YANGON UNIVERSITY OF ECONOMICS

DEPARTMENT OF APPLIED ECONOMICS

MASTER OF PUBLIC ADMINISTRATION PROGRAMME

A STUDY ON THE PUBLIC SATISFACTION WITH THE SERVICES OF THE NATIONAL REGISTRATION AND CITIZENSHIP DEPARTMENT IN MAYANGONE TOWNSHIP

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MPA - 7 (20th BATCH)

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A thesis submitted as a partial fulfillment towards the requirement for the degree of Master of Public Administration (MPA)

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This is to certify that this thesis entitled **"A Study on the Public Satisfaction with the Services of the National Registration and Citizenship Department in Mayangone Township"**, submitted as a partial fulfillment towards the requirements for the degree of Master of Public Administration has been accepted by the Board of Examiners.

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ABSTRACT

The main objective of this thesis is to assess the satisfaction level of the public with the services of the National Registration and Citizenship Department in Mayangone Township. A total of 200 respondents were selected by using the random sampling method. Service gap analysis is evaluated based on the gap between the respondent's expectations and perception using SERVQUAL Model. The tangible dimension is the most dissatisfied, with the highest negative gap score. In other dimensions such as reliability, responsiveness, empathy, and assurance, people's expectations were higher than the quality they received, and negative gap scores were obtained. The assurance dimension of the Mayangone Township office has the lowest negative gap. The public is not satisfied with the overall service quality offerings of the service provider because all five dimensions that measure service quality have negative gap scores, and most of the respondents rank responsiveness as the most important one among the five dimensions. There are good satisfaction and expectations for the Electronic Identification and Pankhin projects that are currently being implemented.

ACKNOWLEDGEMENTS

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LIST OF ABBREVIATIONS

EID	Electronic Identification
MOIP	Ministry of Immigration and Population
NRCD	National Registration and Citizenship Department

CHAPTER 1
INTRODUCTION

1.1   Rationale of the Study

Public service can be said to be the backbone of the government's administrative machinery. The needs and problems of the citizens of a nation are served and solved by the government in charge of that nation. The public service acts as a visible bridge between a government and its citizens and promotes integration. According to some, public service is the state organizer's fulfillment of the wants and needs of the state community. The level of quality of public service performance has a broad impact on community welfare. Public satisfaction can be an important indicator of overall government performance. Measuring public satisfaction can help identify gaps in the government's public service needs and areas for reform. It's crucial to meet customers' expectations and needs in order to deliver high-quality service (Zeithmal, 1996). They become satisfied with their services if their expectations are met by the actual, perceived services. Gerson (1993) states that consumer satisfaction depends on the service provider's effort to identify a suitable means by which the customer will be satisfied with the service provided. Surveys and research are conducted in various nations to assess public response and satisfaction in an effort to raise the quality of public services. The common measurement tool in Canada and quality barometers in Italy and France are designed to allow different government organizations to measure and track service quality over time and incorporate perception data from citizens.

In Myanmar, there is still little research on and measurement of public satisfaction with the government's public service activities. In particular, studies have been conducted on areas such as health, education, and the economy, and it is also necessary to study how the government can provide services to citizens on citizenship issues, which are an important aspect for citizens. This paper examines the citizenship and household registration services provided by the Ministry of Immigration and Population.

According to the 1949 Residents Registration Act and the 1982 Myanmar Citizenship Law, Myanmar citizens must go to the Immigration and Population Office in their respective townships to register for births and deaths, register as household members, and obtain a citizen's identity card. If you are a citizen, you will not be able to do without the services of that office in order to deal with issues related to citizenship, so the Ministry of Immigration and Population provides the services to all citizens and is in contact with all citizens. The offices in townships have the most direct contact with the people and provide the above-mentioned services to the public. Therefore, the service quality of the township offices is very important to satisfy the public.

The Ministry of Immigration and Population is implementing modern systems and projects to provide the best service to the public. In addition to enforcing the law laid down in the workplace, the Ministry has given priority to emphasizing public service satisfaction. Out of the many township offices, Mayangone Township Office has been selected for the study because it can obtain information and collect data in the current situation. Moreover, in Mayangone Township, there are 198,113 populations according to the 2014 census, making it one of Yangon's most populous townships and an office that handles various issues. There are also difficulties and problems arising from serving many people every day.

This study should be conducted in order to assess public satisfaction, identify gaps in the provision of quality public services, and implement the required adjustments. This research is expected to be one of the supporting studies that contribute to enhancing the public service in relation to the department of national registration and citizenship quality of service.

1.2   Objectives of the Study

The main objective of the study is to assess the satisfaction level of the public with the services offered by the National Registration and Citizenship Department in the Mayangone Township Office.

1.3   Method of Study

This study is an analytical method that is based on primary and secondary data. The structured questionnaire was based on the SERVQUAL format, which was systematically formed. The survey questionnaire is based on a 22-item SERVQUAL instrument covering tangible assurance, responsiveness, reliability, and empathy and

was modified to suit the services of the National Registration and Citizenship Department. Questionnaires with a 5-point Likert scale are used to collect primary data. The information was collected using the random sampling technique. Secondary data are obtained from document reviews, reports and records of the National Registration and Citizenship Department, internet searches, research papers, journal articles and Thesis.

1.4   Scope and Limitation of the Study

The services that are most in contact with the people are household registration and citizenship issues, so we focus on how satisfied the citizens are with the services provided in relation to those activities. This study was focused only on people who live in Mayangone Township and have the right to use the services of the Mayangone Township office. This study does not cover all of the people who live in the township, so the sample size is limited to 200 respondents. The survey collects information from people who come to the office and use the services between January 1 and January 31, 2023.

1.5   Organization of the Study

This chapter is organized into five chapters. Chapter 1 includes the rationale for the study, the objective of the study, method of the study, scope and limitation of the study and the organization of the study. Chapter 2 involves a literature review to the relation between the service quality and satisfaction, the five dimensions of SERVQUAL details and previous studies. Chapter 3 consists of an overview of the household registration and citizenship in Myanmar. Chapter 4 includes data analysis and findings on the satisfaction with the services of the National Registration and Citizenship Department in Mayangone Township. Chapter 5 contains the conclusion and recommendation for the findings.

CHAPTER II
LITERATURE REVIEW

This chapter aims to provide an overview of the literature related to this area of study. In this study, the interpretations of public service, service quality, and public satisfaction by other researchers and the relationship between them are extracted from the literature. In addition, the contents of the model that is used in this study as well as the results of previous studies that have used this model are also presented.

2.1   Concepts of Public Service, Service Quality, and Public Satisfaction

2.1.1   Public Service

A person, group, or organization providing goods or services to the community directly or indirectly is known as providing service. (Kashmir, 2005)defined service as an action to satisfy customers or clients. Services were described by (Gronroos, 1982)as continuous interactions between service providers and customers. A service is any act or performance that one party can offer to another that is essentially intangible and does not result in ownership of anything (Kolter, 1987). While (Rangkuti, 2002) notes that "service" is a value associated with providing services to consumers (Gerson, 2002) states that "service" is a way to achieve satisfaction and bonds.

The four fundamental features that distinguish services from products are as follows:

(1) Intangibility: Since services cannot be seen, felt, or otherwise produced as tangibles, they cannot be "possessed" and are hence intangible. It is difficult to evaluate their value and quality.

(2) Inseparability: It is impossible to separate the production of services from the consumption of those services.

(3) Heterogeneity: When different people supply different services, the quality of those services can sometimes vary, as can the effectiveness of those people.

(4) Services cannot be stored and applied to a later time period due to their perishability. (Kolter, P and Keller, 2007)

The private sector, not-for-profit sector, and government sector are the three main categories into which service providers can be grouped. A wide variety of services are offered to the public by local, state, and federal government agencies. These programs are referred to as "public services" since they are free to the general public and are funded by taxes. A public service is a tool offered by an organization, often a government agency or private enterprise, that is meant to support community members.

Public service emphasizes the value of addressing the needs of the public first, helps improve the conduct of public affairs, and gives the public satisfaction. Public services do not primarily seek profits. Public service can be defined as service distribution (serving) for a person or group of people (the community) who have an interest in the organization in accordance with the basic requirements and procedures that have been established (Mote, 2008). Public service is one of the government's efforts through related agencies that function to meet community needs. Public services are also the most prominent of the bridges between the people and the state. The performance of public services shapes people's trust or expectations of government. The most visible aspect of a government's management capacity is the performance of public services. Public services carry and disseminate national values and contribute to the bonding of the state and its citizens.

According to a study of Western European history, public services have aided in the development of states and nations through three key processes:
Penetration: Through a process of political and geographical socialization, penetration aims to support the legitimacy and coherence of the state.
Standardization is the process of establishing a shared culture via the provision of comparable and recognizable public services.
Accommodation: Public services are tools for resolving conflicts and fostering political allegiance. The delivery of services has an essential function in "tying crucial elements of the people to the state.

A "public service" is any form of service provided to the general public and funded by the local, state, or federal governments. Public services include things like transportation, education, health care, and waste collection. The government may provide these services directly to community members or may support a private company to do so. The service under investigation in this study relates to citizen and household registration, which the government offers to the public directly through the office. This service is a public service as well.

2.1.2 Service Quality

A service's responsiveness to consumer requests defines its quality of service. It has variety, is intangible, and cannot be kept. Service quality refers to the degree to which the community is satisfied with the service it has received and the required expectations are met.

(Parasuraman A. a., 1985) defined service quality as the consumer's comparison between service expectations and service performance. Service quality is the ability of the organization to meet or exceed customer expectations, according to (Parasuraman A. a., 1988) By studying the previous literature on services, (Parasuraman A. a., 1985) proposed three major themes:

(1) Service quality is more difficult for t he consumer to evaluate than good quality.

(2) Consumer expectations and actual service performance are compared to determine perceptions of service quality, and

(3) Quality evaluations are not made solely on the outcome of service; they also involve evaluations of the process of service delivery.

(Gronroos, 1982)described total service quality as the customer's perception of the difference between the expected and the perceived service. (Asubonteng, P., McClearly, K.J., and Swan, JE, 1996) defined service quality as the difference between a customer's expectations for service performance prior to the service encounter and their perceptions of the service received. According to (Sahin, 2006), it is very important to measure service quality because it allows for comparisons before and after changes, identifies quality-related problems, and helps in developing clear standards for service delivery. The theoretical equation for service quality is the deduction of service perceptions from customer expectations (Parasuraman A. a., 1988).

2.1.3 Public Satisfaction

Different authors have provided various definitions of satisfaction. Satisfaction is a feeling or perception obtained by contrasting one's expectations with the reality obtained. (Kolter J. , 2003) suggested that satisfaction is a feeling of happiness that comes from comparing a product's outcome to one's expectations. According to (Kolter P. a., 2009), customer satisfaction is defined as their assessment of the use of goods and services in comparison to their prior expectations of their use. (Kaura, 2012) suggest that customer satisfaction reflects the degree to which a consumer believes that the use

or possession of a specific service will evoke positive feelings. Hence, customer satisfaction is the physiological state of emotion associated with the conformity or nonconformity of a consumer's perceived quality of service during and after the service experience. Satisfaction is a result of differences between expected and perceived service (Parasuraman A. a., 1985). (R.L, 1997)argued that satisfaction is a judgment based on a comparison of pre-service provision with post-service provision evaluation of the product or service experience. Satisfaction is the outcome of a comparison of expectations and actual service experience. (Oliver, 2010) argued that satisfaction is a function of quality.

Public satisfaction can also be used as a reference for the success or failure of the implementation of programs implemented in a public service institution. Public satisfaction is the ultimate goal of government with public service, which is an indicator of successful governance (Gupta, 2021). Public satisfaction with public services and institutions can be considered a direct outcome of a government's policies and actions, and the results of satisfaction surveys can reveal a lot about how well governments are functioning, both in terms of citizens' actual experiences and their expectations. Although citizens' demand for improved public service is increasing, governments are not always able to respond effectively. Public services become disliked when the expectations of the public are not met. Increased citizen satisfaction leads to a higher rating of government. Public sector governance is based on raising citizen satisfaction with public services. Public satisfaction measurement is an important element in the performance evaluation process of government, where the ultimate goal is to provide better, more efficient, and more effective services based on community needs.

2.1.4 The Relationship between Service Quality and Satisfaction

Customers' purchase intentions in a service environment are influenced by two factors: service quality and customer satisfaction (Taylor,S.A and Baker,T.L., 1994).So first of all, a number of studies demonstrate the link between customer satisfaction and service quality. Customer satisfaction affects service quality, which influences customer satisfaction, and vice versa (Minjoon Jun and Shaohan Cai, 2010). The degree of customer satisfaction has a significant impact on the standard of service provided. Customer satisfaction is the goal of providing high-quality services. As service quality rises, satisfaction also rises.

