

Kanokporn Pitaksakorn, Flt. Lt. 2012: Environmental Quality Improvement for Canteen Users' Satisfaction in Bhumibol Adulyadej Hospital. Master of Science (Environmental Technology and Management), Major Field: Environmental Technology and Management, Department of Environmental Science.

Thesis Advisor: Assistant Professor Jukkrit Mahujchariyawong, Ph.D. 91 pages.

Environmental quality management concerning principles of cleaner technology needs data survey and analysis to define strategies for problem solving and condition improvement to achieve the target of hospital users' satisfaction. This study applied structure survey to canteen and combined with questionnaire survey for users' satisfaction to prioritize the action plans. The result showed the priorities of improvement were indoor air quality, food quality and sanitary, respectively. Canteen users' age range was 21-50 years, which allocated at 73.5%. Female was the main user at 69.0% and had more frequency of using canteen than male. This information was used to define the actual target group. The ratio of internal staff to external user was 46.5: 53.5 which supported the plan for improvement to focus on the both, satisfaction of external personnel and welfare of hospital staff. Environmental quality which canteen users concerned, was the room temperature, the lowest satisfaction level showed in both male and female data, cooking smell was the next problem. Thus, environmental quality improvement project was planned to solve these two problems at the same time, and satisfaction survey data was applied to canteen design. Improved environmental quality was estimated by economic valuation; Contingent Valuation Method to survey willingness to pay (WTP) of 200 persons. The result showed the average WTP was 6.15 baht while male and female average WTP were 7.02 and 5.76 baht, respectively. Average of canteen users, 600 persons a day was conducted to project evaluation and analyzed to create the alternatives for decision maker's policy deployment to effective and efficient management

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