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**EFFECTIVENESS OF TAMBON ADMINISTRATION
ORGANIZATIONS**

By

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**A Dissertation Submitted in Partial
Fulfillment of the Requirements for the Degree of
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ABSTRACT

Title of Dissertation : Effectiveness of Tambon Administration Organizations
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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, executives 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.

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