High-quality public service not only leads to satisfaction but also fosters citizen confidence and trust. Therefore, public sector institutions should deliver high-quality services to citizens to meet their expectations. If the quality of public service meets citizens' expectations, then there is satisfaction. The quality of public services has a greater impact on citizen satisfaction. Citizens are more likely to be satisfied if they receive high-quality public service (Parasuraman A. a., 1985). Measuring service quality is a better way to determine whether the services are good or bad and whether the customers will be satisfied with them. Satisfaction and service quality have certain things in common, but satisfaction generally is a broader concept, whereas service quality focuses specifically on the dimensions of service (Wilson, 2008).

2.2   The SERVQUAl Model

The model of service quality used to measure both customer satisfaction and service quality is called SERVQUAL. American marketing experts A. Parasuraman, Valarie A. Zeithaml, and Leinard L. Berry established the SERVQUAL concept in 1988. 97 attributes made up the initial SERVQUAL model, which Parasuraman discovered in 1985. The 97 attributes for evaluating service quality were, however, reduced to 10 and 5 dimensions, respectively, following two purifications. The research technique used to collect and examine consumer expectations and impressions of the service is known as the SERVQUAL model. The gap between customer expectations and needs is reduced due to this model. The SERVQUAL model's basic concept relies on the gap theory of (Parasuraman A. a., 1985), which suggests that "the difference between customers' assessments of the actual performance of a specific firm within a general class of service providers and their expectations about the performance of that class (the P-E gap) drives the perception of service quality" (paraphrasing Zeithaml, Zeithaml, and Berry). The SERVQUAL methodology determines the gap between what consumers perceive and what they expect from the service.

According to (Gronroos, 1982)and (Parasuraman A. a., 1985)the customer's perception of service quality is based on a comparison of their expectations. According to (Parasuraman A. a., 1988),customer expectations are what the customers think a service should provide rather than what may be provided.

Customers' expectations are influenced by four factors, according to (Zeithsml, 1990): word-of-mouth recommendations, individual needs, prior experience, and external communications.

- Word of Mouth: the first factor that could potentially determine customers' expectations is the word he or she heard from other customers;

- Personal needs: the second factor that, to a certain extent, modifies customers' expectations is obtained as a result of particular situations and requirements;

- Prior experience is the third factor influencing customers' expectations, which indicates the way the customer has experienced prior service received;

- Advertisement and personal experience: the fourth factor playing a key role in shaping customers' expectations is called "external customers." These communications contain all direct and indirect messages sent from the supplying organization to customers.

There is a gap established between the customer's expectations and the perceived quality of the service that was provided. By identifying and implementing into implementation strategies that have an impact on perceptions, expectations, or both, this gap is closed (Parasuraman A. a., 1985) and (Zeithsml, 1990).Expectations from consumers were predictions of what would occur during any possible purchases or uses of services. It was also described as the probabilities that certain positive and negative events will occur based on the behavior of the consumers (R.L, 1997).

Perception is an organism that describes an individual's perceived image, which customers expect from any product or service. Customers' perception of service heavily depends on service quality, which customers evaluate based on their perceptions of the service quality concept, a technical quality, or the outcome of the service act (what is delivered), or how well the service performs as expected and as promised, or what the customer receives in the end, or what is delivered (Mmutle and Shonhe, 2017)Understanding the concept of customer perception is the most important.

Figure (2.1) The Service Quality of Gap Model
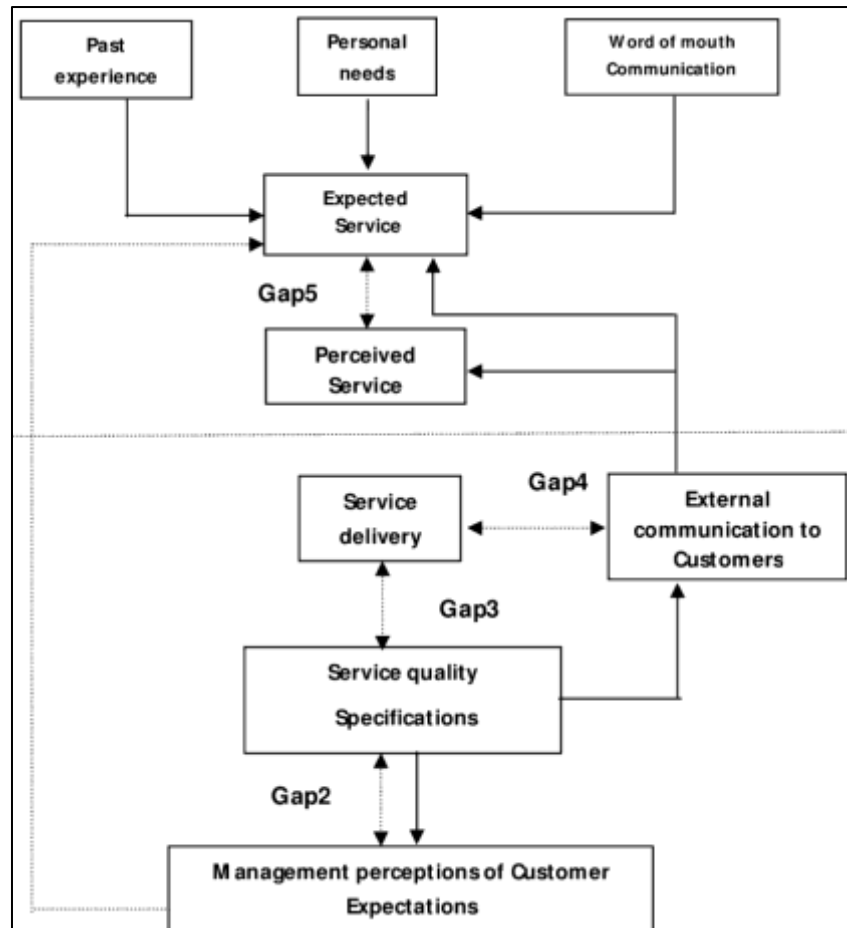
Source: Parasuraman, A, Zeithaml, Valarie A. and Leonard L. Berry (1985), "A Conceptual Model of Service Quality and Its Implications for Future Research," Journal of Marketing

2.3   The Five Gaps of Service Quality

(Parasuraman A. a., 1985) identifies five gap: According to the SERVQUAL model, service quality depends on the size of Gap 5 (expected service and perceived gap), which in turn depends on the previous four gaps. Gap5 = f (Gaps 1, 2, 3, and 4).

These five quality gaps are as follow: -

Gap 1: The customer expectation and management perception gap (the knowledge gap

If the organization is unaware of what the consumer wants, a service gap develops. The organization won't be able to provide excellent customer service if it doesn't comprehend what customers expect.

Gap 2: Management perception and service quality specification gap (the policy gap)

The organization has already developed its concepts around the various services that customers desire. These concepts do not correspond to what customers actually desire. So, there is a responded that the organization may misunderstand them as a quality.

Gap 3: Service quality specification and service delivery gap (the delivery gap)

This gap may arise in situations that already exist for service personnel. It could happen as a result of inadequate training, inability, or unwillingness to adhere to the established service standards. It could result from inadequate systems of evaluation and compensation. The main reason for this difference is ineffective recruitment.

Gap 4: Service delivery and external communication gaps (The Communications Gap)

Organizations should make sure that their external communications appropriately reflect what they can deliver in order to prevent setting unrealistic expectations or making misleading promises. Overpromising and under delivering could raise customer expectations, and the organization fails to deliver at that standard. This will be the communication gap.

Gap 5: Expected service and perceived gap (the service quality gap)

Consumers complain because they expect one level of service but receive another, which makes them unhappy. Customers will eventually get unsatisfied with the good or service they get. The difference between customer expectations and perceptions is known as the gap. This gap occurs because customers do not always understand what the service has done for them or because they misinterpret the service quality. The gaps 1, 2, and 3 are considered to represent aspects of how services are provided, however gap 5 is focused on the consumer and is therefore regarded as the true indicator of service quality (Sahin, 2006). The gap on which the SERVQUAL technique has an effect is Gap 5.

2.4 The Five Dimensions of SERVQUAL Model

The numerous service quality dimensions could be used to measure customer satisfaction. Ten dimensions of service quality are included in the main model first presented by (Parasuraman A. a., 1988): security, tangibles, responsiveness, reliability, access, credibility, courtesy, competence, communication, and understanding the customer. These dimensions were eventually reduced to five due to some overlap.

These five dimensions are used to evaluate the quality of public services and have an impact on consumer satisfaction.

Table (2.1) Correlation between Original Ten Dimensions and Modified Five Dimensions

Original Ten Dimensions	Modified Five Dimensions
Tangible	Tangible
Reliability	Reliability
Responsiveness	Responsiveness
Competence	Assurance
Courtesy	
Credibility	
Security	
Access	Empathy
Communication	
Understanding/knowing customers	

Source: Zeithaml V.A., Parasuraman A, Berry L.L. Delivering Quality Service: Balancing customer perceptions and expectations.1990. New York: The Free Press.

1. Tangible

This dimension refers to communication material, physical equipment, facilities, and personnel. According to (Parasuraman A. a., 1988), it is used to investigate the impact of physical surroundings on both customers and employees as well as to validate the physical appearance on the customer's assessment of quality. The customer's satisfaction level may be influenced by the physical appearance. One of the initial dimensions that wasn't changed was tangible.

2. Reliability

This is the organization's ability to provide the service effectively and accurately. It measures whether the organization has lived up to its promises or not. According to (Parasuraman A. a., 1991),reliability tends to always show up in the evaluation of service, and if the basic level of peripheral performance leads consumers to evaluate the service encounter as satisfactory, Reliability was one of the original dimensions that was not modified.

3. Responsiveness

This dimension is related to its ability and willingness to aid customers and provide prompt service as promised. (Parasuraman A. a., 1991)include such elements as telling the customer the exact time frame within which services will be performed, promptness of service, willingness to be of assistance, and never being too busy to respond to a customer request.

4. Assurance

The organization's personnel have an impact on this dimension. Their ability to develop credibility and trust in the consumer's mind is what sets them unique. It requires knowledge and dedication. Among the original 10 dimensions, assurance takes the place of competence, courtesy, credibility, and security. Competence refers to the possession of the required skills and knowledge to perform the service. Courtesy involves the politeness, respect, consideration, friendliness, honesty, and trustworthiness of contact personnel. (Parasuraman A. a., 1991)included actions by employees such as always being courteous, which instils confidence and knowledge, as prime elements of assurance.

5. Empathy

This dimension refers to the care, attention, and priority the firm gives to the needs and requests of the customers. The degree to which the customer feels empathy will cause the customer to either accept or reject the service encounter. Empathy replaces access, communication and understanding the customer in the original ten dimensions for evaluating service quality.

2.5   SERVQUAL Instrument

The SERVQUAL instrument can enable organization to
-   identify and understand where service gaps exist within the organization and between the organization and its customers.
-   prioritize those gaps in terms of their relative impact on the quality of service.
-   identify the reasons for the existence of those gaps.
-   develop a program of activities to close those gaps.
-   implement an appropriate set of processes to continuously review and refine customer service quality.

The SERVQUAL instrument consists of 22 statements for assessing consumer perceptions and expectations regarding the quality of a service. The five determinants are described by these 22 statements, and respondents are asked about their expectations and perceptions of the service. An overall quality score can be determined by comparing expectations and perceptions for the 22 components. When the expectations score exceeds the perceptions score, the perceived quality is poor and the customer is dissatisfied. The gap score for each dimension can be calculated by subtracting the expectation score (E) from the perception score (P).

Table (2.2) The 22 Items of Five Dimensions

No.	Dimensions	Components
1.	Tangible	1. the existence and use of up to date equipment 2. visually appealing facilities 3. employees are well- dressed /neat 4. the appearance of the physical facilities are consistent with the type of service industry
2.	Reliability	5. providing service as promised 6. dependability in handling customer's service problems 7. performing services right the first time 8. providing services at the promised time 9. maintaining error- free records
3.	Responsiveness	10. keeping customers informed when services will be performed 11. prompt service to customers 12. willingness to help customers 13. readiness to respond to customers' requests

Table (2.2)   The 22 Items of Five Dimensions (Continued)

No.	Dimensions	Components
4.	Assurance	14.the employees trustworthy 15.making customers feel safe in their transactions 16.employees who are consistently courteous 17.employess have the knowledge to answer customer questions
5.	Empathy	18.the employees give in a caring approach to each customer 19.the employees give each customer individualized attention 20.the employees fully understand the needs of the customer 21.the employees have the best interest of the customer at the heart 22.the firms operate at hours convenient to all customer

Source: Loke, S., Taiwo, A.A., Salim, H.M., & Downe, A.G. (2011). Service Quality and Customer Satisfaction in a Telecommunication Service Provider.

2.6   Review on Previous Studies

(Mona Ali Ali and Ehab, A. Yanseen, 2022) study the level of service provided by the public sector in urban Egypt. Both a qualitative and a quantitative analysis are used in this study. The SERVQUAL tool developed by Parasuraman et al. (1988) was utilized for the qualitative analysis. 200 respondents were used as the sample size, and 145 of them were usable. After investigation, the largest gaps were discovered to be in the customers' perceptions that service providers don't care about them or make an effort to solve their problems. The physical appearance of public sector employees' attire and the appearance of public sector buildings were further sources of high gaps.

