value	Mean
Satisfaction	3.76	Agree
Facilities	3.66	Agree
Staff capacity	3.69	Agree
Process and procedure	3.70	Agree
Service quality	3.61	Agree
Confidence	3.87	Agree

Table 11. Gender satisfaction test

Criteria	Average value		Levene test (Sig.)	t-test (Sig.)
	Male	Female		
Satisfaction	3.74	3.78	0.604	0.743

Source: the result of SPSS analysis

Satisfaction by age

The average values according to the evaluation of age have equal variance (Sig. of Levene statistics = 0.211 (>0.05)), so they qualify for ANOVA analysis. The corresponding ANOVA analysis results have a significance of 0.199 (>0.05), so it is assumed that the equal variance between age groups is not violated. In other words, there is no statistically significant difference in the satisfaction level of respondents from different age groups (Table 12).

Satisfaction by occupation

The average values of the occupation-based satisfaction assessment have equal variance (Sig. of Levene statistic = 0.277 (>0.05)), so they qualify for ANOVA analysis. The corresponding ANOVA analysis results have a significance of 0.099 (>0.05), so it is assumed that the equal variance between occupational groups is not violated. In other words, there is no statistically significant difference in the satisfaction level of assessors with different occupational groups.

Satisfaction by education level

There is no difference between the mean values of the groups of education levels (Sig. of Levene statistic = 0.276, (>0.05)), so they qualify for ANOVA variance analysis. Corresponding ANOVA analysis results have a significance of 0.378 (>0.05), so it is assumed that the equal variance between educational attainment groups is not violated. In other words, there is no significant difference in the satisfaction level of assessors from different educational attainment groups (Table 14).

Table 12. Age-based satisfaction test

Criteria	Average value					Levene test (Sig.)	ANOVA (Sig.)
	Under 30 year old	31–40 year old	41–50 year old	51–60 year old	Above 60 year old		
Satisfaction	3.50	3.99	3.71	3.69	3.55	0.292	0.199

Source: the result of SPSS analysis

Table 13. Test of satisfaction by occupation

Criteria	Average value				Levene test (Sig.)	ANOVA (Sig.)
	Worker	Government officer	Businessmen	others		
Satisfaction	3.37	3.95	3.93	3.57	0.277	0.099

Source: the result of SPSS analysis

Satisfaction by living spaces

There is no difference between the mean values of the groups of living spaces (Sig. of Levene statistic = 0.188, (>0.05)), so they qualify for ANOVA variance analysis. The corresponding ANOVA analysis results have a significance level of 0.496 (>0.05), so it is assumed that the equal variance between regional groups is not violated. In other words, there is no statistically significant difference in the satisfaction level of reviewers from different living spaces (Table 15).

3 Conclusions

Public service delivery at the Land Registration Office of Bo Trach district achieved numerous achievements. However, this work still has various problems that agencies and leaders are still looking for ways to solve. One of the ways to deal with these problems is to survey people's opinion on public administrative services at the agency.

People's satisfaction with the quality of public administrative services at the Branch depends mainly on five factors: Facilities, Service quality, Staff capacity, Confidence, and Procedural Process. These factors have a 50.9% impact on land user's satisfaction, with the standardized regression model as follows:

$$S = 0.335 \times F + 0.331 \times SQ + 0.177 \times SC + 0.170 \times C + 0.155 \times PP$$

Assessing and analyzing the people's satisfaction with the quality of public administrative services at Bo Trach district's Land Registration Office show that people agree when asked about the issues related to the factors in the model. No statistically significant difference exists in the satisfaction assessment for the age group, education level, gender, occupation, and living areas.

Table 14. Education level satisfaction test

Criteria	Average value					Levene test (Sig.)	ANOVA (Sig.)
	Undergraduate	Intermediate	Dilopma	Bachelor	Graduated		
Satisfaction	3.70	3.58	4.10	3.80	4.03	0.276	0.378

Source: the result of SPSS analysis

Table 15. Satisfaction test by living area

Criteria	Average value			Levene test (Sig.)	ANOVA (Sig.)
	Center	Near the center	Far from the center		
Satisfaction	3.68	3.84	3.86	0.188	0.496

Source: the result of SPSS analysis

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