

The purposes of the study entitled "An Evaluation of 5S Activity Project of Chiangmai Air Traffic Control Center" were 1) to analyze the effectiveness level and participant's satisfaction of 5S activity project implementation; 2) to identify the factors that could be related to the effectiveness of 5S activity project implementation; and 3) to indicate the problems and obstacles of 5S activity project implementation.

Respondents were 128 participant employees. Data were collected through questionnaires, participant observations and structured interviews. Statistics used to analyze the data included frequency, mean, percentage, standard deviation, chi-square test and correlation coefficient at 0.05 statistical level of significance. Participant observation data were analyzed by mean and percentage. The structured interview data were narrated by content analysis.

The findings could be summarized as follows:

1. The effectiveness of 5S activity project, from the executive interview, the employees questionnaires and the participant observations of the researcher, was successful at a high level which was harmonious perspective. Moreover, the employees behavior test proved successful at a high level.
2. The employees joining the project had a high level of satisfaction.

3. The factors relating to the success of the project included management leadership, the 5S activity management, the 5S organization and the staff characteristics.
4. Problems and obstacles of the project management included employees being in charge of too many activity at the same time and the lack of sufficient public relations. The employees were not sufficiently encouraged to participate in the project by rewards and motivation.