In the study of (Fitria Ningsih and Said Afriaris, 2019), observation, interviewing, and documenting procedures are used to acquire data. Researchers assessed the quality of public services using five service dimensions: tangible, reliable, responsiveness, assurance, and empathy. According to research findings, the Population and Civil Registration Office of Indragiri Hulu Regency does not have the necessary facilities to provide the community with high-quality public services. For

example, the office has a limited amount of space and no filing cabinets, which causes the documents to be disorganized. In handling every complaint from the community, we were not in accordance with their wishes and expectations. Responsive employees help the community when experiencing difficulties during the process. the results of the study indicate that the timely guarantee of services has not been in accordance with the expectations and desires of the community.

(Sharifuddin, 1998) used the SERVQUAL technique to assess the level of customer service at ten public transportation agencies in Malaysia. 400 copies of the SERVQUAL questionnaire were distributed to customers and service providers in Malaysia's six state agencies. He discovered that although the department of public transportation is aware of the needs of the users, their perceptions are more favourable. This showed that the expectations of the customer were not met.

(Thet, 2017)used the Servqual model to measure customer satisfaction with the freight forwarders' services in Yangon Port in Myanmar. One hundred people were selected at random to be survey respondents. The "tangibility" dimension had the greatest level of customer satisfaction, and this finding shows that respondents are satisfied with the way physical facilities, equipment, and personal and communication materials of services seem. Moreover, there is a negative maximum level of customer satisfaction called responsiveness, which is discovered to have the lowest readiness to assist and the slowest response time.

(Seint, 2015)analyzed a study of customers' satisfaction with MPT internet service in Yangon. This study aims to assess the customers' satisfaction with the internet service provided by Myanmar Posts and Telecommunication (MPT) based on empirical data. SERVQUAL (Gap) Mode is used to analyze the discrepancies between expected and perceived service quality for ADSL and mobile internet subscribers. It revealed that the perception of customers on MPT internet service for all dimensions was lower than the perception of customers on MPT internet service for all dimensions was lower than they expected. It is found that the tangible dimension has the highest negative gap score for both ADSL and mobile subscribers. There is no relationship between the service quality gap and types of service. The study also proves that customers' perceptions of MPT's price and service are fair. Enhancement of the empathy and responsiveness dimensions of the service quality offered by MPT is needed.

The mean perception score exceeded the mean expectation score in the study of assessing patients' satisfaction by evaluating service quality in public hospitals in Myanmar (Min, 2020), which may help to explain why patients are satisfied with perceived service quality. The respondents had the lowest mean expectation score (3.61) and the tangibility dimension has the biggest positive gap score (+0.22) among the other dimensions. The empathy dimension has the second-highest positive gap score, and it also revealed that respondents have low expectations, particularly in regard to the caring attitude and individualized care of the healthcare personnel, and that the actual service quality exceeds those expectations. Therefore, they are satisfied in this dimension as well. The third, fourth, and fifth positive gap scores are responsiveness, reliability, and assurance, respectively. It suggested that people did not have high expectations for public hospitals in Myanmar and gave a positive gap score when receiving the actual service.

CHAPTER III
THE OVERVIEW OF HOUSEHOLD REGISTRATION AND CITIZENSHIP IN MYANMAR

3.1   The Historical Background of the Ministry of Immigration and Population

The Bureau of Immigration was established on August 1, 1941, under the Labor Department. The Immigration Division was established under the Ministry of Foreign Affairs on August 10, 1945. On February 24, 1950, the Census Commissioner's Office was established under the Ministry of National Planning. In 1951, the Office of the Registration Chief Officer's Office was established under the Ministry of Home Affairs. It was formed on August 1. In 1957, the Immigration Division and the Registration Chief Officer's Office were brought together. It was established as the Ministry of Immigration and National Registration on June 1. The Census Commissioner's Office was included under the Ministry of Immigration and National Registration on December 20,1958. On March 15, 1972, it was abolished as a ministry and reorganized as the Department of Immigration and Population under the Ministry of Home and Religious Affairs. As the Ministry of Home Affairs and the Ministry of Religious Affairs were formed as two separate ministries according to Order No. 23/92 of the State Law and Order Restoration Council dated March 20, 1992, the Department of Immigration and Population became the subordinate department of the Ministry of Home Affairs. On June 15, 1995, the Ministry of Immigration and Population was reorganized through the announcement No. 31/95 of the State Law and Order Restoration Council, and there was only one department. On January 12, 1998, the Department of Immigration and National Registration and the Department of Population were separated as two different departments.

According to notice No. 2/2016 of the Minister's Office, the Minister's Office, Immigration Department, National Registration and Citizenship Department, and Population Department were organized into three departments under the Ministry of Immigration and Population on January 7, 2016.According to the President's Office of the Republic of the Union of Myanmar (order number 3/2016), the Ministry of Labor,

Employment, and Social Welfare and the Ministry of Immigration and Population have been combined into the Ministry of Labor, Immigration, and Population. The State Administration Council divided the Ministry of Labor, Immigration, and Population into the Ministry of Labor and the Ministry of Immigration and Population on August 1, 2021, in accordance with Article 419 of the Constitution (2008).

3.1.1 The Policy of the Ministry of Immigration and Population

- To maintain, supervise and carry out in accordance with laws and procedures immigration and foreigner control tasks for the persistence of the State, the perpetuation of the sovereignty and the national security.
- To maintain, supervise and carry out systematically in accordance with laws and procedures, based on patriotism, national registration tasks, citizenship tasks, citizenship registration and citizenship scrutiny tasks, which are to be performed for the persistence of the State, the perpetuation of the sovereignty and the preservation of the race.
- To achieve concrete and precise population statistics and index that will enhance in drawing security and administrative projects of the State.

3.1.2 Major Functions of the Ministry of Immigration and Population

The main functions of Immigration and Population are:

1. Taking action in accordance with the laws and regulations regarding the entry and exit of citizens and foreigners
2. Identifying illegal entrants and taking action in accordance with the law
3. Keeping foreigners living and traveling in the country strictly in accordance with the law
4. Registration, inspection and recording of changes in accordance with legal provisions
5. Carrying out citizenship verification activities in accordance with the Myanmar Citizenship Law of 1982
6. Analyzing domestic and international population data and presenting it to the state in order to establish a national population policy for the development of the nation's quality of life.
7. Conducting a population census to obtain an accurate population count for the period required by national policy

8. Conducting surveys to obtain population statistics that will be helpful for the country's socio-economic projects and security issues, and providing population estimates for various regions of the country.

9. Acting as a focal point for internal and external population activities and humanitarian support activities with the World Population Fund (UNFPA) and the United Nations High Commissioner for Refugees (UNHCR)

10. Collecting personal information (Biographic Data) and Biometric Data (Biometric Data) of individuals living in the country using electronic technology and issuing a UID (Unique Identification) number for registration.

11. Building a National Database that will support the e-Government system being implemented by the state, and providing digital services to public services that are important for the development of national security and social and economic life.

12. Issuance of National ID Card (National ID Card) to those who have been issued a UID (Unique Identification) number using the National Database.

3.1.3 The Organizational Structures of the Ministry of Immigration and Population

The Union of the Republic of Myanmar's cabinet meeting (1/2022), which was held on February 2, 2022, decided to reorganize the Ministry of Immigration and Population as follows:

(a) Minister's Office
(b) Department of Immigration
(c) Department of National Registration and Citizenship
(d) Department of Population
(e) Department of Electronic Identification

The departments, including the minister's office, are located in Naypyidaw. In order to carry out the activities of that department, the offices of the regional head and the state head have been established in each province. Then the district offices, under the office of the head of regional and state offices, as well as township offices under the district chief's office, have been established to provide services to the people and carry out activities related to the ministry. Divisional, state, and district offices have to deal with administrative matters and more difficult decision-making tasks. However, in order to do so, only the township offices have to directly interact with the people. So,

the township offices are the offices that provide service to the people in direct contact with the ministry's activities.

3.2 The Services Provided by the National Registration and Citizenship Department in Township Offices

The main services provided to the public are the activities of the National Registration and Citizenship Department among other departments, such as household registration services, birth and death registration services and citizenship card making services in Township Offices. In other words, the township offices are mainly providing services for citizens to issue identity documents. Obtaining civil documentation is a very important step in securing legal protection upon return. Civil documentation helps ensure that children are prevented from becoming stateless, you are able to access basic services including healthcare and education, you are able to move freely, and you have access to livelihood opportunities.

3.2.1 Household Registration Service

A household must have proof that they are legal residents of their area of residence. Applying for such evidence is called household registration. Residents of the country will receive a family member card for identification when they register a household. The Family Card is a kind of family identification that includes information on the name, composition and connections of the family as well as the total number of members. The identity of the family head and their family members is publicly explained on this card. Moreover, Household registration includes activities such as entering and exiting a household, changing the household address, and spreading the household. The separation of households must be consistent with the 4 divisions such as pot division, house division, head division, and business division.

Household registration on a family card is a crucial activity for residents living in Myanmar. To be taken seriously as a citizen and to carry out fundamental duties in the nation, it is a basic necessity. According to the laws and regulations, the township chief can make decisions and services for the Household registration of ethnic groups, but the residence and exit of non-ethnic people are determined by the Chief Minister's Office, Divisional Chief's Office, and District Chief's Office.

3.2.2 Birth and Death Registration Service

Birth registration is also very important because it is part of the civil registration system that will provide protection for human rights. Every child born into a household must be registered as a household member upon birth in order to be recognized as a family member. Birth registration is also an important proof of citizenship. Likewise, once a person from a household dies, that person must be removed from the household list. Only when births and deaths in a country are systematically recorded and accurate birth and death rates can be known will it assist in the development of the country. The information obtained from these records and the information obtained from other relevant departments, such as the Ministry of Health, will be calculated, and the necessary information can be estimated. In addition, children under the age of 5 born to ethnic groups may be allowed to be included by the township chief in accordance with the law, and children older than 5 years old and children born to non-ethnic and ethnic parents must be decided by the district chief's office. However, it is submitted to the district office through the township office, and the township offices provide services to prepare the necessary documents.

3.2.3 Issuing Identity Card services

Citizen cards are also issued to citizens in township offices. A citizenship card is a document that proves Myanmar citizenship. In Myanmar, upon reaching the age of 10, you must apply for citizenship cards, which are proof of citizenship. If they did not have a citizenship card at the age of 10, they must have a mandatory citizenship card at the age of 18.

The Citizenship Scrutiny Card – or "pink card" – allows you to move freely within Myanmar and to travel abroad and return.

- It allows you to vote and to be elected.
- It allows you to register your marriage.
- It allows you to access education (high school and university).
- It allows you to buy and register land/property and sell it.
- It allows you to open a bank account, to apply for a loan, and to have access to any other banking services.
- It allows you to register your vehicle/motorbike and to obtain a driver's license.
- It allows you to apply for a passport to travel abroad.

– It allows you to have access to legal employment and enjoy just and favorable conditions of work.

In issuing citizenship cards, ethnics can be issued by the authority of the township chief, but non-ethnics and those who will become citizens by law are issued by the district chief's office and district chief's office. In addition, one of the two parents is a foreigner, and the head office handles citizenship issues for people who want to become Myanmar citizens.

In addition, township offices issue identification cards for those who belong to the religious group and for people who are not sure what type of citizenship to give. Issuing these cards is a rare service. Throughout Myanmar, Temporary certificates (White Cards) that are allowed to be issued by groups to those who need to be verified by Myanmar legislation, On the 31st after the expiration of May, the temporary certificates must be returned before that date. Those who have returned the card must go to the township's National Registration and Citizenship Department, sign (or print their fingerprints) a prescribed application form and apply for a National Verification Card. Based on this application, the township's National Registration and Citizenship Department conducts true/false matching checks, and if it is correct, the National Verification Card is being issued to the person who will be verified according to the township.

3.3   The Legal Instruments and Infrastructure

Accordingly, on January 1, 1948, when the new country emerged, there was a need to clearly describe the people, which is one of the main characteristics of the country, so the Union Citizenship Act of 1948 was enacted. About three months later, the Union Citizenship (Election) Act of 1948 was enacted in order to avoid conflicting with Article 11(d) of the 1947 Constitution. Those two acts were fundamentally enacted in Sections 10, 11, and 12 of the 1947 Constitution of the Union of Myanmar. Later, the 1949 Union of Myanmar Residents Act and the 1951 Union of Myanmar Residents Registration Rules were also prescribed, and identity cards were issued to those (except foreigners) residing in the country from 1952 on.

The Constitution of 1974 was enacted on January 3, 1974, during the Myanmar Socialist Way Party era. In order to comply with the citizenship provisions of the law, a new citizenship law was amended based on the two citizenship laws of 1948.

Myanmar Citizenship Law was enacted on October 15, 1982, and Myanmar Citizenship Procedures were enacted on September 20, 1983.

