

**ABSTRACT**

The study of Non Governmental Agencies in Thailand: Comparative Study of Potentialities of Social Welfare and Social Development Agencies, was based on data of 66 agencies :33 SWAs and 33 SDAs.

The study aims to compare their different potentiality as analysed from their conceptual goals, policies, organizational structure, personnel, external relationship and managerial processes. The methodology of data gathering included the use of questionnaires, interviewing and observations.

It is found that the policies and management of both of SWAs and SDAs have been dominantly influenced by the humanitarian concept. The policy formulation process have been determined by social needs, target groups' demand, and agency readiness. Both of SWAs and SDAs have undertaken occasional reviewed their own policies: this being done more often among SDAs. It is generally accepted by both of them that the difficulties they faced are not policy itself. The real factors lie in the unclear concept of management and service, managerial potentiality and decentralized structure.

The organizational structure of these NGOs are quite decentralized. Most of organizational key posts came from both of election and appointment. The structures offer equal opportunity for every individual staff. Though the technical aspects are not formally structured, technical activities has been performed. Staff development programs have been implemented through training, field study, field observation and individual supervision. The managers of both SWAs and SDAs accept that staff evaluation is

over rate is quite high especially for SDA. The most interesting finding is that SDAs welcome individual staff participation in decision-making more than SWAs.

In regard to the financial situation, SWAs depend on local contribution while SDAs still depend on international support. The difficulty of SWAs come from the increasing demand of the client system while those of SDAs caused by ineffective management such as delaying of progress report and grant termination policy. Both of SWAs and SDAs have tried to cooperate with outside agencies as much as possible through conducting joint projects, seminars etc.

However, both administrators expressed that they need organizational development. The research team has recommended that future action should be taken by the government, public coordinating body and non governmental agencies in order to better their social development functions.