

Independent Study : Effectiveness and Its Influential Factors in Providing Services to Amphoe Office : A Case Study of Amphoe Muang and Amphoe Ban Hong, Changwat Lamphun

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Abstract

The objective of this study is to assess the effectiveness of Amphoe offices in providing civil services to the local people of that Amphoe to see whether there is any differences in effectiveness between Amphoe Muang which is the center of provincial administration and Amphoe Ban Hong which situated in a remote area.

The methodology which is used in this study is field research of which the main instrument is personal interviews. The samples are administrative officials who work at Amphoe offices: 22 from Amphoe Muang and 18 Amphoe Ban Hong. In additiona, Amphoe's officials in other departments are also selected to be respondents, 15 from Amphoe Muang, 18 from Amphoe Ban Hong. Besides, 30 ordinary people from each Amphoe are also selected to be the sample.

The study's finings are summarized as follow:

1. Both Amphoe Muang and Amphoe Ban Hong have effectiveness in providing civil services to the local people which can be regarded as "positive" in the following perspectives:

1.1 both Amphoe have "positive" capabilities but local people still think that performing administrative tasks is "sluggish".

1.2 both Amphoes have "positive" in ability of self-adjustments, in flexibility and in conflicts but local people are not adequately informed about the government policy and relating laws.

2. In the aspect of influencing factors, the study finds that characteristics of organization, characteristics of personnels, characteristics of office environments and policies and practices of civil administration have the tendency to be "positive". Nevertheless, it is found that political and socio-economic situations have impairing effects on the morale of local officials.

3. There are no differences in work performance between Amphoe Muang and Amphoe Ban Hong.

The study's recommendations are:

1. works in civil services should be separated from works in order to have clear responsibility.

2. new technologies should be applied to the works of civil registration and identity cards

3. Amphoe's officials should try to increase the levels of political participation of their local people.