The Acts and laws in use in Myanmar are:

1. 1949 Union of Myanmar Residents Registration Act;

2. 1951 Rules for Registration of Residents in the Union of Myanmar,

3. 1982 Myanmar Citizenship Law

4. 1983 procedures on Myanmar Citizenship Law

The family card is issued under the Union of Myanmar Residents Registration Act of 1949, so if residents change their address, they must report it according to the 1951 Union of Myanmar Residents Registration Regulations. In the family card, it is stated that "this family card is issued under the Residents Registration Act of 1949 in the Union of Myanmar and must not be related to the ownership of land, buildings, or houses. "If citizens (including civil servants) move from their base area to another area, they must change their household demographics to comply with the law in the destination area. In the 1949 Union of Burma Residents Registration Act, "Whoever violates the provisions of the Act or any person guilty of failure to comply shall, on conviction, be punished with hard labor and imprisonment for a term not exceeding two years; imprisonment for unemployment, or a fine of not more than five hundred Thai Baht, or both, is stipulated. In addition, regardless of what is contained in the criminal code, the perpetrator of the crime shall be tried and convicted of the crime and shall be sentenced to hard labor and imprisonment for up to six months, imprisonment without work, a fine of up to two hundred rupees, or both.

Citizenship cards were issued to those residing in the country according to the 1982 Myanmar Citizenship Law. Citizenship tasks were introduced on March 1, 1985. The Myanmar Citizenship Law contains eight chapters and 76 sections. For the purpose of enacting the Myanmar Citizenship Law in 1982, it was fundamentally based on sections 145 and 146 of the 1974 Constitution. It is still consistent with the citizenship provisions contained in Chapter 8 of the 2008 Constitution.

The Myanmar Citizenship Law's principal purposes are:

1. Registering the birth of any citizen

2. Registering for the death of any citizen

3. Applying for the Citizen Identity Card after attaining the age of 10 years

4. Applying for the Citizen Identity Card after attaining the age of 18

5. Requesting a new citizenship card be issued for the purpose of reporting a loss in line with procedure

6. Applying for a certified copy of the citizenship card for the purpose of replacing a damaged or decayed one.

3.3.1 The Classification of Citizens

According to 1982 Myanmar Citizenship Law, there are three types of Citizen:

1. Citizens
2. Associate citizens
3. Naturalized citizens

1. Citizens

Full citizenship can be further divided into two categories: citizenship by birth and citizenship by law. According to the 1982 Citizenship Law, Nationals such as the Kachin, Kayah, Karen, Chin, Bamar, Mon, Rakhine or Shan and ethnic groups as have settled in any of the erritories included within the State as their permanent home from a period anterior to 1823 A.D re Myanmar citizens. (**Section 3**).

Every national and every person born of parents, both of whom are nationals

are citizens by birth as a fundamental right of Myanmar Citizenship. (**Section 5**).

A person who is already a citizen on the date this law comes into force is a citizen. (**Section 6**)

The following person born in or outside the State are also citizens. (**Section 7**)

(a) persons born of parents, both of whom are citizens

(citizens + citizens = citizens)

(b) persons born of parents, one of whom is a citizen and the other an associate citizen.

(citizens + associate citizens = citizens)

(c) persons born of parents, one of whom is a citizen and the other an associate citizen

(citizens + naturalized citizen = citizens)

(d) persons whose parents are both associate citizens, and persons born of parents, one of whom is a citizen, an associate citizen, or a naturalized citizen.

(associate +associate) + citizens (or) associate (or) naturalized = citizens

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(e) persons both of parents are naturalized citizens and persons born of parents one of whom is a citizen or an associate citizen or a naturalized citizen

(naturalized +naturalized) + citizens (or) associate (or) naturalized = citizens

(f) persons born of parents one of whom is a citizen or an associate citizen or a naturalized citizen and the other is born of parents one of whom is an associate citizen and the other a naturalized citizen.

(associate + naturalized) + citizens (or) associate (or) naturalized = citizens

2. Associate Citizens

Central body organized under the Myanmar Citizenship Law has the power to determine upon the application of any person made under the Union Citizenship Act,1948 as associate citizens. (**Section 23**)

The Central body may include in the certificate of associate citizenship the names of children mentioned in the application. The child whose name is so included is an associate citizen. (**Section 25**)

3. Naturalized Citizens

Any person who has entered and resided in the state anterior to 4th January,1948 and their offspring's born within the state may, if they have not yet applied under the union Citizenship Act,1948, apply for national citizenship to the Central Body, furnishing conclusive evidence. (**Section 42**)

Applicant who is born in or outside the state from the date this law comes into force may also apply for naturalized citizenship (**Section 43**)

(a) person born of parents, one of whom is a citizen and the other a foreigner

(b) person born of parents, one of whom is an associate citizen and the other a naturalized citizen

(c) persons born of parents, one of whom is associate citizen and the other a foreigner

(d) persons born of parents, both of whom are naturalized citizens

(e) persons born of parents one of whom is a naturalized citizen and the other a foreigner

Moreover, a person married to a citizen or to an associate citizen or to a naturalized citizen, who is holding a Foreigner's Registration Certificate anterior to the

date this law comes into force shall also have the following qualifications to apply for naturalized citizenship (**Section 45**)

    (a) Have completed the age of eighteen citizenship

    (b) Be of good character

    (c) be of sound mind

    (d) be the only husband or wife

    (e) have resided continuously in the State for at least three years is the lawful wife or husband

The Central Body formed under this law may include in the certificate of naturalized citizenship the name of a child mentioned in the applications. The child whose name is so included is a naturalized citizen.

3.4   Details of Identity Cards

Identity Cards for Citizen

In order to carry out office activities quickly and systematically, the personal records of individuals according to the type of card can be separated and easily maintained. There are three types of cards that are colored to make it easy to see and identify for three types of citizens, but the rights of the card holders are the same. All of these card types include all information of holder of one serial number with an abbreviation of specific issued Township of state or division and issued date, holder's photo with official seal, issuing officer's seal and signature, name, father's name, date of birth, nationality, religion, height, blood group, remarkable mark and holders' signature in the front side of these card. These are also card holder's previous ID No, occupation, address, fingerprint of left thumb, and remarks on the back side that expressly mention regulations.

The sample serial number for ID cards is like 12/MAYAKA(Naing)000001, 12/MAYAKA(Aye)000001, and 12/MAYAKA(Pyu)000001. It must be explained for the details of ID that the first number in the abbreviation for national ID, which is presented for a specific state or division in Myanmar, is

1. Kachin State	8. Magway Region
2. Kayah State	9. Mandalay Region
3. Kayin State	10. Mon State
4. Chin State	11. Rakhine State
5. Sagaing Region	12. Yangon Region
6. Taninthayi Region	13. Shan State
7. Bago Region	14. Ayeyarwaddy Region

The alphabet in abbreviation on the national ID card is presented for the residing township name of a specific division or state in Myanmar language, and the Myanmar word with brackets means for classifications of citizen, associate citizen, or naturalized citizen. The last six digits are for the serial number, which is each residing township registration number.

Identity Card for National Verification

This card is an identification card for people who will be verified and is green. The number consists of 6 digits, and the front code is the same as the code mentioned above, from 1 to 14 to represent the region and state, and contains the abbreviations for each township. The sample serial number for ID cards is like 12/MAYAKA(SA)000001. On one side of the card, a serial number, name, father's name, sex, date of birth, place of birth, occupation, marital status, visible mask, address, expired date, photo, signature, and left thumb print are mentioned. The other side contains instructions and a notice.

Identity Card for religious group

In the identity card for religious members, there is a card for monks and religious nuns. The cards for monks have 12 (MAYAKA; Tha) and 6 numbers. For beginners, there are also five numbers on the card. For religious nuns, 12/MAYAKA (the) is listed with 5 numbers.

3.5   Procedures and Documents for Applying Household's Registration

The head of the family or the applicant must come to the office. If the head of the family could not come to the office for a sound reason, he or she must send a family member who is already 18 years old with a letter of authority. The applicant must first meet with the relevant officer and explain the matters to be dealt with. If the relevant evidence is complete, you must meet with the township chief officer and take a note to allow him to proceed. After that, the relevant officer will proceed and sign the signatures, and the work will be completed.

The application signed by the head of the family must be submitted for household entry and exit issues. The application signed by the applicant must be submitted for individual issue. But the agreement of the head of the family must also be submitted for his entry or exit case. Copies of the National Identity Cards of both the applicant and the approver must be included. Original and copy of household family card, including the name of the head of the family who agrees or the applicant in some

cases, must be submitted. A testimony of the administrator of the ward tract concerned must be submitted. The administrator of the ward tract concerned must confirm that their new address is correct. If the household or individual leaves another township and joins the household list in the new township, a transfer Form- 10 from a township where they previously resided must be submitted. If you are creating a new household and not an existing household, the document of title (original, copy) of the new apartment or house must be submitted.

In the case of household relocation for non-ethnic people, it is necessary to follow the above process and provide evidence, as well as supporting documents coordinated with the relevant General Administrator's Office, Township Office, and District Head Office.

Making New Family Card

When the existing Family Card is broken or lost, or when applying for a new one, the head of the household or those who have reached the age of 18 in the household register must come and apply. When applying, you must include the applicant's national identification card, copies of the national identification cards of the people on the household list, a copy of the household list, a testimony of the administrator of the ward tract, and the application form.

Adding a new-born baby name

When registering a child's birth, a parent or head of the family must come to the office. The application form signed by one of the parents or the head of the family must be submitted. A household family list where the names of parents must be submitted (original and copy). Copies of the National Identity Cards of the parents must be included. Form General, 1(A), and a birth certificate (original and copy) must be submitted. It is necessary to submit the administrator's testimony for the ward or village tract in issue. If the applicant's parents are not the head of the household, the consent of the head of the household is required.

The document of birth registration of a child older than 5 years and children born to non-ethnic parents, in addition to the evidence mentioned above, include the blood test certificate of the two parents, including the child, the affidavit of the parents that the child is biological, the witness testimony of the two neighbours and their national identification cards, and household lists.

Canceling the name of death person

The head of the family or a family member who has already attained the age of 18 with a letter of authority must come to the office. Anyone in the household can apply to have the death cancelled, but the agreement of the head of the family must be submitted. The national identification cards of the deceased, the applicant, and the consenting head of the household must be included. Form General-2 (A) or the death certificate (original and copy) must be submitted. A household family list where the names of the applicant and deceased person are included must be submitted (original and copy). A testimony of the administrator of the ward concerned must be submitted.

3.6 Procedures and Documents for Applying Citizenship Card

It shall be informed to the residing township immigration office when any person has attained 10 years of age or 18 years of age within one year. Children over the age of 10 must be accompanied by a parent to apply, and those over the age of 18 can apply by themselves. The pilot application can be downloaded from the relevant ministry's website or obtained at the office, and parents and grandparents must fill in their own information.

For those applying for a citizenship card for the first time, it is mandatory to bring a birth certificate or any document proving birth, a school recommendation, and a blood test certificate. Those who apply for a citizenship card after turning 18 years old need to be certified by the police. The original and copy of the household registration card (family card), the original and copy of the parents' national identity cards, and a testimony of the administrator of the ward must be brought for activities related to the citizen card. Evidence of grandparents is mandatory for those applying for citizenship by law. Moreover, more detailed proof is required for applications involving associated citizens and naturalized citizens rather than natural-born citizens, such as the parents' marriage contract, the testimony of four witnesses, the testimony of biological children, a declaration of not holding an identity card, etc. Black-and-white photos of the applicant are also needed. Details are: 5 photos of 0.8 size for citizens by birth; 8 photos of 0.8 size for citizens by law; and 8 photos of 1.2 x 1.4 size for associate citizens and naturalized citizens.

The cause of loss or damage to the citizenship card shall be considered when issuing new ID cards, as it must be informed to the residing township immigration office. It must be filled out on General Form No. The police station and ward

endorsements must be on that form. If the card is damaged, the old card must be brought along.

3.7 Immigration and Population Township Office in Mayangone

The Immigration and Population Office of Mayangone Township is located in Ward 1. Activities are being carried out under the management of the Mayangone District Commander's Office, which is under the Yangon Region Commander's Office. Currently, with 16 employees, the office is running and providing services to the people in Mayangone Township. From the beginning to the end of December 2022, 19950 citizenship cards, 000191 associate citizenship cards, and 000562 naturalized citizenship cards were issued in Mayangone Township. In addition, more than 100 identity cards have been issued for religious members, and more than 50 NV cards have been issued for those who will not be able to verify citizenship.

3.7.1 Current Performance and Situations in Mayangone Township Office

Through the Pankhin project, the issuance of some kind of card to ethnic and legal citizens in accordance with the law and the household registration that should be carried has been implemented since May 3, 2021.

To be served according to types

- A person who lives permanently in the current hometown, has a household list, and does not have a holder's certificate.
- Those who live permanently in their current hometown and do not have a household registration certificate.
- For immigrants, those who have a household list in the original region and do not hold a certificate in the current region
- for immigrants who do not have a household register and holder's certificate in the original area and those who do not have a household register and holder's certificate in the current area, etc.

