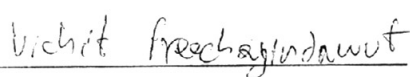


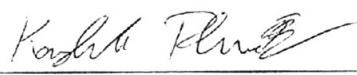
Vichit Preechajindawut 2006: Management System Analysis: Case Study for Local Public Administrations. Master of Engineering (Industrial Engineering), Major Field: Industrial Engineering, Department of Industrial Engineering. Thesis Advisor: Associate Professor Kongkiti Phusavut, Ph.D. 147 pages.
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The purposes of this research are to analyze and evaluate a management system. The analysis focused on the “normal flow” of a management system (Kurstedth, 1992). The targets of this analysis were those at the provincial - cluster level. The benefits of this research include the specific assistances to be provided by the Office of the Public Sector Development Commission, and the understanding on the readiness of a provincial administration in driving national agendas set by the government. The management system model, selected to represent a typical management system, was developed by Kurstedth (1992).

The data collection process involved two sets of a survey. The first set was for the provincial governors, as self – assessment. On the other hand, the second set was for the management team within the provincial administration such as deputy governors, and the stakeholders such as business operators. The second set was for satisfaction on the results and planning outputs. The rating scale of 1 – 5 was used. The evaluation of a management system concentrated on two areas. The first area was on the problems facing a management system depending on discrepancy while the second area focused on the managing problems (on the average score level). The problem facing a management system include a lack of linkages between decision/action and what needed to be measured for feedback, of relationships between measurement and data to be collected, or of connection between management report and performance review by a management team. The management problems include a lack of human resources or outdated information technology. The 9 parameters, to help understand the problems facing a provincial administration, included size, population, poverty, distance from Bangkok, etc. These parameters would be used to help understand the problems concerning with both management and a management system. For example, is it possible that a size (areas) may impact on the data to be collected for management review?

The analysis methods on the results from the surveys were the Multi - variate Analysis (of variance) and One way ANOVA. The recommendations to address both types of the problems were included.


Student's signature

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Thesis Advisor's signature