

INDEPENDENT STUDY TITLE : THE ORGANIZING OF QUALITY MANAGEMENT
SYSTEMS FOR IDENTIFICATION CARD SERVICING
IN NONG SONG HONG DISTRICT ,
KHON KAEN PROVINCE

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ABSTRACT

This descriptive research on the organizing of quality management systems for ID Card servicing in Nong Song Hong District, Khon Kaen Province, aimed to study factors of officials' administration and behavior affecting level of people satisfaction.

The population and sample group for this research consisted of 14 ID Card servicing officials and 100 people, who came for this servicing during November – December 1999.

Data analysis was through percentage, mean and standard deviation, including discussions on individual characteristics and level of people satisfaction toward officials' servicing and quality management systems.

Interviews were used with these servicing officials, explaining their attitudes toward quality management systems as well as the study on documents of implementing the project of quality management systems in Nong Song Hong District, Khon Kaen Province.

The findings:

1. Concerning level of people satisfaction to officials' servicing, the variables at the highest level of such satisfaction were found to be all officials' appropriate personality in servicing with the mean of 4.53 and the S.D. of 0.54, while the lowest level of satisfaction had the mean of high level of satisfaction. All officials' fast servicing was found with the mean of 4.04 and the S.D. of 0.68. On the whole, people satisfaction to officials' servicing was at the highest level with the mean of 4.35 and the S.D. of 0.57.

2. About level of people satisfaction to the organizing of quality management systems, the variables at the highest level with the highest mean were found to be the cleanness of the place and convenience of servicing schedule with the mean of 4.75 and the S.D. of 0.46, while those of people filling out a questionnaire were found to be officials' skillful and fast servicing with the mean of 4.26 and the S.D. of 0.54, at the lowest mean, but still at a high level. However, overall, level of people satisfaction to quality management systems was found at the highest with the mean of 4.51 and the S.D. of 0.53.

3. As for the servicing officials' knowledge and understanding, the level was found at a moderate one; so were the benefit and progress, to which the chiefs gave importance.