Mayangone Township was able to issue 16,322 citizenship cards upon completion of Phase 1 of the Pankhin project. Phase 2 of the flower garden project was resumed on August 1, 2022, and as of January 23, 2023, 1,516 citizenship cards and 1,133 household family cards had been issued.

In addition, the Ministry of Immigration and Population has set up a new Electronic Registration Department and is taking steps to operate the business using

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modern methods. From January 2022, data on citizenship was added to the database, and from July 2022, information related to the household list was added. At present, field surveys and random checks are being carried out to ensure that the population statistics are accurate.

CHAPTER IV
SURVEY ANALYSIS

4.1   Survey Profile

Mayangone township is located in the northern part of Yangon. The township comprises ten wards and shares borders with Insein Township and Mingalardon Township etc. The total population of Mayangone is about 170,000 and household is about 50,000. The analysis of public satisfaction with the services of the National Registration and Citizenship Department is described by the data collected and analyzed from the people who live in Mayangone Township based on their expectations and perceptions of the SERVQUAL Model.

4.2   Survey Design

Mayangone Township. Ward 1, Ward 2, Ward 3 and Ward 5 have the most population in Mayangone Township, and the remaining wards, Ward 4, Ward 6, Ward 7, Ward 8, Ward 9 and Ward 10, have population that is almost two times less than that of the above-mentioned wards. Ward 10 has more military units than other wards. For those living in the army, it is rare for individuals to come to the office because the activities related to citizenship and household registration are mostly organized and led by the army. Therefore, in a total of 200 samples, 28 respondents from Ward 1, 32 respondents from Ward 2 and Ward 3, 33 respondents from Ward 5, 11 respondents from Ward 4, 15 respondents from Ward 6, 14 respondents from Ward 7 and 8, and 8 respondents from Ward 10 were collected.

A questionnaire survey was conducted from January 1 to January 31, 2023. The questionnaire was developed based on previous studies. The questionnaire mainly consists of three parts. The first part is concerned with the demographic characteristics of respondents such as gender, age, ward, nationality, educational level, monthly income, occupation, and reasons for coming to office. The second part includes the analysis of satisfaction based on the expectations and perceptions of the respondents, and the third part includes the analysis of satisfaction of the respondents with the current

activities and performance of NRD, the importance of SERVQUAL dimensions for the respondents, and their recommendations.

4.3 Characteristics of Respondents (Section A)

Table (4.1) Gender Distribution of the Respondents

Sr. No.	Gender	Frequency	Percentage (%)
1	Male	76	38
	Female	124	62
	Total	**200**	**100**

Source: Survey Data, 2023

Table (4.1) shows the gender of the respondents. The sample consists of 200 respondents, 76 of whom are male and 124 of whom are female. In terms of percentage, male respondents share 38%, while female respondents share 62%. In the instructions to be followed when visiting the National Registration and Citizenship Department, except when making citizenship cards, the head of the household must visit the household for entry and exit activities. Since the majority of heads of households in Myanmar are men, according to the present findings, it is found that the heads of households themselves come to the office less often.

Table (4.2) Nationality of the Respondents

Sr. No.	Nationality	Frequency	Percentage (%)
3	Ethnic	189	94.5
	Non- Ethnic	11	5.5
	Total	**200**	**100**

Source: Survey Data, 2023

Table (4.2) shows the nationality of the respondents. "Ethnic groups include Kachin, Kaya, Chin, Burmese, Mon, Rakine, Shan, etc. "Non-ethnic" means mixed people (e.g., Burmese Indian). According to the findings, the majority of the respondents were of ethnicity 189 (94.5%), and most of them are Burmese. Among the non-ethnic respondents, only Chinese and Indians are included.

Table (4.3)   Age Group of the Respondents

Sr. No.	Age	Frequency	Percentage (%)
4	Under 18 years old	9	4.5
	18 to 25 years	38	19
	26 to 35 years	49	24.5
	36 to 45 years	45	22.5
	Above 46 years	59	29.5
	Total	**200**	**100**

Source: Survey Data, 2023

Table (4.3) shows the age of the respondents. The age of the respondents is classified into five categories. Out of the total sample of respondents, the highest percentage were old people 59 (29.5%) with their age ranges above 46 years, followed by nearly 49 (24.5%) of the respondents who belonged to the age group of (26–35) years and 45 (22.5%) of the respondents who belonged to the age group of (36–45) years. About 38 respondents (19%) fell into the age group (18–25 years). The lowest percentage of 9 respondents (4.5) were under 18 years old.

Table (4.4)   Educational Level of the Respondents

Sr. No.	Educational Level	Frequency	Percentage (%)
5	Primary	5	2.5
	Secondary	55	27.5
	High	71	35.5
	Graduate	67	33.5
	Post Graduate	2	1
	Total	**200**	**100**

Source: Survey Data, 2023

According to the old education system, education levels are classified into five categories. The primary education level includes those who have completed primary to fourth grade; the secondary education level includes those who have completed fifth to seventh grade; and the higher education level includes those who have completed eighth to tenth grade. Graduates include those who have successfully completed their

education within a specified period of time in universities. The postgraduate group also includes those who have attended and completed master's degrees and doctorates. 5 have a basic education level, 55 have a middle education level, 71 have a high education level, 67 have a graduate level, and 2 have a postgraduate level out of 200 sample respondents. Therefore, table 4.5 shows that the respondents have a good educational status.

Table (4.5)   Monthly Income of the Respondents

Sr. No.	Monthly Income	Frequency	Percentage (%)
6	No regular income	59	29.5
	Less than (100,000) Kyats	17	8.5
	Between (100,000-300,000) Kyats	92	46
	Above 300,000 Kyats	32	16
	Total	**200**	**100**

Source: Survey Data, 2023

Table (4.5) describes the monthly income of the respondents. The income of 92 (46%) respondents is between 100,000 and 300,000 kyats, that of 59 (29.5%) respondents is no regular income, that of 32 (16%) respondents is above 300,000 kyats, and that of 17 (8.5%) respondents is less than 100,000 kyats.

Table (4.6) Occupation of the Respondents

Sr. No.	Occupation	Frequency	Percentage (%)
7	Dependent	43	21.5
	Student	19	9.5
	Government Employee	22	11
	Company Employee	39	19.5
	Own Business	72	36
	Retired	5	2.5
	Total	**200**	**100**

Source: Survey Data, 2023

Table (4.6) shows the occupation of the respondents. The highest percentage of respondents were those who own their own business, and the lowest percentage were retired. Mayangone Township is a township with fairgrounds that distribute the main

goods, so there are a large number of self-employed people. However, the percentage of dependents among the respondents is second because most of the people who come to the office are over 46 years old.

Table (4.7)   Reasons for Coming to the Office of the Respondents

Sr. No.	Reasons for Coming to Office	Frequency	Percentage (%)
8	To make 10 years Citizenship Card	11	5.5
	To make 18 years Citizenship Card	35	17.5
	To re-apply for a lost/damaged citizen card	52	26
	Birth Registration	26	13
	Death Registration	7	3.5
	Making new Family Card	23	11.5
	Change of household address/ household	19	9.5
	Form 10 entry	10	5
	Form 10 outbound	13	6.5
	To request citizenship records	4	2
	Total	**200**	**100**

Source: Survey Data, 2023

According to table (4.7), among citizen-related activities, the reason for coming to the office is the loss of the citizen's ID card, which 52 respondents answered the most, and in matters related to the household register, 23 respondents answered that the reason for visiting the office was the loss of the household registration cards (family cards). According to that finding, it indicates the possibility of inflation of citizen cards and household registers at the Mayangone Township office, and without systematic measures, it may be difficult to obtain the most accurate figures regarding the household population register. Moreover, from the household registration, only seven people were found to have died. The entire city of Mayangone, with a population of nearly 200,000 people, may have had more than 7 deaths in one month, but there were few visits to the office.

4.4   Analysis on Perception and Expectation towards Five Dimensions

Table (4.8)   Analysis on Tangible Dimension

TANGIBLE	Perception Mean(P)	Expectation Mean (E)	Gap Score (P-E)
1. Mayangone Township office has modern equipment and technology to provide services.	3.70	4.58	-0.88
2. There is enough seating for people who come to the office.	3.81	4.50	-0.69
3. Employees are neatly dressed in the workplace.	4.35	4.52	-0.17
4. The office and office environment are clean and tidy.	4.06	4.56	-0.50
Average Mean Score	**3.98**	**4.54**	**-0.56**

Source: Survey Data, 2023

In analyzing tangibles, this includes the availability of modern equipment, machinery, office facilities, employees, and the cleanliness of the office environment in the Mayangone Township office. This table shows the findings of 200 respondents regarding their expectations regarding tangibles. The mean score of all four items for expectation is 4.5 or above, and it is found that the above items are almost fully supported. The respondents' expectations are centered on the provision of modern equipment and technology, and the second is to keep the office and office environment clean. The expectation of the respondents to ensure that the employees are dressed neatly is in the third level, and the expectation that there is enough accommodation for the public is in the last level among the above three.

The table mentioned above also shows the perception of the respondents on the tangibles provided for citizen and household-related services in the Mayangone township office. The average mean of tangible in the perception of the respondents is 3.98. Although the mean of items 4 and 5 is greater than 4, the mean of items 1 and 2 is 3.70 and 3.81. The scores are above the moderate score, indicating positive views on Tangible. Therefore, in the perception of the respondents, they are satisfied with the office equipment in the Mayangone Township office, but they are more satisfied with the cleanliness and the dress of the employees.

Although the results are good in their perception, when compared to their expectations, there are needs. It was found that poor supports for the public because all items have a negative gap. It means that the respondents are not satisfied with the tangible items. The item with the highest negative gap score (-0.88) is item 1.

No. 1 item has the highest score in expectation and the lowest score in perception, so the difference is greater than the other items. The item that got the result closest to the respondents' expectations was the clothing of the employees with the smallest gap (-0.17).

<p style="text-align:center">Table (4.9)   Analysis on Reliability Dimension</p>

Reliability	Perception Mean(P)	Expectation Mean (E)	Gap Score (P-E)
5. Employees should perform services as specified.	4.09	4.59	-0.50
6. Employees should provide services on time as promised.	4.05	4.54	-0.49
7. People's record keeping should be accurate and error-free.	4.12	4.60	-0.48
8. Employees must be impartial and dependable in solving problems related to public service.	4.01	4.58	-0.57
9. Employees should perform services quickly and correctly the first time they are ordered.	3.93	4.41	-0.48
Average Mean Score	**4.04**	**4.54**	**-0.51**

Source: Survey Data, 2023

Reliability is also important for each other, especially in service areas. Reliability also relates to the personnel's ability to deliver the promised service in a dependable and accurate manner. In Table 4.10, it was found how much the respondents expect of the reliability of the employees to provide services to the public. The average mean score is 4.54, and each score is above 4.4 and almost 5, so it is found that the reliability is almost fully expected. Especially, the work performed by this office is an important aspect of being a citizen, and it is very important for people's records to be

accurate. Therefore, employees are expected to record their records accurately and without errors as much as possible.

Moreover, the total perception mean score is 4.04, the mean of the four items such as item 1, item 2, item 3 and item 4 is above 4, and the perception mean of the respondents on whether the employees provide services quickly and correctly the first time is below 4. According to the overall average mean, this result indicated that the respondents were satisfied with the reliability of the employee in Mayangone Township office.

According to table (4.10), all of the items have negative gap scores. Especially, item no. 4 has the largest negative gap score (-0.57) than others, can also be seen in figure (4.3). Regarding item No. 5, according to the respondents' perception, the score (3.93) is the lowest, but their expectation is (4.41) that they do not expect much for that part, so the gap is not very big and its gap score is -0.48, the same with the gap score of item No. 3. No. 1 also has a high expectation score, but the perception score is not low, so the gap is not as high as No. 4.

Table (4.10)   Analysis on Responsiveness Dimension

Responsiveness	Perception Mean	Expectation Mean	Gap Score
10. It helps the public to find information about services accurately, easily and quickly.	4.12	4.54	-0.41
11. When the public comes to work, the employees immediately takes care of it.	3.89	4.41	-0.52
12. Employees are always willing to help people.	4.08	4.60	-0.52
13. The employees are always ready to serve the people's requests.	3.96	4.57	-0.60
Average Mean Score	**4.01**	**4.53**	**-0.52**

Source: Survey Data, 2023

In the table (4.10), the expectation and perception of respondents on responsiveness were measured with five items, and the average expectation mean of all five items was 4.53. Therefore, it is seen that they expect almost full responsiveness

from the employees. Among the five items, employees are expected to be the most willing to help (4.60), and the fact that people have to act immediately when they come to work is found to have a lower score (4.41) than other items.

The table (4.10) also shows that the average perception mean score of the respondents on the employee's responsiveness is 4.01, and among the scores, the highest scores (4.12) are for the ability to make the public find information easily and quickly, and it was found that the perception scores of the respondents on the employee's immediate response to the public's requests and the level of the staff's response to the public's request were below 4, such as 3.89 and 3.96.

