



# การประชุมวิชาการระดับชาตินานาชาติ "เบญจมิตรวิชาการ" ครั้งที่ 10 The 10<sup>th</sup> BENJAMITRA Network National and International Conference

## Personnel Management of Subdistrict Administrative Organizations in Tha Tum District, Surin Province

Karusin Uwansri<sup>1</sup>, Nissara Pronsurivong<sup>2</sup> Krittat Sukman<sup>3</sup>

Natthaphan dukhueng<sup>4</sup> and Anan Thamchalai<sup>5</sup>

<sup>1, 2, 4, 5</sup> Public Administration Department, Faculty of Political Sciences, North Bangkok University, 10220, Thailand

<sup>3</sup>Business English Department, Faculty of Liberal Arts, North Bangkok University, 10220, Thailand

### Abstract

The objectives of this study were: 1) to examine the personnel's opinions about management of the subdistrict administrative organization in Tha Tum District, Surin Province; and 2) to compare their opinions about personnel management conditions of the subdistrict administrative organization in Tha Tum District, Surin Province, as classified by personal factors. The participants in this study comprised 251 personnel working in the subdistrict administrative organization in Tha Tum District, Surin Province. The data were obtained through the utilization of questionnaire and analyzed by statistical tools, e.g. percentage, mean, standard deviation, t-test and one-way ANOVA (f-test).

The results revealed that 1) the majority of personnel working of subdistrict administrative organizations in Tha Tum District, Surin Province were female aged between 30 and 40 years old and had a bachelor's degree. These personnel were mostly government officials whose professional experience ranged from 5 to 6 years; 2) personnel management of subdistrict administrative organizations in Tha Tum District, Surin Province were rated positively in all aspects where personnel development was ranked the highest, followed by performance appraisal and recruitment respectively; and 3) personnel recruitment aspect of personnel management of subdistrict administrative organizations in Tha Tum District were viewed differently by participants with a statistical significance of 0.05, whereas personnel development and job performance evaluation were not. Also, when considering factors such as age, job position and period of employment, participants' opinions about personnel management of subdistrict administrative organizations in Tha Tum District regarding personnel development aspect were different with a statistical significance of 0.01 and 0.05. which was in contrast with recruitment and performance appraisal aspects. In addition, participants of different educational levels did not have different opinions about personnel management of subdistrict administrative organizations in Tha Tum District in terms of personnel development, recruitment and job performance evaluation.

### Background and Statement of the problem

Personnel management undeniably plays a vital role in pushing the aforementioned organizations to develop continuously and systematically due to the fact that it is embedded in every organizational activity and ensures the efficacy of all operations. As a result, in order for all public organizations to succeed, they need to make certain that all personnel put every effort into their work and can effectively make changes for the organizations according to the principles of human resources management within each organization. [2]

According to Tambon Council and Tambon Administrative Authority Act, B.E. 2537, there are nine subdistrict administrative organizations in Tha Tum district, Surin Province, namely Tha Tum Subdistrict Administrative Organization, Prom Tep Subdistrict Administrative Organization, Pon Khrok Subdistrict Administrative Organization, Nong Methee Subdistrict Administrative Organization, Nong Methee Subdistrict Administrative Organization, Ba Subdistrict Administrative Organization, Nong Bua Subdistrict Administrative Organization and Thung Kula Subdistrict Administrative Organization. Some areas in these subdistrict administrative organizations have faced the same problems and obstacles in personnel management as others have, which appear to be the major problem. This is because people or, in this case, personnel are regarded as the most important resource under organization management, for people or personnel in certain subdistrict administrative organizations are responsible for constructing, determining and implementing the policies as well as utilizing other resources for other administrative purposes. Hence, people are unquestionably a driving force that fuels the capacity of the subdistrict administrative organization to effectively and efficiently runs and achieves the goals. Nevertheless, some problems can still be found. Examples of the problems can be human resource planning, and shortage of manpower (e.g., temporary employees). Personnel recruitment is also a problem which may arise from inadequate job advertisement and faulty selection of the personnel based on their credentials. Another major problem is personnel development, e.g. training and field trip which some subdistrict municipalities have struggled to organize but suffered failure because of the scarcity of budget. [6]

Due to the abovementioned problems, this study was aimed at investigating opinions of personnel who work at Tha Tum Subdistrict Administrative Organization, Surin Province their about its personnel management system as assigned in alignment with Local Personnel Administration Act B.E. 2542. Furthermore, it was expected that the findings of this study could be of much benefits to administrators and related parties involved in personnel management.

