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THE EIGHTH NATIONAL SYMPOSIUM AND THE FOURTH INTERNATIONAL SYMPOSIUM

*“Research and Innovation for the Development
of Society toward Sustainability”*

ONLINE CONFERENCE PROGRAM, APRIL 26TH, 2020 BETWEEN 9.00 AND 17.45
BANGKOKTHONBURI UNIVERSITY



THE EIGHTH NATIONAL SYMPOSIUM AND THE FOURTH INTERNATIONAL SYMPOSIUM BANGKOKTHONBURI UNIVERSITY

“RESEARCH AND INNOVATION FOR THE DEVELOPMENT
OF SOCIETY TOWARD SUSTAINABILITY”

ONLINE CONFERENCE PROGRAM

APRIL 26TH SUNDAY, 2020

BANGKOK THONBURI UNIVERSITY IN COLLABORATION WITH

NATIONAL RESEARCH COUNCIL OF THAILAND

SPORT AUTHORITY OF THAILAND

CHANDRAKASEM RAJABHAT UNIVERSITY

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THE FACULTIES SHALL HAVE THE CONFERENCE PROCEEDINGS AND POSTER PRESENTATIONS.

- HUMANITIES AND SOCIAL SCIENCES
- SCIENCE AND TECHNOLOGY
- HEALTH SCIENCES

PREFACE

Bangkokthonburi University is the institution of education that focuses on increasing the academic knowledge by supporting the researchers, scholars and the graduate students to create and develop their works for developing the new knowledge in the community and country level which responds to the objective of creation the academic strength, and to support for creating the development, spreading the knowledge, exchanging the experiences, and creating the cooperation in creating the interdisciplinary.

Bangkokthonburi University shall arrange the eighth national symposium and the fourth International symposium Schedule of online conference program. under the title of “**Research study and innovation for the socially sustainable development**” which will be cooperated from the public and private section, such as, National research council of Thailand, The association of researchers of Thailand, Rajamangala university of technology Rattanakosin, Chandrakasem rajabhat University, Phanomwan college of technology, Sport authority of Thailand, Kent state University, Fo guang University, Guizhou normal University, Universitys negeri medan, Bauman Moscow state technical University, Riga technical University, Western Sydney University.

Bangkokthonburi University hopes that this conference will be the opportunity in creating the beneficial knowledge for developing the interdisciplinary in various fields, and lead to the academic development in the future.



(Associate Professor Dr. Bangon Benjatikul)

President of Bangkokthonburi University

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Proactive Service Delivery of the Old Age, Living Expenses : A Case Study of Paktor Subdistrict Administrative Organization, Paktor District, Rajburi Province

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Abstract

The study was designed to investigate the service delivery of the old age, living, expenses in the case of Paktor Subdistrict Administrative Organization, Paktor District, Rajburi Province.

200 elderly persons eligible for receiving the old age, living expenses were the sample of the study. The self-administered questionnaire was the study tool. The collected data were analyzed by resorting to a t-test, and an F-test (one-way ANOVA).

As a result of the data analysis, it was found that, holistically, the service users were satisfied with the proactive service delivery at a high level ($\bar{x} = 4.01$). Separately various aspects of the service delivery in descending order of degree were as follows : transparency ($\bar{x} = 4.11$, rapidity ($\bar{x} = 4.05$), the quality of service delivers ($\bar{x} = 4.03$, keeping well-informed about the information ($\bar{x} = 4.02$, and the sufficiency of the service delivery ($\bar{x} = 3.83$)