Above the table (4.10), the gap score of -0.60 of item no. 4 means that the employees are needed to be ready to serve the people's requests. Items no 2 and no 3 have the same negative gap score (-0.52), and item no 1 has the lowest negative gap score (-0.41) among other items in the responsiveness dimension. The total mean score of expectation is 4.01, and the mean score of perception is 4.5. The average gap mean is -0.52, indicating that respondents expect more than they perceive, with need for improvement in the responsiveness dimension as well.

Table (4.11)   Analysis on Assurance Dimension

Assurance	Perception Mean	Expectation Mean	Gap Score
14. Employees have reliable qualities.	4.23	4.55	-0.32
15. There is security regarding the information of the people in providing the service	4.30	4.63	-0.33
16. The employees are courteous in their service.	4.15	4.55	-0.40
17. The employees has the skills to explain the work to the public.	4.35	4.60	-0.25
Average Score	**4.25**	**4.58**	**-0.33**

Source: Survey Data, 2023

Table (4.11) shows the average assurance score for the services of the National Registration and Citizenship Department in Mayangone Township. According to the survey results, the expectation mean score for all items in the Assurance dimension is

greater than 4.5, and the average mean score is 4.58. So the expectation of respondents is also high in terms of assurance.

In this study, among the dimensions of SERVQUAL, which measures the public's satisfaction, all items have a perception score above 4 in this dimension. The respondents have the highest perception score (4.35) in having the skills to explain the work to the public. Respondents do not perceive service courtesy as much as other items because this item has the lowest perception mean score (4.15). The average mean score is 4.25 for all items of assurance.

The gap scores between expectation and perception of having reliable qualities and security regarding the information of the people, being courteous in their service, and having the skills to explain the work are -0.32, -0.33, -0.40, and -0.25. Although all of the perception and expectation scores are above 4, there are also negative gap scores, and the total average gap score is -0.33, which says expectation is higher than perception. Among the gap scores, the employees who are courteous in their service have the largest negative gap scores (-0.40).

Table (4.12)   Analysis on Empathy Dimension

Empathy	Perception Mean	Expectation Mean	Gap Score
18. Employees care about every individual.	3.97	4.48	-0.51
19. Employees pay attention to every individual	3.95	4.48	-0.53
20. Employees have a full understanding of the needs of the people.	4.04	4.53	-0.49
21. Employees focus on the benefit of the people	3.89	4.56	-0.67
22. Office opening hours are convenient and appropriate.	4.37	4.55	-0.18
Average Score	**4.04**	**4.52**	**-0.48**

Source: Survey Data, 2023

As shown in the results in Table (4.12), it can be seen that items 1 and 2 have almost the same meaning, and the mean answer obtained is the same. The fact that employees should look at the benefit of the public has a mean score of 4.56, so it is seen that this factor is expected to be the highest in the empathy dimension. Convenience of office hours was the second-highest expectation with a mean score of 4.55. The fact that employees should have an understanding of people's needs is seen to have a mean score of 4.53. The total average mean score of expectations is 4.52, and it is also seen that respondents expect a lot about empathy.

Above the table shows the perception scores for the empathy dimension, and the average mean score is 4.04. Item 1 and 2 have different perception scores, although they have the same expectation mean. Regarding office opening hours, they are convenient because that item gets the highest scores. The respondents' perception mean score on understanding people's needs is above 4, which is a good result.

As shown in the results in Table, the mean score of perception is 4.04, and the expectation mean score is 4.52. The gap mean is -0.48, which means that the respondents are not satisfied with the services of the National Registration and Citizenship Department within this empathy dimension. Among the items within the empathy dimension, the respondents perceived the largest negative gaps (-0.67) in the focus of the employees on the benefit of the public. It can be seen that the expectation and perception mean scores for item 4 are significantly different. Office hours of Mayangone Township Office to provide services for the public have the lowest gap score (-0.18).

Table (4.13)   Analysis on Overall Dimension of Service Quality

Dimensions	Average Perception	Average Expectation	Gap Score
Tangible	3.98	4.54	-0.56
Reliability	4.04	4.54	-0.50
Responsiveness	4.01	4.53	-0.51
Assurance	4.25	4.58	-0.33
Empathy	4.04	4.51	-0.47
Average Mean Score	**4.64**	**4.54**	**-0.1**

Source: Survey Data, 2022

As shown in Table (4.13), the total service quality gap score is negative with a value of -0.10 despite some differences between the respondents' expectations and perceptions regarding each service quality dimension. This shows that they are not entirely satisfied with the National Registration and Citizenship Department's services in Mayangone Township. Hence, it may be stated that respondents are generally dissatisfied with the service provider's entire service offering. Since the tangible dimension has the biggest negative gap scores out of the five, significant adjustments must be performed in order to exceed peoples' expectations and achieve an overall average mean positive gap score. The needs of each dimension must be changed in order to satisfy the people, as the other dimensions are also obtaining negative gaps.

4.5   Analysis on Public Satisfaction with Overall Activities of NRCD (Section C)

Table (4.14)   Public Satisfaction with the Current Overall Activities of National Registration Department in Mayangone Township Office

Satisfaction	Number	Mean	Std. Deviation
1.The Mayangone Township Office is an office that provides good services to the people.	200	4.10	0.80
2.The Mayangone Township office met my expectations while providing quality services.	200	4.05	0.85
3.We are satisfied with the services provided by Mayangone Township office regarding citizen work and household registration with Pankhin Project.	200	4.16	0.80
4.We are pleased with the efforts to provide services to the people with modern technology (EID).	200	4.11	0.93
5.If Smart Cards can be produced, I think they will become useful citizen cards with a higher security system.	200	4.44	0.68
Average Score		**4.17**	**0.61**

Source: Survey Data, 2023

In this section, the public satisfaction with the current Pankhin project and EID activities of the Mayangone Township office etc. was analyzed with five questions. Table 4.15 shows the mean of the below mentioned data. The 5-point Likert scale was used to rate the level of satisfaction. Poonlarbtawee, K., 1987 (Statistics for Research) suggested that the criteria and meaning of the ranking scale are interpreted as follows: mean scores of 4.51–5.00 reflect the highest level of satisfaction (excellent), 3.51-4.50 reflect a high level of satisfaction (good), 2.51-3.50 reflect an average level of satisfaction (average), 1.51-2.50 reflect a low level of satisfaction (fair), and 1.00–1.50 reflect the lowest level of satisfaction (poor).

According to the survey data, for statement (1), 1 respondent, which is 0.5% of total respondents, chose strongly disagree, 3 respondents, which is 1.5% of total respondents, chose disagree, 40 respondents, which is 20% of total respondents, were undecided, 88 respondents, which is 44% of total respondents, chose agree, and 68 respondents, which is 34% of total respondents, chose strongly agree.

For the statement (2), 1 respondent, which is 0.5% of total respondents, chose strongly disagree, 7 respondents, which is 3.5% of total respondents, chose disagree, 40 respondents, which is 20% of total respondents, were undecided, 86 respondents, which is 43% of total respondents, chose agree, and 66 respondents, which is 33% of total respondents, chose strongly agree.

For the statement (3), 1 respondent, which is 0.5% of total respondents, chose strongly disagree, 6 respondents, which is 3% of total respondents, chose disagree, 26 respondents, which is 13% of total respondents, were undecided, 94 respondents, which is 47% of total respondents, chose agree, and 73 respondents, which is 36.5% of total respondents, chose strongly agree.

For the statement (4), 2 respondents, which is 1% of total respondents, chose strongly disagree, 9 respondents, which is 4.5% of total respondents, chose disagree, 38 respondents, which is 19% of total respondents, were undecided, 68 respondents, which is 34% of total respondents, chose agree, and 83 respondents, which is 41.5% of total respondents, chose strongly agree.

For the statement (5), 3 respondents, which is 10.5% of total respondents, are undecided, 70 respondents, which is 35% of total respondents, choose agree, and 109 respondents, which is 54.5% of total respondents, choose strongly agree.

According to table (4.15), the average mean of all including the mean results of each statement is included in 3.51 - 4.50 group. Therefore, in this section, the people are satisfied with the EID system and Pankhin projects of Manangone Township Office.

4.6 Importance of the five SERVQUAL Dimensions

Table (4.15)   Distribution of Importance of the Five SERVQUAL Dimensions

Dimensions	Frequency	Percentage	Priority
Assurance	34	17.00	4
Empathy	47	23.50	2
Reliability	38	19.00	3
Responsiveness	56	28.00	1
Tangibles	25	12.50	5
Total	**200**	**100.00**	

Source: Survey Data, 2023

Figure (4.1) Importance of SERVQUAL Dimension in Percentage
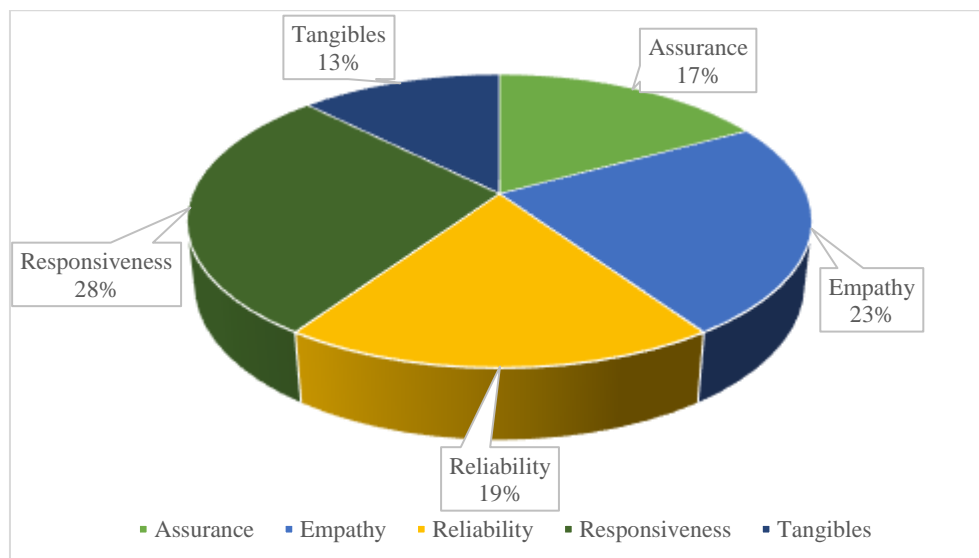
Source: Survey Data, 2023

In this survey, respondents were asked to choose the one that was most important to them out of the 5 dimensions according to their priority. The priority rank of each dimension are based on the percentage from each dimensions. The dimension has highest percentage is rank as first priority and lowest percentage as last priority. As shown in Table (4.26) and figure (4.13), there were 56(28%) people who prioritized

responsiveness as the most important, 47(23%) people who prioritized empathy, 38(19%) people who chose reliability, 34(17%) people who chose assurance, and 13 people who chose tangible, so responsiveness was chosen the most, empathy was the second, reliability was the third, assurance was the fourth, and tangible was the least chosen.

In addition, when asked what they would like to criticize, the respondents stated:

- to reduce the number of people arriving at work, to let people know when they're coming, and to give out tokens in advance in keeping with the wards.
- to offer appropriate help and projects like Pankhin projects to those who are orphans or otherwise unable to prove their identification.
- to respect one another as employees and citizens, and to willingly serve the public.
- to understand and patiently respond to the questions that the public has asked.
- to have adequate staff to address concerns with people rapidly
- to install seats and air conditioners in the office, to provide enough drinking water and modern clean office equipment.
- to enter people's biographies without mistakes, especially to verify and write the correct race and date of birth.
- to make the location of the office convenient for people in all neighborhoods to come and be in a central location and
- to handle the cases of non-ethnic people without delay and difficulty,
  Most of them are recommended for providing easy, fast, and accurate services.

CHAPTER V
CONCLUSION

5.1   Finding

This chapter includes two main parts: findings and recommendations. This chapter would reflect how this analysis has helped achieve the study's objectives and also provide recommendations based on these findings. The objective of this study is not only for this department but also for other relative departments and offices in Myanmar.

In this research, the study was undertaken in order to know the public's satisfaction with the services provided by the National Registration and Citizenship Department in Mayangone Township. And also to know the satisfaction of people with the modern techniques and current project provided by the NRD of MOIP. In order to find out the satisfaction of the people with the services, the SERVQUAL model was used to find and study the difference between the people's expectations of the services provided by this office and how much service quality they actually received. A total of 200 people who live in Mayangone were selected randomly to collect the data. The collected data was analyzed using simple percentage analysis, an average with five dimensions of SERVQUAL, and graphs and charts.

In an analysis of the general characteristics of the respondents, female respondents are more involved than male respondents in obtaining citizenship and household registration services. According to the data, the ward participation of the respondents is also proportional to the population size of their ward. According to the daily services performed in the office, there are many ethnic groups among the respondents, and most of them are Burmese. The age range of the respondents is mostly over 46 years old, and the least number of respondents are under 18 years old. As the age group under 18 years old is school age, every child in school will have their citizenship card made at school.

