

**ABSTRACT**

**Title of Research Paper** : The Evaluation of Thailand Productivity Institute  
Ministry of Industry.  
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The study of the Evaluation of Thailand Productivity Institute of the Ministry of Industry has following the Objectives (1) to study the operation effectiveness and efficiency of Thailand Productivity Institute of the Ministry of Industry, (2) to study the effectiveness of the Institute by using The Balanced Scorecard Model. Population in the study were the executive directors and the government officers of the Thailand Productivity Institute which consisted of 5 department as well as the factory owners and the trainees.

Result of the study were as follows:-

1) The operation effectiveness of Thailand Productivity Institute was at the rather high level. The government officers had the opinion that the institute progression were at the rather high level.

2) The operation efficiency of Thailand Productivity Institute was at the high level.

3) The Balanced Scorecard of management and the stability of The Thailand Productivity Institute showed that the finance perspective was at a moderate level, the learning and growth perspectives was at the rather high level, the process perspective was at the rather high level and customer perspective was at the rather high level.

Recommendations :

Policy issue

Thailand Productivity Institute shall reconsider its policy as it spreads its present capacity too thin.

1) It should specify a sustainable policy, implementation activities.

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2) To increase its public relation information.

Operation issue :

1) To improve operations both at the management level and operation levels.

2) To improve customer satisfaction with professional service activities.

3) To improve process management in finance perspective and to improve people satisfaction.

4) To improve Thailand Productivity Institute's relationship with customers.