

EFFICIENCY DEVELOPMENT OF PUBLIC ADMINISTRATION IN GOVERNMENT AGENCIES

Natnaporn Aeknarajindawat and Parunyoo Kochkaew
*Graduate School, Suan Sunandha Rajabhat University,
Bangkok, Thailand*
E-Mail: natnaporn.ae@ssru.ac.th

ABSTRACT

The research objective aimed to study the efficiency development of public administration in government agencies, the crucial variables represented elements of public administration, roles and administrators' authorities that led to the development of efficiency in government agencies. The qualitative research approached by in-depth and group interviews, the population represented leaders in government agencies of Ministry of Interior and 30 samples were classified by selective sampling and the questionnaire as the research instrument. The data collection was obtained by appointment with in-depth and group interviews, extracted and synthesized the relevant data to provide conclusions and research answering.

The research finding found the efficiency of government agencies focused on the efficient service with accepted quality by service recipients, seamless overall development and prioritized the digital service development. The system development facilitated government services to enable all groups with easily access, convenience and transparent and without restriction on time, space and group of people, as well as applying digital technology to increase efficiency and reducing expenses of people that consisted of five important aspects.

INTRODUCTION

The development of public administration represented the administration in internal appropriated system. The friction on the wheelchair made it move slowly in a similar way the internal problems of the government agencies decreased them the agility. At the present day, both service recipients and stakeholders expressed more expectation while resources tended to be rarely. Organizations had to identify ways to shift more rapidly with maintained amount of resources. The most suitable method represented to adapt to be more harmonious to reduce friction like a streamlining administrative system, the organization could administrate the internal work more aggressively and achieve its goals with efficiency and effectiveness.

The knowledge led the agility of the administrative system represented two areas; the specialist and generalist represented the knowledge as a whole that focused on administrative system with a strategic management as an internal administrative tool for sustainability. Among the changes of external factors, the organ should analysis, monitor and forecast the trend of external factors to determine and adapt the internal factors through teamwork and shared values. The appropriated tools on the overall aspect of quality development in administration represented value chain management to create appropriated value of products and services to service recipients and stakeholders with the primary and support activities that

worked together on the concept of Total Quality Management. This approach incorporated good internal process management to enhance the organizational development. The TQM concept, which had the foundation, structure, or three pillars and roof, the first pillar as the TQM Concept, the second pillar as vehicles that drove concepts and the third pillar represented techniques, tools and how to perform.

Quality criteria for public administration had a compatible basis of technical foundation and process to international criteria. The administrative conceptual framework could be applied to the development of public administration for government agencies with efficiency and effectiveness on the most interests of the people and national goals.

LITERATURE

Overall of organizational administration had to study the functions of management, in which managers carry out the following primary functions;

1) Planning represented the goals setting and ways to achieve them, goals of each department could be consistent and relevant to organizational goals with hierarchy strategic planning.

2) Organizing represented the preparation of jobs, human and other resources to accomplish the work that facilitated the organizational structure and organizational chart including coordination between the line manager and human resource manager for right man and right time.

3) Leading represented the motivation and inspiration people to work hard for extraordinary performance, so the theories of leadership and motivation were applied through the effective communication.

4) Controlling represented the measuring performance and took action to ensure desired results and comply with plans, controlling involved other controlled aspects especially the internal environment for smooth operating.

Besides the management process, good management still understood their three managerial roles as following;

1) The interpersonal roles, managers should interact with others in the term of leadership and liaison.

2) Informational roles, managers should manage information for the organizational benefits in the term of monitor both internal and external organization including disseminator with members.

3) Decisional roles, managers made decision as entrepreneurs with opportunities seeking, competitive advantage and disturbance handler with the resource allocator and negotiator.

The crucial skills of manager 4.0 in 21st century could classify by three groups of 15 competencies as following;

1) The technical competency, the first line managers should acquire technical competency more than the middle and upper managers, having knowledge and working abilities than subordinates for efficient coaching and controlling. This competency focused on abilities to specified jobs in term of work procedure or process for completing routine work. The crucial skills of managers 4.0 as following

- Technical or professional expertise, the abilities on responsible jobs in coaching, controlling, problems solving and effective consulting.