According to the findings and also based on their education, the respondents have a good educational base. Most of the respondents were self-employed, followed

by company employees and government employees. Most of the respondents were over 46 years old, so the number of dependents was the second highest. In terms of income status, the respondents have a good income as most of them are employed, and the number of people with a monthly income between kyats 100,000 and kyats 300,000 is the highest. Most of the respondents came for the lost and damaged citizenship card, and it was found that there were fewer cancellations of deaths in the household register.

In the analysis, the respondents' overall gap score for the tangible dimension is negative. The negative gap means most of the public is not satisfied with the materials associated with service. The factor with the lowest negative gap score is the clothing of the employees, but the expectations of the respondents are high, so the negative gap is the reason. The respondents were most dissatisfied with not having enough seats and not having enough modern equipment and technology. Due to the narrow area of the office and the incorrect structure of the office, it is difficult to arrange seats to serve a large number of people. It can be concluded that people demand the quality of service along with all tangible dimensions that directly or indirectly affect the service.

The respondent's overall mean gap score for the reliability dimension is negative. The majority of respondents were dissatisfied with the provider's impartiality and dependability in resolving service-related problems and performing services as specified. Similarly, other factors such as timely processing as promised, error-free recording and maintenance, and prompt and correct processing the first time must also be emphasized to get satisfaction.

According to the findings, the responsiveness dimension gap score is all negative. The negative gap score in which readiness to serve the people's requests is highest. At the time of this survey, the Ministry of Immigration and Population was preparing to use the EID system, and the township offices were rapidly inputting data into the new software system. In addition, the fact that the township offices have to carry out the activities of 4 major departments, as well as providing services to the public and carrying out office activities at the same time, are also factors that contribute to the negative score.

The gap scores in the assurance dimension are also negative. The highest gap score is negative, indicating that employees should be courteous in providing service. The gap score is high because the respondents do not expect a lot of politeness from the employees, but in their perception, they still need to be more courteous. The employees are not able to provide polite service as they serve many people with a small number of

staff. This dimension results in a negative gap among the other dimensions, but the gap is not too big, so it is a dimension that people can be satisfied with just a little modification.

The empathy dimension also has negative gap scores. Even the opening hours of the office did not meet the satisfaction of the people, and a negative gap score came out. Because during this survey, the opening hours of the office were changed from 9:45 to 4:30 instead of 9:45 to 2:00 in order to focus on ground population census activities, EID citizenship, and household registration. According to the findings, the Mayangone Township office needs to pay more attention to the benefits of the people, and it is still necessary to pay attention to take care of each individual as much as possible.

In the analysis, overall expectations across five dimensions are higher than perceptions, and this result shows that the respondents are not satisfied with the service quality provided by the National Registration and Citizenship Department in Mayangone Township. From the analysis of the service quality gap, it is concluded that among the five dimensions, respondents have a closer gap in the assurance dimension than the other four dimensions, whereas the tangible dimension has the largest gap. Therefore, it will have to make improvements in all dimensions in order to have no gaps that could lead to increased public satisfaction.

In addition, when asking the respondents to choose a dimension that is most important to them in the SERVQUAL Five dimensions, it was found that responsiveness was the most important. The responsiveness dimension is the second largest negative gap, according to the findings, and it is seen that they are unable to satisfy their most important needs.

In the study of people's satisfaction with the electronic registration system for citizen and household registration and the Pankhin projects that are currently being implemented, there is a high level of satisfaction.

5.2   Recommendations

Based on the findings, recommendations are presented for improving the service quality of the National Registration and Citizenship Department in Mayangone Township Office and enhancing public satisfaction. Currently, in order to provide services with modern technology for citizen card making and household registration-related services, it is necessary to provide enough support equipment, such as

computers, to the township offices. The location of the office is on the edge of the township, and there is not enough space to serve many people, so the former office location should be relocated to the intersection of 8 Mai Road with other Government offices. The location is in the middle of all the wards of Mayangone Township, so it is a fair place. Responsiveness, which is the most important and most commonly chosen for the public, needs to be done easily and quickly when the public comes to provide services to ensure quality and satisfaction. People must be able to submit the necessary evidence in order to be able to process it quickly and easily. In order for the public to know the information and procedures that every citizen should know about, basic topics should be listed on TV, in newspapers, and on the ministry's website. In order for the employees to deal with the relevant tasks professionally, the department should open and teach relevant courses, and always emphasize the improvement of the quality of the employees. Training should be given to every employee in accordance with advanced modern technologies. Services should be provided in accordance with the law regardless of caste in order to gain the public's trust and promote fair dealing. It is necessary to have systematic plans and procedures to provide friendly service to the people and take care of the affairs of every individual.

If we study the service quality and satisfaction of organizations with the SERVQUAL Model, we should make sure that those who will answer the survey questions have different expectations and perceptions. In addition, if the people's weight value on the five dimensions is calculated, more impactful findings can be revealed. Then, in the future, the EID system will be able to provide citizen and household registration services, and then we will be able to study the changes compared to the current findings. Even if smart cards can be issued, we should study the differences and how much knowledge, attitude, and practice people have on basic facts related to citizenship and household registration. At present, according to these findings, the services provided by the National Registration and Citizenship Department at the Mayangone Township Office must be changed and improved in order to provide better service quality and satisfaction.

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APPENDIX (1)

Mayangone Township Location Map

Source: Internet in Myanmar

Front view of Mayangone Immigation and Population Township Office

Source: Mayangone Township Office

A view of providing services to the public

Source: Mayangone Township Office

APPENDIX (2)

Current Identity Card for Citizens

Source: Mayangone Immigration and Population Office

Current Identity Card for Associate Citizens
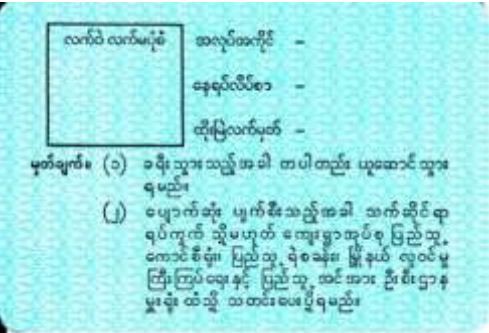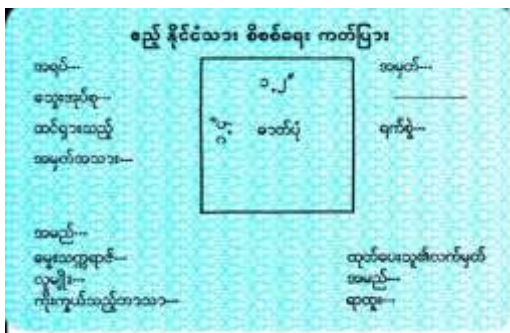
Source: Mayangone Immigration and Population Office

Current Identity Card for Naturalized Citizens
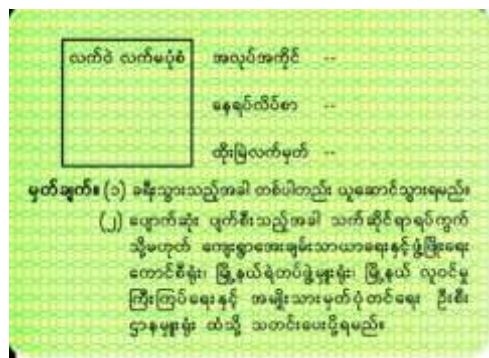
Source: Mayangone Immigration and Population Office

APPENDIX (3)

Previous Identity Card for Male

Source: Mayangone Immigration and Population Office

Previous Identity Card for Female
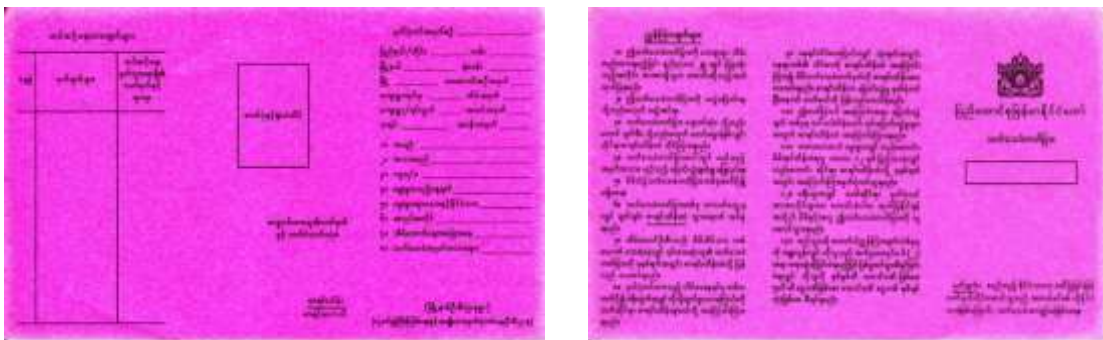
Source: Mayangone Immigration and Population Office

Identity Card for National Verification

Source: Mayangone Immigration and Population Office

APPENDIX (4)

Form (10) Application Form

Household Registration (Family Card)

Source: Mayangone Immigration and Population Office

APPENDIX (5)

Birth Registration- Form (A)

Death Registration – Form (B)

Source: Mayangone Immigration and Population Office

"စစ်တမ်းကောက်ယူခြင်း မေးခွန်းလွှာ"

ကျွန်စစ်တမ်းသည် ပြည်သူ့ရေးရာစီမံခန့်ခွဲမှုမဟာဘွဲ့အတွက် လိုအပ်သောစာတမ်းပြုစုရန် ရည်ရွယ်၍ ကောက်ခံခြင်းဖြစ်ပါသည်။ ကျွန်စာတမ်း၏ ရည်ရွယ်ချက်မှာ မရမ်းကုန်းမြို့နယ်ဦးစီးမှူးရုံး၏ နိုင်ငံသားကတ်ပြုလုပ်ခြင်းနှင့် အိမ်ထောင်စုစာရင်းနှင့်ဆိုင်သော ဝန်ဆောင်မှုများအပေါ် ပြည်သူများ၏ စိတ်ကျေနပ်မှုကို စမ်းစစ်နိုင်ရန်အတွက် အချက်အလက်များ ကောက်ခံခြင်းဖြစ်ပါသည်။ ကျွန်စာတမ်းအား မှန်ကန်စွာ စစ်တမ်းထုတ်နိုင်ရန်အတွက် လူကြီးမင်းတို့မှ မေးခွန်းများကို ပွင့်လင်းမှန်ကန်စွာ ဖြေဆိုပေးပါရန် ပန်ကြားအပ်ပါသည်။

အပိုင်း(က)(အမှန်ခြစ်ပေးပါရန်)

၁။ဖြေဆိုသူ - ကျား   (   )   /   မ(   )

၂။ဖြေဆိုသူနေထိုင်သည့်ရပ်ကွက် -(   )

၃။ဖြေဆိုသူ၏ လူမျိုး   (   )

၄။ဖြေဆိုသူ၏ အသက်

(   ) ၁၈နှစ်အောက်   (   ) ၃၆နှစ်မှ ၄၅နှစ်အတွင်း

(   ) ၁၈နှစ်မှ ၂၅နှစ်အတွင်း   (   ) ၄၆နှစ်အထက်

(   ) ၂၆နှစ်မှ ၃၅နှစ်အတွင်း

၅။အမြင့်ဆုံး ပညာအရည်အချင်း

(   ) အခြေခံ   (   ) ဘွဲ့ရ

(   ) အလယ်တန်း   (   ) ဘွဲ့လွန်

(   ) အထက်တန်း

၆။လစဉ်ဝင်ငွေပမာဏ

(   )ပုံမှန်ဝင်ငွေမရှိပါ   (   )ကျပ် တစ်သိန်းမှ သုံးသိန်းအတွင်း

(   ) ကျပ် တစ်သိန်းအောက်   (   )ကျပ် သုံးသိန်းအထက်

၇။အလုပ်အကိုင်

(   ) မိခို   (   ) ကုမ္ပဏီဝန်ထမ်း

(   ) ကျောင်းသား   (   ) ကိုယ်ပိုင်စီးပွားရေး

(   ) အစိုးရဝန်ထမ်း   (   ) အငြိမ်းစား

၈။ရုံးသို့လာရောက်ရသည့်အကြောင်းရင်း

(   )(၁၀)နှစ်ပြည့်နိုင်ငံသားကတ်ပြုလုပ်ရန်   (   )မွေးတိုးထည့်သွင်းရန်

(   )(၁၈)နှစ်ပြည့်နိုင်ငံသားကတ်ပြုလုပ်ရန်   (   )သေဆုံးပယ်ဖျက်ရန်

(   )နိုင်ငံသားကတ် ပျောက်/ပျက်၍ပြန်လျှောက် (   )အိမ်ထောင်စုပျောက်/ပျက်၍ပြန်လျှောက်

(   ) ပုံစံ ၁၀ ဝင်ရန်   (   ) အိမ်ထောင်စုလိပ်စာပြောင်:

