EFFECTIVENESS OF TAMBON ADMINISTRATION ORGANIZATIONS

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ABSTRACT

**Title of Dissertation**: Effectiveness of Tambon Administration Organizations

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**Degree**: Doctor of Philosophy (Development Administration)

**Year**: 2004

The purpose of the study is to examine what factors play significant roles in strengthening the Tambon Administration Organizations’ (TAO) performances. In order to achieve that, this study attempts to analyze the effectiveness of TAOs through the explanation of the characteristics of individual variables and the relationships among leadership, internal factors, external factors, and effectiveness.

The conceptual model contained internal factors, external factors, and leadership as independent variables, and effectiveness of TAOs as dependent variable. The research approach was survey research. The unit of analysis was the TAO. The target population was all TAOs located in Prachinburi Province. Quantitative analysis was conducted through factor analysis, multiple regression and path analysis, while the qualitative research method was conducted through the content analysis and in-depth interviews of the Chief Executive of TAO, Chairman of TAO, Members of TAO Council, Chief Administrators of TAO and those who were related to TAO.

In qualitative study, the regulations are accepted and well-followed by the people. TAOs with leaders with integrity and leadership are well-accepted and receive high participation from the people. The TAOs that adhere to the rules, transparency and sincerity towards the public will be successful in every projects and will receive no formal complaints from the people. Most TAOs are open for public participation in stating their opinion or solving TAOs' important problems. They are accountable, aware of social and public problems, as well as enthusiastic to solve problems. All TAO levels allocate most budgets for infrastructure development. Every level of TAO group has autonomy to make decisions focusing on government policies. It can also
satisfactorily answer to the people's needs. Every TAO level allocates budget to
villages according to the Tambon Development Plan, and according to the urgency
and priority proposed by the village communities. In the advanced TAO groups,
exectives operate for public interest, people's opinions are accepted and decisions
are made in order to reach the common established goals. For middle and backward
TAOs, decisions are made by some executives or the interest groups without clear
goals or well-supported reasons.

With regard to quantitative research, the TAOs that initiate planning, human
resource management, information management and communication, budgeting,
service delivery, project performance, and inspection and evaluation within the set
law will have higher level of effectiveness. The TAOs must also increase the ability to
gain more support from the public, private and civil sector than they do at present.
Leadership has a positive and moderate influence on the effectiveness of TAO and its
productivity. For internal factors: service delivery, project performance, and
information are positively related to effectiveness. For external factors: public-sector
support and civil cooperation are negatively related to effectiveness, and whereas
private cooperation is positively related to effectiveness. Finally, service delivery is
positively related to the satisfaction, whereas information management and planning
are negatively related to satisfaction.

This research recommends that in order to enhance the effectiveness of TAOs,
related policy makers should encourage and support to strengthen external, internal, and
leadership factors. For TAO executives and staff, there should be regular seminars and
trainings for them to enhance their management and implementation capabilities. For
TAO leaders, they should always seek new knowledge and skill, and keep close watch
on current events to adjust themselves and issue new rules and regulations to cover
and to solve problems in their areas of responsibility. Further study should be done in
the area of TAOs in the country's readiness and capabilities of local representatives in
general. Extending the frameworks and application from this study to other provinces
would also add value. Comparisons between and among provinces in similar or
different part of Thailand would be an interesting research direction.
ACKNOWLEDGEMENTS

This dissertation is the invaluable work that I have to exactly remember it until the last of my life. It is very successful because of the valuable assistance of many essential people. Those people I feel indebted because they have helped me with this valuable output which there is no way to thank adequately. The first crucial group that I would like to express my deepest and most heartfelt gratitude is the academic advisor consisting of Associate Professor Dr. Pichit Pitaktepsombat Chairperson, Associate Professor Dr. Udom Thumkosit committee and Assistant Professor Taweesak Suthakavatin committee for their precious assistance in guidance and recommendations which make me have a great success of this dissertation. The second group I would like to thank you for their help is my strong staff consisting of Piriya Ngamsaeng as staff's secretary, Komtat Tantiyamas, Mate Saengchan, Noppadol Ngamluea, Staporn Pongnak and Chaiyaporn Sukuntee which shows their patience; they worked with skill, accuracy, gave constant encouragement and got involved in data collections and methodology and data analysis. I am grateful go also to the third group which is the group of differently professions in TAO areas such TAO’s officials as TAO council’s members, farmers, businessmen, woman leaders, youth leaders, community leaders, monks, labour forces and others for the opportunity to participate in giving me their valuable interviews. Apart from above groups, I would also like to thank my typist: Supajirase Kan hapan, whose efforts I greatful appreciate. Eventually I owe an additional debt of gratitude to my wife, Anongwichaya Saributra, my daughter and my son, for their care, endurance, encouragement, interest, understanding and moral support they provided over the years I worked on this study. Thank you for everyone involved with this work and have made this study possible.

Sukhumrath Saributra
December 2004