### Objectives

1. to investigate personnel's opinions about the personnel management of the subdistrict administrative organization in Tha Tum District, Surin Province; and
2. to compare their opinions about personnel management conditions of the subdistrict administrative organization in Tha Tum District, Surin Province, as classified by personal factors.

### Research Methodology

#### Population and Samples

The population of this study were 673 personnel who work at Tha Tum Subdistrict Administrative Organization, Surin Province.

Having employed simple random sampling technique, the participants were 251 personnel who were defined by the formula proposed by Yamanae Taro (1973) so as to determine the sample size of the research.

The process in developing questionnaire was explained as follows:

1. Review related documents, concepts, theories and previous research.
2. Utilize obtained insights from the first step to construct the questionnaire.
3. Ask two experts to evaluate the questionnaire to ensure its content validity so as to reach the Index of Item-Objective Congruence (IOC) at 0.828.

### Research Methodology

4. Revise the questionnaire as suggested by the experts and pilot test the questionnaire with 30 students who had similar characteristics with the research participants.
5. The questionnaire was tried out with 30 undergraduate students to achieve confidence coefficient of the questionnaire ( - Coefficient) of Cronbach as 0.8929
6. Revise the questionnaire and further collect data.

#### Data Analysis

The quantitative data gathered from the investigation was analyzed with the assistance of statistical tools. For instance, percentage was used to explain frequency of participants' responses. Mean and standard deviation were also taken into data interpretation. To compare the mean scores of two groups of participants, t-test had a role to play. Additionally, the researcher relied on one-way ANOVA when comparing mean scores of more than two participant groups. After gaining a significant F-statistic, Scheffe's test was run to find out which pairs of means are significant.

### The Result of Research

1. Most personnel who work at Tha Tum Subdistrict Administrative Organization, Surin Province were aged between 30 and 40 years old and hold a bachelor's degree. They are also government officer whose career spans 6 to 10 years.

2. All aspects of personnel management in the context of the study were evaluated positively which is elaborated below.

To start with, personnel recruitment got positive evaluation from the participants which can be attributed to the fact that searching and selecting people are of paramount importance for personnel recruitment. Also, assigning tasks to people should be considered from personnel's expertise in order to work effectively

The next aspect to be discussed is personnel development which earns positive evaluation from the participants. This may be because all personnel were encouraged to join training or course related to their professional development, field trips and seminar

Another aspect is performance appraisal which was given positive evaluation by the participants. This includes personnel's understanding of civil service appraisal, policy formulation, criteria for performance appraisal and promotion and satisfaction of performance appraisal

3. personnel recruitment aspect of personnel management of subdistrict administrative organizations in Tha Tum District were viewed differently by participants with a statistical significance of 0.05, whereas personnel development and job performance evaluation were not. Also, when considering factors such as age, job position and period of employment, participants' opinions about personnel management of subdistrict administrative organizations in Tha Tum District regarding personnel development aspect were different with a statistical significance of 0.01 and 0.05. which was in contrast with recruitment and performance appraisal aspects. In addition, participants of different educational levels did not have different opinions about personnel management of subdistrict administrative organizations in Tha Tum District in terms of personnel development, recruitment and job performance evaluation.

### Recommendations

Recommendations for all concerned parties about personnel development of Tha Tum Subdistrict Administrative Organization can be summarized as follows.

1. Personnel Recruitment: Recruiting people to work in an organization should be operated properly and fairly. All candidates should have credentials suitable for specific position.
2. Personnel Development: Field trips to other subdistrict municipalities should be organized so as to continuously promote personnel development. It is suggested that the trip be organized annually with the incorporation of technology to achieve even greater efficacy.
3. Performance Appraisal: all criteria and rules for performance evaluation should be made explicitly overt, fair and transparent.