

Abstract

The Study on “The Development of Providing Services Quality of Prachabodee Operation Center 1300, the Ministry of Social Development and Human Security” aims to study the officer performance of Prachabodee Operation Center 1300, problems and obstacles of services and officer’s opinions on developing service quality. The data was collected from the samples comprising the management, operational officers of all functions in the Center and related agencies. The questionnaire was used for collecting data which analyzed by the statistics of frequency, percentage, arithmetic mean, standard deviation, the correlation t-test and F-test. The results of the study were as follows.

Most of the samples were female, ages between 25 – 29 years, with the Bachelor’s Degree on Social Work . Their work experiences were between 1-5 years. With regard to training, they undertook 1-5 social work courses and psychology courses. They had training experience on The Act on the Domestic Violence Victims Protection B.E. 2550 ,The Act on the Juvenile Protection B.E.2546 and experience on counselling services training. The performance of the intake process and the advisory of the social worker and volunteer were at the high level. Problems and obstacles related to the Center’s performance were at the high level. The opinion on personnel related to services should be developed were at the highest level, training and seminar between networks will enhance service capabilities of each organization.

The recommendations from this study are that the management should set clear management policies. The policies should cover permanent placement, annual budget allocation for training, supply of modern and sufficient equipment, sufficient homes for people with social problems, proper and modern workplace and provide more channels to access services and public relations on an on-going basis. In addition, the management should provide adequate personnel welfare to encourage spirit in terms of medical allowance and insurance due to risky assignment related to persons losing benefits.

