

Abstract

The purpose of this study was to examine the type of work of the personnel of the Department of Social Development and Welfare (DSDW), the problems and obstacles in personnel development, and guidelines for personnel development of the DSDW in conformity with its competency development strategies. Survey research was adopted in this study. One hundred and eighty two samples were derived from DSDW officials level 6-8 working at DSDW's central offices. Data collection was done through the questionnaires. Statistics used for data analysis included percentage, mean, standard deviation, t-test, and F-test.

The study results showed that the most common type of work of the samples was in the field of management administration including supporting and promoting the work performance functioned for DSDW. This was followed by service provision such as providing welfare service and assistance for target groups, giving technical and educational support, and developing the body of knowledge on social development and social welfare service respectively. The magnitude of the problems emerging from personnel development was moderate, in particular, lacking of personnel specializing in personnel development, lacking of follow-up activities and capacity assessment, and lacking of identifying the personnel development need. Additionally, it was found that the attitudes towards the guidelines for personnel development of DSDW : including identifying personnel development need, areas of focus, and implementation procedures; were high. When comparing between general information and problems and obstacles in personnel development, it was found that different offices encountered different problems. When comparing general information in relation to guidelines for personnel development, it was found that different sex, age, marital status, educational level, position, position level, and their respective offices, having different implementation procedures for personnel development.

Recommendations: DSDW should set out a more clear-cut policies and plans and provide sufficient finance and personnel for its personnel development. DSDW should also conduct a survey on the need for personnel development and

implementation procedures. Training courses for enhancing knowledge, skills, work attitudes, areas of focus should be regularly organized. DSDW personnel should be educated on coordination skills, teamwork, critical thinking, and modern public management. Finally, capacity assessment should be done continuously.