

## ABSTRACT

Title of Research Paper : Evaluation of Government Agencies on Industrial Operation  
Effectiveness: A Case of Nakhonsithammarat Province  
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The objective of the Evaluation of Government Agencies on Industrial Operation Effectiveness: A Case of Nakhonsithammarat Province is to study the efficiency and the effectiveness of Nakhonsithammarat Industrial Office after its organizational restructure as well as the consistent of the transform of workplan into real operation and also the effects occur from the operation to the need of its clients and the relevant. The study has extended to look at the support from private sector and the readiness of the infrastructure of the province in order to push the industry within Nakhonsithammarat Province to the direction that will be developed and to strengthen the industrial sector of Thailand in order to compete in the world trade arena as appropriate to the country's infrastructure.

The clusters of sample of this study are personnels of agencies within Nakhonsithammarat Industrial Office, Nakhonsithammarat Industrial Council, Nakhonsithammarat Chamber of Commerce and local entrepreneurs or the clients in and out of Nakhonsithammarat Industrial Office's list and also the people who live close to the factories.

**The study has found that;**

1) The operation effectiveness of Nakhonsithammarat Industrial Office is at the middle level, the operation efficiency is rather low while the transform of workplan into real operation has concentrated on industrial restructure more than any other plans. The staff officers have very limited knowledge of the plans. The planning is a top-down type which was determined by the upper office. The factors use in its planning is the Government's policy and the allocated budget.

For the effects of its operation to the satisfaction of the clients the study has found that the people need the serious management for the pollution that occurred from the factories. Moreover, the people also need the factories to be situated in the industrial estate. As for the benefit

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that the people have received from the factories are not worthwhile when compare to the problems occurred afterward. For the entrepreneurs' side, they would prefer the problems clearance of raw materials which are very expensive, the lack of skilled workers, the difficulty in finding soft loan and the lack of information concerning the direction of Government's policy and plans.

2) The private sector has a concrete operation to assist the members and has the idea that the people should run the SME business in the form of cooperative. In addition, the promotion of infrastructure within the province, the improvement of the measurement for block-trading, the obstacle for free trading and the cooperation from any other agencies are also needed.

3) Nakhonsithammarat Province has enough capacity in terms of infrastructure in order to strengthen the industrial sector to compete in the world trade arena especially the industry in relation to agriculture (agroindustry).

#### **Suggestions**

The agencies at provincial level should pay attention to support the small scale industry and village industry by create the linkage to the industry and business which support to the village's goods. Such the attention should also be concentrated on the development of low value-added industry to high value-added industry which shall be increased in value-adding continuously and shall carry on to the world market. This will assist to the development of new commercial goods to the world market as well. The capacity of the province should also be developed especially its opportunity in agriculture by encourage the take over of production because agricultural sector is the important basement in labour, raw material and market.

Nakhonsithammarat Industrial Office should determine the clear cut policy and plan and should transform the plan to be real operation in the same direction. The control and the evaluation of its works should be applied. In addition, the role of local unit in formulating the provincial industry development plan should also be encouraged so that the entrepreneurs and the people in the local area will have the opportunity to solve their problems including the environmental problems which have occurred from the industrial sector.

For the private sector and the people side, they should join together as a group or the assembly at the local level. Such the assembly should not form in order to submit the problems and resolutions to the center but should be the capacity strengthening to the local itself.