

<b>Thesis Title</b>	Opinion of Management on Counterproductivity Factors in Printing Industries Certified ISO 9001 : 2000 in Thailand
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<b>Degree</b>	Master of Science
<b>Program</b>	Industrial Management
<b>Year</b>	2007
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## **ABSTRACT**

This thesis studies the opinion of management on counterproductivity factors in printing industries certified ISO 9001 : 2000 in Thailand 1 ) study the opinion of management on counterproductivity factors in printing industries certified ISO 9001 : 2000 in Thailand that cause the tottering of product increasing in 7 aspects as follow; 1) The absenteeism 2) The accident 3) The tardiness 4) The resignation 5) The maintaining 6) The substandard of quality 7) The substandard of productivity 2 ) Compare the opinion of management on counterproductivity factors in printing industries certified ISO 9001 : 2000 in Thailand were classified by gender, age, level of education and work experience. The samples were 63 factories in printing industries certified ISO 9001 : 2000 in Thailand by using the statistic. The research instrument were constructed by the research to collect data. The research's statistic includes the percentage , arithmetic mean ,standard deviation ,independent t-test and the One-way ANOVA at the 0.05 and 0.01 level of significance. The SPSS for Window is used to analyze and process data to analyze the problem, the result as follow;

1 ) Managers concentrate on counterproductivity of the maintaining in the high and the substandard of quality ,the tardiness ,the accident ,the substandard of productivity ,the absenteeism and the resignation, they concentrate on that in the moderate.

2) In comparing the difference in the private status of managers with the level of opinion of management on counterproductivity factors. The study found that : the managers who had difference work experience were differently in level of concentration on counterproductivity

factors. The managers who had difference gender, age and level of education were not differently in level of concentration on counteproducity factors.