Abstract

The study on Accomplishment of Implementation of E-Social Welfare Service System of Ministry of Social Development and Human Security. The applied system is the CIPP Model, namely, Context Evaluation (C), Input Evaluation (I), Process Evaluation (P) and Product Evaluation (P). CIPP was evaluated by documents and production was evaluated by filed evaluation forms. The target groups were 152 and the data analysis data by using SPSS program. The statistics included frequency, percentage, mean, standard deviation and criteria comparison set by the researcher. The study results are presented in table and description. The followings are the summary.

With regard to the evaluation on the environment after the system implementation, it was found that work processes were revised; technologies were applied and accepted; functions were positively changed. In term of input factors, the results showed that personnel, budget, material, equipment and technology were able to support the implementation of the e-social welfare service system. For the process evaluation, it was found that the samples, higher than 70%, applied knowledge obtained from training in their works. With regard to productivity evaluation, the samples' opinions on benefit from the implementation of the e-social welfare service system were at the high level and their satisfactions on the use of the e-social welfare service system were at the high level.

The recommendations from the study are that the implementation of the e-social welfare service system of all functions in the Ministry of Social Development and Human Security should be supported or enhanced to ensure the same working standard across all functions. The data in the system should be used for information technology purpose. The Ministry should enhance its executives to use information technology in their management, policy establishment and planning for specific target groups. The system should be developed or improved to be in accordance with services which may be changed in the future. In addition, personnel of all functions should be trained consistently.