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Abstract

The objectives of this research were to study 1) types of conflict; 2) factors of conflict; 3) causes of conflict; 4) concepts toward strategy in administering conflict; and 5) suggestions and guidelines for solving conflict concerning education decentralization to Tambon Administration Organization (TAO) in Khokphochai sub – district, Khon Kaen province.

The sample group for this study consisted of 280 school administrators, teachers under Primary Education Office, administrative chiefs and TAO members in Khokphochai sub – district, Khon Kaen province. Questionnaires were used for collecting data, which were analyzed by the SPSS/PC for Windows program for percentage, mean and standard deviation.

The results of the study

1. Types of conflict :

1.1 Policy administration – what caused the most conflict was no understanding of clear policy practice.

1.2 Coordination administration – what caused the most conflict was a lack of good coordination between two sectors.

2. Factors of conflict :

2.1 Social readiness and personnel – what caused the most conflict was no readiness in the number of personnel at Tambon Administration Organization.

2.2 Social acceptance and personnel – what caused the most conflict was qualifications and social status of TAO members.

2.3 Factors from information – what caused the most conflict was no receiving of information continuously.

2.4 Factors from benefit – what caused the most conflict was no clear work distribution.

3. Causes of conflict : what caused the most conflict was no readiness o teamwork and TAO work administration.

4. Concepts toward strategy in administering conflict :

Concerning this issue, what the questionnaire respondents gave the most importance to was those of win-win with a mean of 4.88, followed by those of lose – lose with a mean of 3.99 and those of lose – win with a mean of 3.17.

5. Suggestions and guidelines for solving conflict :

5.1 Policy administration – the learning process should be created to reduce conflict.

5.2 Coordination administration – principles as well as coordinating methods should be designed.

5.3 Social readiness and personnel – qualifications of TAO leaders should be more highly designed.

5.4 Social acceptance and personnel – roles and duties of two sectors should be designed.

5.5 Information – database and information should be organized to facilitate joint – performances.

5.6 Benefit – decentralization of responsibilities should be clearly carried out.

5.7 Concepts toward strategy in administering conflict of lose – win type -- public hearings should be held to find out who will gain what from such power transfer.

5.8 Concepts toward strategy in administering conflict of lose – lose type – work and authority in each sector should not interfere with one another.

5.9 Concepts toward strategy in administering conflict of win – win type -- reinforcement of life quality between the two sectors should be jointly done.