

## ABSTRACT

Thesis Title : The Issuing Service of Land Right Title and Registration  
under the Performance Improvement Program of the  
Land Department.

Student's Name : Mr. Suchart Sangtongsawat

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Advisory Committee :

1. Assoc.Prof. Chalernpol Shihong Chairperson
2. Asst.Prof. Saowalux Sukkawirach
3. Asst.Prof. Wuttisak Lapcharoensap

This thesis is aimed to study the actual reengineering of the issuing service of land right title and registration process under the Performance Improvement Program of the Land Department. The analytical framework consists of three main areas, i.e. the process of work, the customers and the service provider.

The findings from the study are that the procedure and implementation of the project are well clinging to the principles and the theories of the Business Process Reengineering (BPR). Besides, the service quality is upgraded. The service also becomes more effective and efficient and hence such result lead to the transparency and fairness for customers. The Changing, however, is not radical but incremental. This is because there are some internal factors i.e. laws and regulations, capacity of change management, paradigm of administration and understanding of the staff who provide services to customers.