

## ABSTRACT

Thesis Title : Impacts of Reengineering : A Case Study  
of Thai Industrial Standards Institute  
(TISI)

Student's Name : Mr. Vinai Jeerumpon

Degree Sought : Master of Arts

Major : Political Science Academic Year 1996

Advisor Committee :

1. Assoc. Prof. Chalernpol Srihong, Chairperson
2. Assoc. Prof. Suraphan Thabsuwan
3. Assoc. Prof. Dr. Suraphol Rajbhandaraks

This research has 3 main objectives. First, to study impacts of reengineering used in Thai Industrial Standards Institute (TISI) on the TISI's operation. Second, to study the reengineering's impacts on the TISI's civil servants. Third, to study between the civil servants' status and their opinions concerning the impacts of the reengineering.

In this study, the researcher uses concepts and theories of many theorists such as Michael Hammer, James Champy, Jeffrey N. Lowenthal, Michael Loh, etc., as a conceptual framework of this research. The researcher uses questionnaire, as a tool of data collection to collect data from a selected sample of 118 civil servants who hold level 3-7 positions (C3-C7). The collected data were analyzed by using some related statistics, such as frequency distribution, percentages, and Chi-square tests

The research findings are as follows;

1. Most officials of the sample studied agreed that the reengineering did not get the TISI's operation done more quick than usually in the past.

2. Most officials of the sample studied agreed that the reengineering did not make the TISI's officials receive better results in advancement, satisfaction, and morale of their work than usually in the past.

3. There is statistically significant relationship at 0.05 level between officials' positions levels and their opinions about the impacts of reengineering in various

aspects such as speed of working, job satisfaction, and chance of working ability development, etc.