

## Abstract

The study on "Realization and Problems in the Procedure of Results Based Management of the Civil Servants in the Office of Welfare Promotion, Protection and Empowerment of Vulnerable Groups (OPP)" aims to study the effectiveness of the civil servants on Office of Welfare Promotion, Protection and Empowerment of Vulnerable Groups (OPP) attached to the Ministry of Social Development and Human Security. It also study the correlation of personal data and the level of realization and problems to implement the managerial procedure. The data were collected from documents and fieldwork. It used a questionnaire as a tool in the study of the sampling groups of 3-8 level civil servants of the Office of Welfare Promotion, Protection and Empowerment of Vulnerable Groups in the number of 134 persons. The analysis used the statistics, percentage, mean values, standard deviation values, Chi-square and t-test values, and analysis of one-way variance or the statistical value at the statistically significant value at 0.05 level.

Results of the study found the majority of the sampling groups were female, aged 31-40 years old, working in the title of social developer at the specialist level mostly, had been the veteran civil servants of 21 years and up. The sample groups had the similar level of realization in the overall picture, while the problems on working in the managerial procedure aimed at the effectiveness. The results of the study on the outlook were at the middle-level problems, while the problems on relations within the organization had the highest median value, followed by communication to generate realization. On realization of the working rewards, the study of relations between personal data and realization and problems in the performance of managerial procedure overall found the relations only at the practicing mission. The group of policy, academic, and project plans had the highest realization. It shows that the realization still clustered only in the relevant mission group. The sampling groups gave recommendations with the important guidelines were the requirement for everyone to have mutual responsibility

for the indicators across the board. The operations used the virtue principle, the knowledge must be clear for transfer, being modern public relations and easy access.

Recommendations from the study at the policy level, the senior management has to be the leaders on the strategic change in concrete, promotion and support of the personnel at all levels to participate in the strategic drive. The reward must be allocated fairly, including building the organizational culture towards the strategic atmosphere.