(   ) ပုံစံ ၁၀ ထွက်ရန်   (   ) နိုင်၂/၄ မှတ်တမ်းတောင်း

အပိုင်း(ခ) SERVQUAL ရှုထောင့်(၅)ခုနှင့် စိတ်ကျေနပ်မှုကိုလေ့လာခြင်း

(၁)လုံးဝသဘောမတူပါ   (၂)သဘောမတူပါ   (၃)ရေရာစွာမသိပါ   (၄)သဘောတူပါသည်
(၅)အပြည့်အဝသဘောတူပါသည်

စဉ်	SERVQUAL MODEL	ဝန်ဆောင်မှုအသုံးမပြုခင်မျှော်မှန်းမှု					ဝန်ဆောင်မှုအသုံးပြုပြီးကျေနပ်မှု				
	ထိတွေ့တိုင်းတာနိုင်မှု	၁	၂	၃	၄	၅	၁	၂	၃	၄	၅
၁	မရမ်းကုန်းမြို့နယ်ရုံးတွင်ဝန်ဆောင်မှုပေးရန်အတွက် ခေတ်မီစက်ကရိယာများနှင့်နည်းပညာများရှိသည်။										
၂	ရုံးသို့လာရောက်သော ပြည်သူများအတွက် နေရာထိုင်ခင်းအလုံအလောက်ရှိသည်။										
၃	ဝန်ထမ်းများသည်လုပ်ငန်းခွင်တွင် သေသပ်သောဝတ်စားဆင်ယင်မှုရှိသည်။										
၄	ရုံးနှင့် ရုံးတွင်းပတ်ဝန်းကျင်သည် သန့်ရှင်းသပ်ရပ်၍ အမြင်တင့်တယ်မှုရှိသည်။										
	ယုံကြည်အားထားမှု	၁	၂	၃	၄	၅	၁	၂	၃	၄	၅
၅	ဝန်ထမ်းများသည် သတ်မှတ်ထားသည့်အတိုင်း ဝန်ဆောင်မှုများကို ဆောင်ရွက်ပေးသည်။										
၆	ဝန်ထမ်းများသည် ဝန်ဆောင်မှုများကို ကတိပေးထားသည့်အတိုင်းအချိန်မီဆောင်ရွက်ပေးသည်။										
၇	ပြည်သူများ၏ မှတ်တမ်းမှတ်ရာထိန်းသိမ်းရာတွင် တိကျ၍ အမှားကင်းစင်သည်။										
၈	ပြည်သူများ၏ဝန်ဆောင်မှုနှင့် ပတ်သက်သည့် အခက်အခဲများကို ဖြေရှင်းပေးရာတွင် သမာသမတ်ကျ၍ အားကိုးအားထားပြုနိုင်သည်။										
၉	ဝန်ထမ်းများသည်ဝန်ဆောင်မှုများကို ပထမဆုံးအကြိမ်မှာတင်လျှင်မြန်မန်ကန်စွာဆောင်ရွက် ပေးသည်။										
	လိုအပ်ချက်ကိုတုံ့ပြန်မှု	၁	၂	၃	၄	၅	၁	၂	၃	၄	၅
၁၀	ပြည်သူများအားဝန်ဆောင်မှုများနှင့်ပတ်သက်သည့်သတင်းအချက်အလက်များကိုတိကျလွယ်ကူလျှင်မြန်စွာသိရှိနိုင်ရန် ဆောင်ရွက်ပေးသည်။										
၁၁	ဝန်ထမ်းများသည် ပြည်သူများလာရောက်ဆောင်ရွက်သောအခါ ချက်ချင်းဆောင်ရွက်ပေးသည်။										
၁၂	ဝန်ထမ်းများသည်ပြည်သူများအား အမြဲကူညီလိုစိတ်ရှိသည်။										
၁၃	ဝန်ထမ်းများသည်ပြည်သူများ၏တောင်းဆိုချက်များ အားဆောင်ရွက်ပေးရန်အမြဲအသင့်ရှိ သည်။										

	အာမခံပေးနိုင်မှု	၁	၂	၃	၄	၅	၁	၂	၃	၄	၅
၁၄	ဝန်ထမ်းများတွင် ယုံကြည်စိတ်ချရသောအရည်အသွေးများ ရှိသည်။										
၁၅	ဝန်ဆောင်မှုပေးရာတွင်ပြည်သူများ၏အချက်အလက်များနှင့်ပတ် သက်၍ လုံခြုံစိတ်ချရမှုရှိသည်။										
၁၆	ဝန်ထမ်းများသည် ဝန်ဆောင်မှုပေးရာတွင် ယဉ်ကျေးပျူငှာသည်။										
၁၇	ဝန်ထမ်းများသည် လုပ်ငန်းပိုင်းနှင့်ပတ်သက်၍ ပြည်သူများအား ရှင်းပြရန် ကျွမ်းကျင်မှုရှိသည်။										
	စာနာနားလည်မှု	၁	၂	၃	၄	၅	၁	၂	၃	၄	၅
၁၈	ဝန်ထမ်းများသည် ပြည်သူတစ်ဦးချင်းစီတိုင်းကို ဂရုစိုက်သည်။										
၁၉	ဝန်ထမ်းများသည် ပြည်သူတစ်ဦးချင်းစီတိုင်းကို အာရုံစိုက်သည်။										
၂၀	ဝန်ထမ်းများသည် ပြည်သူများ၏လိုအပ်ချက်များကို အပြည့်အဝ နားလည်မှုရှိသည်။										
၂၁	ဝန်ထမ်းများသည် ပြည်သူများ၏အကျိုးကိုအဓိကထား ကြည့်ရှုသည်။										
၂၂	ရုံးဖွင့်လှစ်ချိန်သည် အဆင်ပြေသင့်လျော်မှုရှိသည်။										

အပိုင်း(ဂ)

(၁) လုံးဝသဘောမတူပါ   (၂) သဘောမတူပါ   (၃) ရေရာစွာမသိပါ   (၄) သဘောတူပါသည်

(၅) အပြည့်အဝသဘောတူပါသည်

၁	မရမ်းကုန်းမြို့နယ်ရုံးသည် ပြည်သူများအား ကောင်းမွန်စွာဝန်ဆောင်မှုများပေးသော ရုံးတစ်ခုဖြစ်သည်။	၁	၂	၃	၄	၅
၂	မရမ်းကုန်းမြို့နယ်ရုံးသည် အရည်အသွေးပြည့်မီသော ဝန်ဆောင်မှုများကို ပေးဆောင်ရင်း ကျွန်ုပ်၏မျှော်လင့်ချက်များကို ဖြည့်ဆည်းပေးပါသည်။	၁	၂	၃	၄	၅
၃	မရမ်းကုန်းမြို့နယ်ရုံး၏ ပန်းခင်းစီမံချက်ဖြင့် နိုင်ငံသားလုပ်ငန်း၊အိမ်ထောင်စုစာရင်းနှင့် ဆိုင်သောဝန်ဆောင်ပေးမှုများကိုကျေနပ်ပါသည်။	၁	၂	၃	၄	၅
၄	ပြည်သူများအား ခေတ်မီနည်းပညာ(EID)များဖြင့် ဝန်ဆောင်မှုပေးနိုင်ရန်ဆောင်ရွက်နေမှုများကို သဘောကျ ကျေနပ်ပါသည်။	၁	၂	၃	၄	၅
၅	Smart Cardများထုတ်လာနိုင်ပါက ပိုမိုလုံခြုံရေးစနစ်မြင့်သော အသုံးဝင်သော နိုင်ငံသားကတ်များ ဖြစ်လာမည်ဟုထင်ပါသည်။	၁	၂	၃	၄	၅

အောက်ဖော်ပြပါအချက်များထဲမှ သင်၏စိတ်ကျေနပ်မှုရစေရန် မည်သည့်အချက်သည် အရေးပါဆုံးဖြစ်ပါသနည်း။ အမှန်ခြစ်ပေးပါ။

- ရုံးပိုင်းဆိုင်ရာအထောက်အကူပြုပစ္စည်းများ   (   )   - နားလည်စာနာမှု   (   )

- ယုံကြည်စိတ်ချရမှု   (   )   - လိုအပ်ချက်ကိုတုံ့ပြန်မှု   (   )

- အာမခံချက်ပေးနိုင်ခြင်း (အမြန်ဆုံးတုံ့ပြန်   (   )

ဖြေပေးနိုင်သည့်အရည်အချင်းနှင့်ဗဟုသုတရှိခြင်း။)

မရမ်းကုန်းမြို့နယ်ရုံး၏ ဝန်ဆောင်မှုပေးရာတွင် ပြည်သူများစိတ်ကျေနပ်မှုရှိစေရေး၊ ရုံး၏ဝန်ဆောင်မှု အရည်အသွေး

တိုးတက်မှုရှိစေရန် အတွက် ဝေဖန်အကြံ ပြုပေးပါရန်

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ပူးပေါင်းဖြေကြားပေးမှုများအတွက် အထူးပင်ကျေးဇူးတင်ရှိပါသည်။

"Survey Questionnaire"

This survey is being collected for the purpose of preparing the required paper for the Master of Public Administration. The purpose of this document is to collect information to test the satisfaction of the people with the services related to the making of citizen cards and household registration of Mayangone Township Office. In order to survey this document correctly, we request you answer the questions openly and correctly.

Part (I) Characteristics of Respondents (please tick).

1. Gender - Male   (   )/ Female (   )

2. Ward -   (   )

3. Nationality - (   )

4. Age

(   ) Under 18 years old   (   ) 36 to 45 years old

(   ) 18 to 25 years old   (   ) Above 45 years old

(   ) 26 to 35 years old

5. Educational Level

(   ) Basic   (   ) Graduate

(   ) Middle   (   ) Post Graduate

(   ) High

6. Monthly Income

(   ) No regular income   (   ) Between (100,000-
                                                       300,000) Kyats

(   ) Less than 100,000 Kyats   (   ) Above 300,000 Kyats

7. Occupation

(   ) Dependent   (   ) Company Employee

(   ) Student   (   ) Own Business

(   ) Government Employee   (   ) Retired

8. Reasons for coming to Office

(   ) To make a 10-year Identity card   (   ) Birth Registration

(   ) To make an 18-year Identity Card   (   ) Death Registration

(   ) To re-apply for a lost/damaged citizen card (   ) Make a new Family Card

(   ) Form 10 entry   (   ) Change of household
                                                       address

(   ) Form 10 outbound   (   ) To request citizenship
                                                       records

PART(II) Analysis of Satisfaction towards SERVQUAL Five Dimensions

(1) Strongly Disagree   (2) Disagree   (3) Natural   (4) Agree   (5) Strongly Agree

No.	SERVQUAL MODEL	Expectation					Perception				
	Tangible	1	2	3	4	5	1	2	3	4	5
1	Mayangone Township office have modern equipment and technology to provide services.										
2	There is enough seating for the people who come to the office.										
3	The employees are neatly dressed in the workplace.										
4	The office and office environment are clean and tidy.										
	Reliability	1	2	3	4	5	1	2	3	4	5
5	The employees provide services as specified.										
6	The employees deliver services on time as promised.										
7	Accurate and error-free in keeping records of the people.										
8	Can be relied upon to be impartial in resolving public service issues.										
9	The employees perform services quickly and correctly the first time they are ordered.										
	Responsiveness	1	2	3	4	5	1	2	3	4	5
10	It helps the public to find information about services accurately, easily and quickly.										
11	When the public comes to work, the employees immediately takes care of it.										
12	The employees are always be willing to help people.										
13	The employees are always ready to serve the people's requests.										

	Assurance	1	2	3	4	5	1	2	3	4	5
14	The employees have reliable qualities.										
15	There is security regarding the information of the people in providing the service.										
16	The employees are courteous in providing service.										
17	The employees have the skills to explain the work to the public.										
	Empathy	1	2	3	4	5	1	2	3	4	5
18	The employees care about every individual.										
19	The employees pay attention to each individual citizen.										
20	The employees have a full understanding of the needs of the public.										
21	The employees focus on the benefit of the people.										
22	Office opening hours are convenient and appropriate.										

PART(III) The Analysis of satisfaction of the respondents with the current activities and performance of NRCD and the importance of SERVQUAL dimensions

(1) Strongly Disagree (2) Disagree (3) Natural (4) Agree (5) Strongly Agree

		1	2	3	4	5
1.	The Mayangone Township Office is an office that provides good services to the people.	1	2	3	4	5
2.	The Mayangone Township office met my expectations while providing quality services.	1	2	3	4	5
3.	We are satisfied with the services provided by Mayangone Township office regarding citizen work and household registration with Pankhin Project.	1	2	3	4	5
4.	We are pleased with the efforts to provide services to the people with modern technology (EID).	1	2	3	4	5
5.	If Smart Cards can be produced, I think they will become useful citizen cards with a higher security system.	1	2	3	4	5

- Which of the following dimensions is most important to your satisfaction? Please tick.

- Tangibles   (   )   - Empathy   (   )

- Reliability   (   )   - Responsiveness   (   )

- Assurance   (   )

To provide criticism and advice to ensure public satisfaction in the service delivery of Mayangone Township office and to improve the service quality of the office.

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Thank you very much for your cooperation.