- Develop others, the abilities on coaching, development others the knowledge, skills and essential abilities to work, these crucial skills contributed the management by assignment.
 - Planning skills, the abilities of management in daily planning, understanding the priorities and the urgency of work, the distinction between the developing work, first priority work and unrelated work.
 - Delegation skill, the good coaching easily made assignment because coaching objective represented lightening workloads and personal development and contributed with knowledge, skills and abilities.
 - Digital skill represented the heart of the engine to drive the business 4.0 because the work environments in future changed from human interaction to human with digital.
- 2) The human competency was called human relation skill that prioritized to all managerial levels, this skill located on the top ranking of manager 4.0 as following;
- Team selection, managers knew the work system, procedures and job description including tasks, responsibilities, duties and job specification.
 - Inspiration and motivation others, the difference of position power that came from the authorities and personal power that came from leadership, subordinates were driven with referent power.
 - Powerful communication, the managers possessed abilities to positively communicate which differed from the inspiration and motivation as the role of dissemination to members.
 - Teamwork, the successful managers depended on the subordinates, so team building worked together with team' s abilities and success came from managers. Managers forced people following the regulations and developed them to accompany the systems.
 - Relation building, managers responded the success in various of teamwork such as manufacturing team, sales team or maintenance team.
- 3) The conceptual and decision competency, all manager 4.0 acquired conceptual skill and required them more when more extraordinary promotion.
- System thinking, the overall managerial perspective in the relevant of internal and external organization had been analyzed in each issue to gain the competitive advantage with the considering of other impacts.
 - Strategic thinking, competitors and self-scanning by SWOT analysis represented the requirement of manager 4.0's skills because we were the age of competition.
 - Problem solving and decision making, problems might occur with each part of system. Managers had to gain problem-solving skills and understand about the problem.
 - Performance management, assessment subordinates without academic principles led to be mistakes such as error in the salary, lack of plans to improve work efficiency, etc.
 - Performance measurement, managers should know the organizational status and performance. The organizational performance measuring should be appropriated design and applied the assessment to obtain desirable results.

METHODOLOGY

The qualitative research approached by in-depth and group interviews, the population represented leaders in government agencies of Ministry of Interior and 30 samples were classified by selective sampling and the questionnaire as the research instrument. The data

collection was obtained by appointment with in-depth and group interviews, extracted and synthesized the relevant data to provide conclusions and research answering.

RESULTS

The efficiency of government agencies focused on the efficient service with accepted quality by service recipients, seamless overall development and prioritized the digital service development. The system development facilitated government services to enable all groups with easily access, convenience and transparent and without restriction on time, space and group of people, as well as applying digital technology to increase efficiency and reducing expenses of people that consisted of five critical aspects.

1. The public service development focused on the public facilities with speed, transparency and applied digital technology and innovative servicing.

2. Fiscal administration focused on integration of government agencies for maximizing utilization of budgeting, efficient revenue and expenditure administration that contributed the country development in the similar direction.

3. Balancing of participation focused on involvement of the public sector, private sector or civil state model to rectify and response their needs and involvement in decision making of public services.

4. Development of government administration systems focused on development of government database systems and applying digital technology to facilitate the administration of decision-making and excellent service as well as providing opportunities for the private to acquire public information, the opportunities for competition, the current facilities and providing effective performance for government agencies.

5. Creating and developing government officers focused on government officers development to be good people with morality, ethics and working skills for national and public serving.

REFERENCES

- [1] Arthur R. Tenner, Irving J. DeToro. (1992). Total Quality Management: Three Steps to continuous important. The United of America: Atlanta Book Company.
- [2] Galtung, J., Jacobsen, C.G. and Brand-Jacobsen, K.F. (2002). Searching for Peace: The Road to TRANSCEND, London: Pluto ; Boulder, CO : Paradigm.
- [3] National Quality Award Office (2010). TQA Criteria for Performance Excellence 2010-2011. Bangkok: Siva Gold Media Company Limited.
- [4] Sorawit Premchun. (2012). Report on Benchmarking Data Category 7 Operational Results in Two Groups Data Types Classified by Government Agencies (Department and Province): Institute for Good Corporate Governance Promotion.