

Thesis Title                    AN IMPROVEMENT OF AIR CONDITIONING SERVICE  
IN MAINTENANCE SECTION AT RAMATHIBODI HOSPITAL

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Degree                         Master of Sciences in Public Health  
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#### ABSTRACT

The objective of this research is to create a model for improving of air conditioning service unit of Maintenance Section at Ramathibodi Hospital by using principle and practice of management process. This model expected to solve many problems such as delay service, unefficiency staff, unenough material and equipment, disfollow up, uncoordinate and low human relationship. Self-administratered questionnaires are assigned to the 198 subjects who use the service and 8 staffs.

The result of comparison the opinion score found out that after use new model the opinion score is higher than before used new model at significance level 0.05 ( $p\text{-value} < 0.001$ ) and the work proportion is higher, the period of time during repairment and the proportion of repeat repairment is lower too ( $p\text{-value} < 0.05$ ). So that this new model is appropriate and can use in air conditioning service unit and can apply for use in the similar unit in Maintenance Section.