

Title : Organization Development : A Case Study of the
Department of Land, Emphasizing the
Establishment of Provincial Land Office Branches

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This research was to investigate the organization development emphasizing on the establishment of the branch offices of provincial land offices, Department of Land, concerning criteria and problems in establishing the branch offices and the abrogation of the district officers' power for land affairs. The other objectives were to find out strategies for solving problems emerged from establishment of the branch offices as well as to improve and develop their structures.

Three groups of sample were employed to respond to the three sets of questionnaires developed by the investigator. They were 368 people served by the branch offices, 199 personnel working in the branch offices and 253 district officials. The latter group were composed of district officers and assistant district officers. Frequency, percentage, mathematical mean, standard

deviation, Chi - square test, t-test, the analysis of variance (ANOVA) and Duncan's multiple range test was employed for data analysis through the Statistical Package for Social Sciences (SPSS) program. The results were as follows;

1.Criteria to be considered in order to make decision for branch office establishment were the amount of deeds, work flow or work burden, office location, regarding distance and transportation, and other special issues such as resources.

Abrogation of district officers power on land affairs would be conducted so that the branch office personnel could perform their task perfectly. But since there was resistance for this case, it then was done in only some districts where branch offices had been located. It would be done in the districts where the office would be located as well.

2.The results from analysis of the sample's opinions showed that all the three groups of respondents agreed that the establishment of branch offices provided the people more convenience in land affairs. In general, the people were satisfied with services offered by the office personnel while at the same time the personnel of the branch offices viewed that they served the people satisfactorily at the medium up to high level. Their problems were on less personnel than work load and lack of modernized technology to help reduce their burden.

As for the district officials, they viewed that the office service was not as satisfactory as it should be. Establishment of branch office was more or less the wasting of

resources. Their tasks were overlapping to the existing district land offices. About half of them, most were district officers and had been working less than 30 years, did not agree to the abrogation of the district officers' power on land affairs. They were afraid of the delay of the service of the branch offices as well as the demand for remuneration for services from the office personnel. They recommended retaining the district officers' power on some certain kinds of land affairs.

3. In order to solve the problems due to the establishment of the branch' offices and the abrogation of the district officers' power, the followings should be considered:

3.1 Abrogation of the district officers' power should be gradually conducted and should be done simultaneously to the new branch office establishment.

3.2 Services of the offices should be improved and developed. Personnel recruitment as well as planning, structuring and setting the frame of responsibility of the office and the personnel must be done simultaneously to personnel development for good image of the offices.

4. Avenues to improve and develop the administrative structure were as follows;

4.1 Structuring of divisions and personnel management in full capacity of the offices.

4.2 Clearly setting the frame of each job and personnel's responsibility.

4.3 Setting the size of land and offices for

future work load plan.

4.4 Designing the offices' buildings so that

necessary facilities be equipped for the convenience of a good

number of people waiting for their turn.