

ABSTRACT

Title of Research Paper : Officials' Attitude and Acceptance of the ISO 9002 Quality System to Service : A Study of a District in Bangkok

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This research comprises 3 objectives, i.e., 1. to study Bangkok Metropolitan Administration's officials' opinion on the application of the ISO 9002 Quality System to the services in the income and record section of a District, 2. to study the advantages and disadvantages of the ISO 9002 Quality System as such, 3. to study the BMA officials' acceptance of the use of ISO 9002 Quality System.

The method of study is a qualitative one by using the in-depth interview technique with 20 key-informants. Data collected were later analysed logically with the help of descriptive statistics.

Results of the study are shown briefly below :

1. The officials who work with the ISO 9002 Quality System have the opinion that the system can develop the government services to the universal standard with the new management standard under the strict quality control ready for evaluation in very step of work with clearly defined responsible authorities, always improving in work standard to satisfy the needs of clients.

2. Among the positive impacts in application of the ISO 9002 system to the government work are, politically, promoting higher standard of work attracting more foreign investments ; socially, the people will feel more satisfied in the government services, and environmentally, it preserve national resources. As for negative impacts, the ISO 9002 system cost more money to install and some of the money will flow out of the country ; the system is not yet imperative.

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3. The officials concerned are aware and interested in the system of ISO 9002 but in real use in the government services, they foresee problems which need to be corrected, e.g., the officials' readiness, the personal development and the budget, in particular.

4. The problems encountered are mostly concerned with the lack of proper training for the official, inadequate budget and uncertainty of the policy on the matter.

Important recommendations emerged from this study, among others, are the more appropriate system which costs less should be used for the ISO 9002 system ; one of such systems in the Thailand Public Sector Standard Management System and Outcomes proposed by the Civil Service Commission.