Keywords: proactive service delivery; old age, living expenses

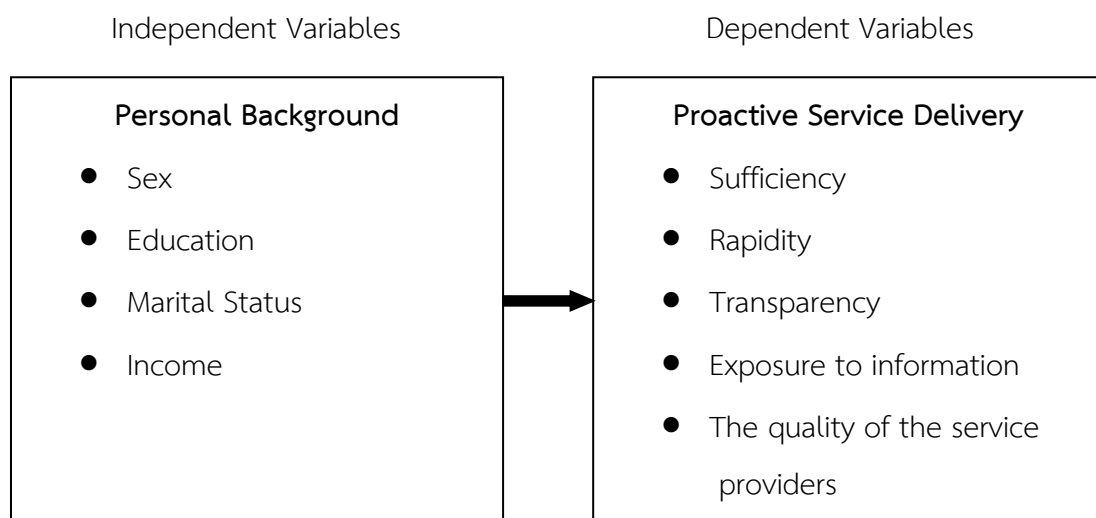
History and Significance of the Problem

Today the elderly people were on the increase trend to the extent that the population structures of Thailand has changed to a considerable degree. The elderly suffer from a wide variety of diseases such as diabetes, hypertension, dementia, and so on. Moreover, most of the elderly are poor and lead hard lives. For these reasons, the Government has made attempts to help the poor elderly people, rather than put them into the public nursing home. The government has provided old age living expenses to the elderly since 1993. The Social Work Department of the Ministry of

Interior was in charge of the service delivery. But in 2001, the service delivery was transferred to local governments. Since then all the local governments have been responsible for the service delivery of the old age, living expenses to the elderly.

Since having a policy to decentralize to the local Subdistrict Administration Organization which is an organization that is in the area that is close to the people and therefore understand the problem and the needs of the people make it able to work to meet the needs of people better than other agencies. The transfer of the elderly welfare allowance mission to the local government organization to carry out. It is considered another aspect that is very important to the Subdistrict Administration Organization today. This is to promote and develop the quality of life of people to have a better quality of life and well-being. And also has relationships with other structural development tasks of Subdistrict Administration Organization due to the limited amount of budget. And the number of elderly who are currently increasing making it difficult to manage the elderly allowance to be effective and meet the needs of people.

Conceptual Framework



Research Objectives

1. To study the level of proactive living support of Paktor Subdistrict Administrative Organization, Paktor District, Ratchaburi Province.

2. To study the suggestions of the elderly towards provision of subsistence services of Paktor Subdistrict administrative organization, Paktor District, Ratchaburi Province.

Related Concepts and Theories

Concepts and theories about satisfaction

Satisfaction is one of the important factors that affects the success of the job and helps the job achieve its goals efficiently. As a result of responding to motivation or the needs of each person in the way that he wishes. In general, it corresponds to the English word that satisfaction has different meaning and similarities as summarized below :

Victor Vroom (1964) states that attitudes and preferences for things can be used interchangeably. Because both of these words mean the result of a person's participation in that positive attitude will show the state of satisfaction in that thing, and a negative attitude will show that state of satisfaction.

Wolman (1973) states that satisfaction means feeling happy when people achieve their goals, wants, or motivation.

Poirot & Powell (1985) gives the satisfaction that it means a person's ability to live happily and joyously without suffering. This does not mean every person must receive a complete response. Things like but satisfaction means happiness that results from a person's adaptation to the environment very well and achieve a balance between the needs of the person.

The meaning of social work

Social work arises from the words "society" and "housing, which are separated according to the meaning of the word. Society is the various parts that make up the system of human relations and the aid is to help and support by using the word" to "which should refer to science and art. Therefore, social work should mean science and art and all the actions that will help each other, Human or national society which cannot help themselves to have physical and mental happiness but it is difficult to give a clear definition that social work means what, because social work is both science and dynamic art. From the development of systematic social work concepts began and spread in developed countries before spreading to developing countries which will give an example of the definitions of social work scholars briefly as follows :

Mary Richmond (1999) means social work is the process of developing a person's personality. By improving relations between people together and between individuals and the social environment. The format that appeared at that time was charity organization society.

Bertha C. Reynolds (1975) defines social work as it means work that helps people adapt in accordance with families, groups, and communities.

