

## ABSTRACT

Title of Research Paper : The Evaluation on Operation of Songkhla Province Industrial Office  
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The study on the Evaluation of Songkhla Province Industrial Office has 3 main purposes :- 1) to evaluate the operation effectiveness of Songkhla Province Industrial Office 2) to evaluate the operation efficiency of Songkhla Province Industrial Office 3) to study the impacts of the operation plans of Songkhla Province Industrial Office. Population in the study were the government officers for Ministry of Industry who work in Songkhla Province, the executive manager of SME's and the people who live around the industries in Songkhla Province. The study used questionnaires ,indept interviews, and observation for data collection tools. The statistics method used for the study were frequency, percentage, and mean. Including the analysis data from the documents of that office and other related Web-sites.

Results of the study were as follow:-

1. The operation effectiveness of Songkhla Province Industrial Office considered by the part of solving problem for the clients, the operation that under the Industrial Restructuring Plan, the progress and the operation result were at the moderate level.

2. The operation efficiency of Songkhla Province Industrial Office which consider by the input factors and process were found that:-

2.1 The operation efficiency which considered by input factors had the work degree at moderate level. The operation under the plans was moderate. However, the reason of too many rules and regulations had made the difficulties in operation. The resource for management especially the staffs had inadequated when compaired to the mission.

2.2 The operation efficiency which considered by working process had moderate level in personnel management. The organizational structure was inappropriate because of the plenty of hierarchy. The officers who had involved in operating had participated in planning, But because of plenty of rules so that make the process quite slowly.

2.3 The conveying all plans to operated were found that the procedure and practice were in rather low level.

3. The impact occurred from the operation of Songkhla Province Industrial Office.

3.1 The enterpreneurs in Songkhla Province had problems with their enterprising due to the lacking of the expert workers and raw products. Most enterpreneurs very seldom contacted to Songkhla Industrial Office and in the cases who had done were satisfied in moderate degree.

3.2 The people who lived near by the factories had the opportunity to trade with the workers, the members in family have worked in factories. The negative effect from the factories is bad smell but it was very little.

#### **Suggestion**

1. The Ministry of Industry should provide more informations of decentralization policy and make it clearer more than now and also structures and functions.
2. The Ministry of Industry should amend its laws and regulations in oder to facilitate its work efficiently and effectively.
3. The Ministry of Industry should try the best to increase the management resources especialy manpowers for the Province Industrial Office.
4. The Ministry of Industry should open more opportunity to the practical staffs to participate to make the plans.
5. The Ministry of Industry should amend the three plans (The Industrial Restructuring Plan, The Organizational Restructuring Plan of the Ministry of Industry and the Master Plan for industry) go along into the same way because right now they are in line to each other both in principle and practicum.
6. The Independent Institutions should be involved in the various kinds of industrial province in local area. Not only in Industrial Promoting Independent Institution.
7. Songkhla Province Industrial Office should have monitoring or evaluating programme by itself because nowadays the evaluation by the Province General Office is not so stress.