

ABSTRACT

Title of Research Paper : Evaluation on Operation of Khon Kaen Industrial Office
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The study on Evaluation on Operation of Khon Kaen Industrial Office has the objective of three folds 1) to evaluate the industrial operation effectiveness of Khon Kaen Industrial Office 2) to evaluate the industrial operation efficiency of Khon Kaen Industrial Office and 3) to evaluate the industrial operation effects of Khon Kaen Industrial Office. The clusters of sample used in this study were the civil servants of the Ministry of Industry who work in Khon Kaen province, the entrepreneurs, the people who live surround the factories and the private sector. The collection of data was done by way of interview and questionnaire. The statistic used in the data analysis were frequency, percentage and the average as well as data analysis from document and other related web-sites.

The study has found that ;

1. The operation effectiveness of Khon Kaen Industrial Office which considered by the procedures used in solving the problem of the clients, the operation that followed through the industrial restructuring plan, the progress and the operation result were at the middle level.

2. The operation efficiency of Khon Kaen Industrial Office which considered by input and work process found that :

2.1 The operation efficiency which considered by input had the work degree at the middle level. The operation under the plan was rather high. However, the much of rules and regulations had made the difficulties in operation. The resource for management had inadequate when compared to the mission.

2.2 The operation efficiency which considered by work process had rather high level of

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personnel management. The organizational structure was quite appropriated but as mentioned before, the much of rules and regulations had delayed the operation. The officers had been involved in planning. The industrial restructuring plan, the Industrial Ministry's restructuring plan and the industrial master plan were consisted only in principle but not in operation. The operational planning was much considered in budget.

3. The effect occurred from the operation of Khon Kaen Industrial Office;

3.1 The entrepreneurs had problems with their enterprising due to the officers of Khon Kaen Industrial Office did not give any advice as much as possible.

3.2 The people have had the opportunity to trade with the factories, the members in the family have worked in the factories. The effects to the environment and society was found very little.

Suggestions

1. The Ministry of Industry should decentralize more of its roles and responsibilities to the local administrative agencies.

2. The Ministry of Industry should amend its laws and regulations in order to facilitate its work efficiently and effectively.

3. The Ministry of Industry should try its best to increase the management resources (budget, manpower, material) to the Provincial Industrial Offices where such the resources are not sufficient to the works.

4. The independent institutions should be involved in the various kinds of industrial promotion in local areas. It is obvious that at present the services given to the entrepreneurs are not sufficient.

5. The Industrial Restructuring Plan, the Organizational Restructuring Plan of the Ministry of Industry and the Master Plan for Industry are in line to each other only in the principle but not in real action. In this regard, these three Plans should be aggregated together for the purpose of work efficiency.

6. The Provincial Industrial Office should solve the problems of the entrepreneurs such as budgetary problem, information technology, trading or marketing, raw material, machinery and the extension of the market to the new clients etc.