Werner Boehm (1998) defines that it is the social performance of individuals and groups. By using activities that focus on social relationships which is composed of human-environment interaction may be organized into 3 groups, namely the rehabilitation of impaired abilities, use of human and social resources and prevention of lost social functions.

Herbert Hewitt Stroup (1982) gave the meaning that social work is the art of bringing resources using to meet the needs of individuals, groups, and communities ,scientific methods to apply. It will help these people to help themselves according to this definition in terms of art. The meaning of knowing how to make relationships is that social workers must have the art to create relationships with those who have problems. The use of scientific principles means logic requires reasoning in gathering facts about problems and problem people with analysis. There is a plan to help and proceed to provide assistance in accordance with the procedures laid down in addition, monitoring and evaluation are also required.

Social Work Theory

The social work theory used in theoretical teaching in most universities in Thailand is a textbook that is based on the western theoretical framework. The most taught theories are behavioral and social science theories (Nonglak Sutthiwattanaphan, 2013), including :

1) Theoretical Psychoanalytic and Psychological Theory (Psychoanalytic Theory and Ego Psychology)

This theory provides knowledge about the rules that are considered human behavior has certain causes that are not accidental. Knowledge of the unconscious mind that the feelings, thoughts and behavior of humans. Most of them are at the unconscious level, emotional and social development, mental protection mechanisms connection to feelings in various fields. These various knowledge will help social worker practitioners better understand the feelings, thoughts, and behaviors of those who have problems. Once understood, it can be evaluated or diagnosed with the behavior of the problematic person. In order to be able to plan for assistance more thoroughly.

2. Role Theory

This theory places importance on the roles of individuals, families, groups, and communities in the social and cultural framework in which they live. Social workers must understand that every human being has a social role. And has a certain role each person's role is determined in conjunction with social status. If they do not perform their roles, they will cause problems. Therefore, understanding the role theory will help social workers to analyze human behavior as well as various causes. Causing problems community groups from performing their duties socialize normally and receive a response.

Concepts of public service

John David Milet (1954) says that the key goal of service is to create satisfaction in service to people with principles or guidelines as follow :

1. Equitable service means justice in public administration with the same principle that everyone is equal. Therefore, all citizens will be treated equally. No discrimination in public service will be treated as an individual base that uses the same service standards.

2. Timely service means that the service must be considered public service on time. The operations of government agencies are considered ineffective. If there is no punctuality which will create displeasure for the people.

3. Ample service means public services must have a suitable number of services and locations. Equality or punctuality will be meaningless if there is insufficient number of services. And the service location creates unfairness to the clients.

4. Continuous service means the public service that is consistent based on the interests of the public. It is not based on the satisfaction of the service organization whether to give or stop the service at any time.

5. Progressive service means public services that have quality improvements and performance in other words, increasing efficiency or ability to perform more duties with the same resources.

Chuwong Chayabut (2003) proactively proposes service principles Must adhere to the following principles :

1. Stick to responding to people's needs as targets
2. Speed of service

3. Service must be completed.
4. Politeness
5. Enthusiasm in service
6. Equality, one-stop service

Data Analysis

The data analysis was performed by resorting to descriptive statistics (frequency and percentage, mean, and standard deviation).

As for the analysis of data pertaining to the recommendations made by the service recipients, the researcher used both quantitative and qualitative data analysis.

Findings

Holistically, the proactive service delivery of the old age, living expenses was found to be at a high level ($\bar{x}=4.01$). Separately, the mean scores of various aspects of proactive delivery in descending order of degree (or ranking from high to low) were as follows : transparency ($\bar{x} = 4.11$), rapidity ($\bar{x}=4.05$), the quality of service providers ($\bar{x}=4.03$), exposure to information ($\bar{x}= 4.02$), and sufficiency ($\bar{x}= 3.83$).

The analysis based on the same aspects of personal backgrounds of the respondents has cast light on the facts specified below.

On marital status, holistically, the mean score (\bar{x}) was 4.15. Separately considered, the scores of various aspects of marital statuses were in ranking order (from high to low) were as follows : divorced or separated ($\bar{x}= 4.51$), and widowed ($\bar{x}=3.94$).

On satisfaction with the service delivery, it was found that the elderly people's level of service delivery satisfaction was 3.96 ($\bar{x}= 3.16$).

