

RACHANEE YOTIARIN : OPERATING CHARACTERISTICS WITHIN THE OFFICE
OF THE SECRETARY GENERAL, THE TEACHERS COUNCIL OF THAILAND
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This research has the main objective of studying the operating characteristics within the office of the Secretary General, The Teachers Council of Thailand. The researcher collected data from a population of 270 officers. A questionnaire dealing with working condition and concepts was used, including 8 categories: i.e., Administrative Structure, Planning, Decision Making, Communication, Co-ordinating, Delegation, Controlling, and Motivation. The data analysis was done by percentages, arithmetic means and standard deviations.

Findings: There are written line systems and functional assignments including job descriptions and administration in the form of committees in the administrative structure, but there are still some improper structures, such as line categories, clear structures, personnel placing, and conselling. The problems in terms of working plans, include the following: the administrators themselves set the goals for the organization, the working plan is not clear there is no plan for manpower, and most officers do not get any directions that help them comprehend the working plan. The problem in decision making is that the administrators will use the concepts and ideas of the officers to make decisions by themselves because of the little authority given to the officers. As for communication, the administrators take orders only from the top, but the communication system is not clear and the equipment for sending messages is not sufficient. As for the coordination aspects, coordination is achieved through the line system but there is no convenience in coordination with other divisions and the employee handbooks are not sufficient. Furthermore, assignments are made on the basis of personal ability, skill, and qualification. The explanation of goals and directions before assignment is rarely done. Control, assignment, and work examination is often practiced. For one thing, the motivation is to take part in working. Besides these, the most favorable thing for working here are the salary and welfare services and the most unfavorable one is the chance for promotion on a merit system.