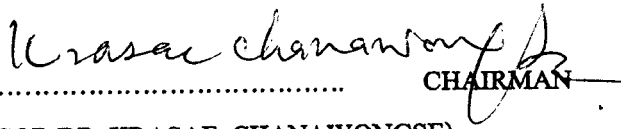
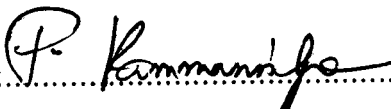



THESIS TITLE: IMPROVING MANAGEMENT SYSTEM FOR CREMATION WELFARE  
ASSOCIATION

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### ABSTRACT

This operations research had 3 objectives as follows: 1) investigating problems and causes of late paying of membership due and the delay in payment of the cremation compensation, 2) finding a solution for the problems, and 3) validating the solution.

A purposive sample of 100 members of the cremation welfare association was drawn from the list of the customers of the Bank of Agriculture and Cooperative in Phone District.

There were two sources of data namely, primary and secondary. The primary data were collected from interviewing of members, while participated in a meeting organized by the researcher. Ordinal data were analyzed by the Sign Test. The secondary data were collected from the monthly reports of financial standings of the association, from January, 1997 to July 1998. These secondary data were analyzed by the method of trend analysis to compare the actual figures with the predicted ones.

The results from the analyses of data indicated that the main cause of the problems was attributed to inflexible method of membership due collection. Therefore, the solution for the problems lied chiefly on the new method of due collection, which was agreed upon by the members at a meeting organized by the researcher. Under the new method of due payment, members of the association were allowed to pay by an installment plan. To administer the new payment scheme, 150 members were selected to oversee the new system of due collection and to coordinate or serve as a liaison between all the members and the association. After 6 months, the improvement was quite satisfactory. The number of members who paid the dues increased significantly by as much as 26.8 times. Concomitantly, about 88 percent of the members were very pleased with the new method of membership due payment.