

The objectives of the study entitled "Factors Influencing the Implementation of Quality Improvement Activities of the Chiang Mai Municipality Hospital" are as follows :

- 1) To identify factors that influence the implementation of quality improvement 5 S. activities.
- 2) To analyze the level of knowledge and understanding of hospital's officers towards the operation of 5 S. activities.
- 3) To analyze the achievement, problems, and obstacles in the operation of 5 S. activities in Chiang Mai Municipality Hospital.
- 4) To study the satisfactional level of the recipients.

The data used in this study are derived from 15 administrators and 60 operational officers of the Chiang Mai Municipality Hospital, 380 recipients of The Chiang Mai Municipality Hospital during December 2001 - January 2002. Questionnaire is used as a research tool.

The results of the study reveal that the administrator factor and the operational factor do not influence the implementation of quality improvement 5 S. activities.

The knowledge and understanding about the quality standard is not related to the result of the implementation of quality improvement activities.

Regard to the knowledge and understanding of the officers, it is found that they know and understand the objectives of the 5 S. activities; they also have quite good knowledge and understanding in the process of the performance of 5 S. activities.

As for the achievement, problems and obstacles the officers report that there are slightly high achievements in the operation of 5 S. activities. Regarding the obstacles and problems, there are some problems and obstacles about lacking of the continuous training in techniques and process of the 5 S. activities. In addition, there are no action plan and title adjustment for the operation.

In view of recipients satisfaction, in general, they have quite high level of satisfaction in every aspect such as the quality of service, convenience and environment, expenditure and information.