

ABSTRACT

Title of Research Paper : Evaluation of the performance of the Chon Buri Industrial Office

Author : Mr. Wasant Thaniyaphanit

Degree : Master of Arts (Social Deveioption)

Year : 2001

The study on the evaluation of the performance of the Chon Buri Industrial Office has two objectives to study as following: 1) evaluation of operations of the Chon Buri Industrial Office; 2) problems, obstacles and factors, which affected the efficiency of operations of the Chon Buri Industrial Office.

The study was based on a research which used questionnaires to gather information from three sampling populations: 1) 30 peoples living near industrial plants; 2) The Chon Buri Industrial Office by interviewing officials from the four divisions – Policy and Planning Division, Mineral Resources Division, Industrial Plants Division, and Industrial Promotion Division; 3) 26 operators of industrial plants in Chon Buri.

The study found that:

The operations of the Chon Buri Industrial Office had restrictions on management resources, causing the office to have rather low performance in overall picture. Considering performances by divisions, it was found that the Policy and Planning Division had not received complete policies and plans from the head office, causing the operations to fail from being fully translated into services; the Mineral Resources Division was unable to provide underground water services fast enough; the Industrial Plants Division was unable to provide quality development services to

(5)

operators; and the Industrial Promotion Division's workers training did not meet the demand of the private sector.

Recommendations:

1. Policy recommendations: The four divisions of the Chon Buri Industrial Office should do more in offensive developments of industries in the province to meet the demand of the public. At the same time, the office should do more public relation works and the government should allocate more budget for the office so that the efficiencies in administration, in the use of equipment and academic and in technology training could be increased for the sake of benefits of the operators and plants in the province.

2. Chon Buri is a very important province in the eastern region. The industrial developments in the province have led to economic, social and environment changes. The provincial industrial office should take part in drawing practical policies so that the demand of operators could be met. The office should also provides advise and should have efficient administration and become a one-stop-service center.

3. Practical recommendations: Industrial developments should be carried out in offensive strategic manner so that the demand of factory operators could be met. The industrial office should also launch activities and public relation campaigns to inform the public about its role, missions and goals as well as making its operations clearer.

4. The study for the future: The personnel of the provincial industrial office should under the role of researchers so that they could give cleare information to the researchers and the people will benefit from the researches.