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**Abstract** :

This research work on the subject of “The survey project on the public confidence for the justice facilitation of the Administrative Court in the budget year of 2019” contains 5 objectives, they are 1) To study the confidence level of the public for the justice facilitation of the Administrative Court 2) To study the knowledge and the understanding of the public on the roles, structures, authorities and court jurisdiction as well as the operation in different dimensions of the Administrative Court 3) To study the level of satisfaction of those who had ever used the service of the Administrative Court 4) To study the opinions and expectation of the qualified academics, the group of representatives of the government officers, administrative units in the judicial process, the group of private or business leaders, Non Governmental Organizations (NGOs) for the Administrative Court’s operation and 5) To present the guidelines for the improvement and development of the Administrative Court’s operation quality by using quantitative survey method with questionnaires and the quantitative survey with deeply interview and focus group conversation. The result of the study found that:

For the overall study the public’s confidence for the justice of the Administrative Court and the environmental justice facilitation are at the much level or higher. Most people know and understand correctly on the roles, duties and the justice facilitation of the Administrative Court that the people who had ever used the service of the Administrative Court were satisfied with the service quality of the Administrative Court at the much level or higher. The qualified academics, the group of representatives of Government officers, administrative units in the judicial process, the group of private or business leaders, Non-Governmental Organizations (NGOs) are satisfied with the roles, authorities of the Administrative Court as well as having confidence on the image and the performance of the Administrative Court. However, the Administrative Court’s performance is still having some problems, for examples, less people acknowledge and know about the Administrative Court while the cases are having more multifariousness and the working process of the Administrative Court can not be adjusted to meet the multifariousness of the cases, the case proceeding period is too long and the case of suing in the wrong court as some cases are meticulous that has caused the confusion. The qualified academics recommended that the promotion of knowledge and understanding relating to the law and basic justice for the public, the development of mechanism or tools in providing knowledge and understanding relating to the

news and information, the adaptation of oneself in the present time to raise the level of working quality and the public services as well as the creation of confidence for the public, etc., should be thoroughly improved in corresponding to the target group. The Administrative Court is expected to be the organization that can help to develop the state affairs for the better and to protect the public in receiving the services from the state.

The recommendation was given by the group of researchers as follows: 1) To focus on the public relations to conform to the group of target's specifications; improve the information service center (Call Center) for the effectiveness and capability comparing to other administrative units such as Royal Thai Police; focus on the information interested by the public; provide the knowledge and understanding in the issues that misunderstood by the group of samples; improve and develop the contents and patterns of media in publicizing the information to be noteworthy, up-to-date, firm, easy to understand and continuous publicity; summarize the judgment for the public to be understood more easily. 2) The cooperation among different courts should be coordinated for providing knowledge to the public; coordinate with the local office of administrative cases in working together to provide the administrative case knowledge to the state personnel and local administrative organizations to develop the Office of the local administrative promotion to be the important mechanism in providing knowledge to the local administrative organizations; develop the community justice center in each province to be the important mechanism in providing knowledge and assistance to the public; cooperate with the educational institutes in providing knowledge on the administrative cases to the public. The Administrative Court should cooperate with the Office of the Auditor General of Thailand to provide knowledge to the government officials, using the opportunity in providing knowledge to enable the people living far away to get into the access of knowledge more easily, using the true experience in providing knowledge, the training to provide the short term knowledge to the public of different groups should be organized, the volunteer attorneys systems should be developed, the knowledge on the judgment of the administrative case principle of law from the Administrative Court's decision should be provided, specially in the group of personnel of the administrative units and local administrative organization, the contents of knowledge should be adjusted to be easier to understand, the case that the administrative unit is the offender should be developed as the training course to provide knowledge to the personnel of the administrative units. The outstanding cases should be used as the examples in providing the knowledge. The court's judgment should be shortened the same as the judgment of the supreme court. The training should be relating to the case proceedings procedures of the Administrative Court and the practice should be more emphasized than the theory. 3) To develop the confidence to the justice facilitation of the Administrative Court for the public, specially in the issue that the result of the assessment is rather low, erasing the negative image against the Administrative Court and creating the image of being the organization who can work together with the administrative units. 4) To improve the service

quality of the Administrative Court in the issue that the satisfaction assessment is less than other issues, to improve other services to be more effective, to develop the progress pursuing system of the case, to improve and develop the efficiency in providing the services of the Administrative Court Officials.

**Important words:** Administrative Court, Confidence, justice facilitation