

## Abstract

The thesis entitled "Quality Improvement in Disaster relief at Relief and Community Health Bureau : The Thai red cross society" is aims to learn more on the attempt of Relief and Community Health of Bureau to carry out the quality of disaster relief service, its obstacles and the guidelines toward sustainable quality improvement. The samples are 166 of Relief and Community Health Bureau workers and the volunteer to complete the questionnaires. The statistic used for analysis in this study consist of percentage mean and standard deviation. T-test was used for differential testing of mean.

The result of the studies are as follow ; most of the population samples were female, the largest age groups were 41-45 years old, status single, to work as employee administration, had experience 1-5 years to carry out as service volunteer, and perception news by radio and television. The three aspects of study show the most carry out of disaster relief service is Disaster responding, the obstacles is moderate, the guidelines toward sustainable quality improvement is borderline high. The result between Relief and Community Health Bureau workers and the volunteer in disaster relief service significantly compared 0.05, the obstacles are not significantly compared 0.05, and the guidelines toward sustainable quality improvement are not significantly compared 0.05.

The recommendations concluded from this study are ; to focus on rapidly disaster approach, the coordination between government organization private organization other NGOs and the affected people within the scope of community base management and social net work.