Finding Discussions

The findings of the study was in line with the findings of Vichai Jitdee conducted his study on the elderly persons' satisfaction with the old age, living expenses provided by Subdistrict Administrative Organizations of Songkla Province. He found that the elderly persons were highly satisfied with the old age, living expenses provided by Subdistrict Administrative Organizations of Songkla Province.

The results of the analysis of proactive allowance levels of Paktor Subdistrict Administrative Organization, Paktor District, Ratchaburi Province, found that it is classified by gender overall is at a high level ($\bar{x} = 4.02$). This is consistent with the study by Nittaprapa Kaewkrajang (2007), studying the evaluation of the elderly welfare project in villages and urban communities. Case Study: Subdistrict Administration Organization in U Thong District, Suphan Buri Province. The purpose of study in order to evaluate the elderly welfare promotion project in villages and urban communities (Allowance) and to compare the social welfare needs of the elderly. The hypothesis test found that the elderly with different gender, age, education level, marital status, occupation and domicile differ in social welfare requirements.

The result of the analysis of proactive allowance of Paktor Subdistrict Administrative Organization, Paktor District, Ratchaburi Province, found that the marital status is in the high level ($\bar{x} = 4.15$). Ranked at the highest level 1 item, high level 3 items in order of average order from highest to lowest as follows: divorce / separation status ($\bar{x} = 4.57$) Single status ($\bar{x} = 4.06$) marital status ($\bar{x} = 4.03$) and status as widowed ($\bar{x} = 3.94$) This is consistent with the study of Pornanan Kitkitmankhong (2004) to study the social welfare needs of the elderly in Nakhon Ratchasima. The objective is to study the social welfare needs of the elderly and compare the social welfare needs of the elderly in Nakhon Ratchasima classified by variables, gender, age, education level. The sample consisted of 400 people aged 60 years and over in Nakhon Ratchasima, sampling using multi-stage random sampling questionnaire. The characteristics are a scale estimation model. The hypothesis test found that the elderly with different gender, age, education level, marital status, occupation and domicile differ in social welfare needs.

The results of proactive allowance support levels of Paktor Subdistrict Administrative Organization, Paktor District Ratchaburi province, found that the satisfaction classified by income other than the general allowance in the high level ($\bar{x} = 3.96$). Consistent with the study of the Office of Social Development and Human Security (2004), the study of the elderly as a whole found that the main problem of the Thai elderly is the economic problems, such as low incomes and lack of incomes, the higher age, the lower income. The main source of income for the elderly is children, followed by health problems, having congenital disease caused

by non-communicable diseases such as diabetes, high blood pressure coronary artery disease, osteoarthritis, high blood cholesterol, dementia, etc.

The result of the analysis of proactive allowance of Paktor Subdistrict Administrative Organization, Paktor District, Ratchaburi Province, found that the income classified by the elderly, apart from the overall allowance, was at a high level ($\bar{x} = 4.30$). By item was at the high level in every item. This is consistent with the study by Wiphuth Saranon (2007). The study of the satisfaction of the elderly towards the subsistence allowance of the Subdistrict Administration Organization in Phuket Province. The main objective is to study the level of satisfaction of the elderly towards the payment of living allowances of the local government organization. And to study the needs of the elderly towards the social welfare operation of the Subdistrict Administration Organization. The results of the study show that the elderly have a moderate level of satisfaction, i.e. the amount of money received is insufficient for the livelihood of the elderly. And there are still poor elderly people who do not receive a lot of allowances want to have an agency to monitor the payment of the allowance, should improve the method of payment of allowances organize the elderly to form a network for coordination between villages / communities. Going into checking the payment of allowances participation in the selection of the elderly, and the perception of information on the allowance Shows that most of the elderly have the most need for social welfare in the allowance. Followed by health providing a nursing home for the elderly establishing a social service center career promotion and providing or repairing residences respectively.

Recommendations

1. Recommendations for Use

- 1) Paktor Subdistrict Administrative Organization should increase the old age expenses for the elderly to keep pace with the increasing cost of living.
- 2) Local leaders of local governments should make use of these findings for plan making and for helping the elderly or the underprivileged.

2. Recommendations for Future Research

- 1) Attempts should be made to conduct research studies on the service users'(the elderly) satisfaction with various kinds of welfare service provided by Subdistrict Administrative Organizations.

2) A study on the likely changed pertaining to the rules and regulations regarding the old age assistance in the future should be conducted.

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