

CHAPTER V

RECOMMENDATIONS

5.1 Recommendations for Applying the Study Results

1. The administrator must have a clear policy in developing personnel continually by arranging a helpful seminar in order to reinforce and stimulate a service consciousness which will lead the organization to reach its highest potential of giving the service. Some of the suggestions are conducting a seminar setting the organization's vision, mission and strategy. Also, a curriculum on the adjusting and changing the paradigm shift, culture, and value in operating governmental affairs as well as taking staff to visit and experience the organizations that are famous for their outstanding service systems.

2. Concerning the complaint of customers on the politeness of staff toward the customer, the administrator should remind the personnel and offer good advice for a better service and always keep in mind that the customer is special and should always being treated respectfully.

3. The organization should evaluate the success of the personnel in accomplishing their duties. The standard of resolving the problems must be set up on the basis of rewarding and punishing. Good personnel must be rewarded for their excellence. For example, recognize for what they have done by putting their names on

the bulletin board, publicly mention their names and increase salary bracket. Probation needs to be applied for those who consistently have complaints being filled by customers. The salary bracket will not be increase. A change of position or responsibility should be made.

4. In regard to customer's complaint of the advice in completing the request form process and the need of a cart for carrying of some heavy samples, the organization should readjust the procedure for sample receiving by having personnel available for offering help and advice at the requesting process. A sample of the request form should be posted for the customer and a cart must be available for heavy samples at all times.

5. The organization should always provide interactive activities to promote the unity within the organization. At the same time this will establish good consciousness for working in harmony and also encourage improving condition and better working and communication skills.

6. The organization should arrange for a meeting of the sample custodians and the laboratory's supervisors for the clarification in setting any conditions for the sample reception. It is suggested that the set conditions and the updated handbook for the sample receiving process be put in writing.

7. The organization should examine the service quality every six months by evaluating the satisfaction of customers through questionnaires and informal

interviews. This will allow the organization to use the results as a guideline to improve task quality and to develop a long lasting quality service.

8. The organization must improve any documents, information and service manual distributed to the customer. They should be made easy to understand and follow. The addition of more details on the analytical fees and the length of the analytical process should also be included.

5.2 Recommendations for Further Study

1. Do a comparative study on customer's satisfaction before and after the intervention program by using the same set of questionnaires differentiate the satisfaction of the customer before and after completing the project.

2. Do a study on satisfaction of other organizations who are clients of the Center such as provincial health offices, hospitals, clinics and manufactures etc.

3. Do a study on a reduction of procedure and analytical process timing in order to accelerate the results to meet the need of the customer.

4. Do a comparative testing of participants' knowledge before and after attending the training courses.