

Annual Satisfaction Survey and Service Improvement, Budget Year 2021 for Community Organizations Development Institute (CODI)

Abstract

The annual satisfaction survey of the Community Organization Development Institute (Public Organization) (CODI) for the year 2021 was a survey on direct responses to expectations and needs from service recipients from 2 target groups. The first group was the service recipients. The second was the sub-committees as a mechanism for working with the institute. The survey result would help CODI improve the quality of service by the target group's needs. The survey covers satisfaction with service personnel, efficiency in the service procedure, and the effectiveness of operation results. Because the survey was in the COVID-19 period, the survey included the assessment of satisfaction in the epidemic period. The research methodology was a mixed method. Data collection was a combination of quantitative surveys and in-depth interviews to expand or add to the interpretation of the data from the quantitative study results.

The survey found that, overall, the service users had the highest level of satisfaction, and the subcommittees were satisfied at a high level. The issue with the most excellent satisfaction was the officer/proponent of development work, efficiency and effectiveness, respectively. In the epidemic of COVID-19, both service recipients and sub-committees had high and the highest level of satisfaction. However, the differentiation satisfaction between the two groups represented the inconsistency of each party's expectations. Therefore, the recommendations were as follows: (1) CODI needs to re-balance between working with the government and community sectors, including working with different expectations, (2) maintaining its strengths in the implementation of participatory approach in community empowerment, (3) improving both quantitative and qualitative performance, (4) articulating the project-based to organizational goals, (5) expanding partners and operating networks in line with current social conditions expand policy network, (6) studying on modern community changes to develop guidelines for future operations, (7) lesson-learning and develop innovation and manage operational knowledge and (8) connecting and developing personnel potential, especially the new generation, both within the organization and with partners working together.

Key Word: Satisfaction survey, Community Organization Development Institute (CODI), 2021