

**ABSTRACT**

Title of Research Paper : Evaluation of Performance of the Industrial Promotion

Department

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The study on Evaluation of Performance of the Industrial Promotion Department had following objectives 1) to evaluate efficiency of the performance of the Industrial Promotion Department after the Public sector restructuring and its agency's role as well as responsibilities being improved 2) to evaluate effectiveness of the performance of the Industrial Promotion Department after the Public Sector restructuring and its agency's role as well as responsibilities being improved 3) to study the level of consistency and appropriateness in the Industrial Promotion Department's policy implementation.

The author has conducted in-depth interviews with three of the Industrial Promotion Department's high-ranking executives and has collected information from 81 officials at the department by questionnaire.

The study results are as follows:

1. Officials - Most of them are female aged between 36 and 45 years.

They have bachelor's degree-level education and have ranged from C-5 and C-7 ranks in their career. They have served the Industrial Promotion Department for about 15 years up and their responsibilities are academic in nature. They are moderately satisfied with their income or rewards.

2. Efficiency of the performance of the Industrial Promotion Department Performances during 1995 – 2000 fiscal budget totaling six years, after the public sector restructuring and the department's role and responsibilities being improved – The department has rather high achievements by considering two key factors as follows 1) The level of officials' achievements is moderate 2) The level of performances' achievements is high.

3. Effectiveness of the performance of the Industrial Promotion

Department during 1995 – 2000 fiscal budget totaling six years, after the public sector restructuring and the department's role and responsibilities being improved – The department's effectiveness is in moderate level by considering two key factors as follows: 1) The level of effectiveness of performances under each project is rather low 2) The level of effectiveness of the department's human resource management is rather high.

4. The Industrial Promotion Department's policy implementation has scored rather low in terms of consistency and appropriateness. The overall policy implementation is inappropriate because only some units have taken part in planning process – not participation from all units.

5. The overall Industrial Promotion Department's performances are moderate by considering its performances' achievements, efficiency and policy implementation.

6. Recommendations are as follows:

6.1 Budget allocation should be done based on the merits and urgency of each plan or each project. The budget allocation should be free from political interference.

6.2 The Industrial Promotion Department should focus on making the utmost use of its available resources such as facilities, personnel, and equipment.

6.3 The Industrial Promotion Department should emphasize the fairness in the officials' performance evaluation as well as punishments. Also, it should increase human resource development programmer in every level.

6.4 The Industrial Promotion Department should put in place systematic monitoring and evaluation measures. It should underline the benefit maximization of each plan or each project.

6.5 The Industrial Promotion Department should focus on participation in planning process and should set up clear, reasonable and practical policies, which could be implemented consistently and appropriately.