

ABSTRACT**A NATIONAL BUREAU
FOR STANDARDIZATION****STANLEY WILLIAMS**

The focus of this study is the Jamaica Bureau of Standards (JBS), a national standards organization which functions also as a national information bureau for standardization, with its role in support of economic and industrial development. National Standard bodies such as the JBS are important in the economic growth of both developing and developed countries, through their information systems, and the provision they make to satisfy user needs.

The study focusses on the following:

- (a) The JBS library as a centre for information.
- (b) Public relations programmes in support of standardization, and image promotion.
- (c) Training programmes for standardization and information needs.
- (d) The JBS infra-structure for standardization.
- (e) Identifying opinions on certain aspects of the JBS.

This was achieved through a questionnaire designed and administered to a random sample of 90 individuals drawn from the executive, managerial, and technical staff of the Jamaica Bureau of Standards, and seven

Jamaican companies using the JBS Certification Mark. The mark is the distinctive symbol of the Bureau displayed on the product and awarded by the Bureau to help consumers identify products manufactured to acceptable standards. The method of analysis used was numerical and percentage calculations to describe the groups and variability of the responses in the groups. The findings indicated that the information needs of the groups sampled were not adequately satisfied by the information systems in place at the Jamaica Bureau of Standards. The programmes offered were too narrow and need to be broadened to support standardization work for economic and industrial growth. The infrastructure in place at the Jamaica Bureau of Standards in support of standardization was satisfactory. The opinions expressed were varied and some of them could be considered by management in future planning for development, at the Jamaica Bureau of Standards.