

ABSTRACT

Title of Research Paper : The Evaluation of Effectiveness of the
Thai – German Institute, The Ministry
of Industry

Author : Mr. Kajohnpong Pusitdhikul

Degree : Master of Arts (Social Development)

Year : 2001

This research is to evaluate the efficiency and the effectiveness of work performance of Thai - German Institute, to study the management problems and obstacles and to study factors of effectiveness resulting to work performance.

The study was done by 82 participants including the administratives, staffs, customers and trainees. The results of the study can be summarized as follows

1. Thai – German Institute presents high effectiveness in work performance which is 119.51% when comparing to the objective and target of institute.

2. In the opinion of Robert Kaplan and David Norton about the efficiency of work performance of Thai – German Institute according to the Balanced Scorecards is that the total perception and balance focus on there four aspects:

2.1 People perspective. The total perception is 75% when the balance of four perspective is equal to 26%

2.2 Internal process perspective. The total perception is 80% when the balance of four perspective is equal to 24%

2.3 Customers perspective. The total perception is 69% when the balance of four perspective is equal to 21%

2.4 Finance perspective. The total perception is 97% when the balance of four perspective is equal to 29%

From the conclusion, Thai – German Institute has got not only high efficiency in new style administration but also stands independent after money support from government.

Problems, obstacles and solution.

TE 128960

The institute has spent high training-cost due to using real and up-to-date machines in training. And there are only 6 – 12 participants in each course. One machine for 2 participants. This causes the staffs from the small and medium industrial plants unable to participate in the training course. Thus the government should be concerned with this problem and provide the money support of training to the institute.

From the study, it shows that the Ministry of Industry is able to evaluate the efficiency and effectiveness of organization which is standard, trustworthy and worldwidely accepted.