

Abstract

The study on “Problems and Obstacles on Social Security Fund Debt Pressing of Bangkok Regional Social Security Offices : A Case Study of Regional Offices 2, 3, 4, 8 and 9” aims at analyzing and comparing opinions on problems and obstacles confronting the debt pressing officers in carrying out their duty. The sampling of this study consists of 63 Social Security Fund debt pressing officers. Data collection instrument is questionnaire, while Percentage, Mean, Standard Deviation and Crosstabulation are applied for the analysis of data.

The study finds that the majority of the Social Security Fund debt pressing officers are females, 96.8 percent of which are between 26-30 years of age, single, bachelor’s degree graduates, and 52.4 percent have been working for 1-5 years earning between 5,000-10,000 baht a month. Most of the sampling group are affiliated to Regions 4 and 8, and the Offices under study have been in operation for 1-5 years. It is found that the Social Security Fund debt pressing officers are facing problems and obstacles in connection with their operation at a moderate level in all four aspects namely structural and administrative aspect, service delivery aspect, personnel aspect and budgetary aspect. Analysis of relationship between basic personal factors and operational problems and obstacles finds that difference in educational level, years of service, salary, and marital status effect difference of problems and obstacles in the operation, while gender, age, office affiliation, and years of the establishment of the office do not result in problems and obstacles of the operation.

The study recommends that the Social Security Office should reorganize the structure of debt pressing work by providing sufficient personnel, supporting the development of knowledge and skills of the officers, allocating appropriate budget for equipments, planning for regular inspection of establishments, organizing activities for the officers to create a harmonious atmosphere, publicizing or organizing knowledge training for employers, and improving general work environment.