

รายงานวิจัยฉบับสมบูรณ์ การศึกษาความพึงพอใจของผู้ใช้ไฟฟ้าที่มีต่อการบริการของ

การไฟฟ้านครหลวง

Customers' satisfaction towards the service of Metropolitan Electricity Authority in the fiscal year of 2001 was conducted to compare with the survey of 2000. Samples consisted of 1653 residential customers, 338 business units and 455 factories which each of them being considered in their electricity consumption. The result indicates that the customers were highly satisfied with MEA services in general though the satisfaction level, especially of the residential and business groups, was slightly lower than the survey of 2000. Klongtoei District, Thonburi District and Bangkhaen District are the service areas where the customers expressed the most satisfaction of MEA. In addition, it was found that MEA could provide service beyond the customers' expectation in all service zones.

สำนักหอสมุด