

## **ABSTRACT**

### **THE EVALUATION OF VILLAGE WELFARE ASSISTANCE CENTER: THE POLICY IMPLEMENTATION PROCESS**

by

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The objectives of this thesis were to study (1) the factors affecting the efficiency and the effectiveness of Village Welfare Assistance Center and (2) the satisfaction of people in the performance of Village welfare assistance center. It also aimed to investigate the processing obstacles of Village Welfare Assistance Center and the performance of the committees of Village Welfare Assistance Center.

Both qualitative and quantitative methods were utilized to examine the factors affecting the empowerment of Village Welfare Assistance Center and the factors affecting the satisfaction of people to the performance of Village Welfare Assistance Center.

The results of the quantitative analysis showed that, for model I, (1) the knowledge of the committees on Village Welfare Assistance Center, (2) the attitude of the committees towards the characteristics of the implementing agencies and, (3) the attitude of the committees towards economic social and political conditions positively associated with the empowerment of Village Welfare Assistance Center. On the contrary, (4) the sufficiency of resources and the attitude of the committees towards enforcement activities from government officials negatively associated with the empowerment of Village Welfare Assistance Center.

In second model, the service receipt of people from Village Welfare Assistance Center directly associated with the satisfaction in people towards the performance of Village Welfare Assistance Center. While the family income, the status in community, the knowledge of people on Village Welfare Assistance Center and the participation of people in the operation of

Village Welfare Assistance Center indirectly associated with the satisfaction of the people to the performance of Village Welfare Assistance Center.

The obstacles were found in the government officials, the committees of Village Welfare Assistance Center and, the people. The problems that found in the government officials level were the lack of continuing encouraging and the government officials who performed in community. The problems in the committee level consisted of: the overestimating to the government's assistance, the lack of knowledge on Village Welfare Assistance Center and the experience to management in the people organization and finally, the lack of the leaders that dedicated themselves to the operation of Village Welfare Assistance Center. In the people level, the problems were the lack of Village Welfare Assistance Center information and satisfaction of the government's assistance in free conditions.

The recommendations for improving the implementation of Village Welfare Assistance Center are: (1) before conducting any activities, Village Welfare Assistance Center should conduct research on community's needs and means for community's improvement based on local wisdom and culture; (2) Village Welfare Assistance Center should be provided continuing support, on a regular basis, to the community; (3) in supporting's Village Welfare Assistance Center activities, the emphasis should be pressed on administrative management; (4) Village Welfare Assistance Center should cooperate with Tambol Administrative Organizations in providing social welfare to the community; (5) in supporting's Village Welfare Assistance Center activities, the emphasis should be pressed on human-centered development for further work improvement; and finally (6) the community should be well informed about the existence of Village Welfare Assistance Center.