

## *40<sup>th</sup> Anniversary Celebration of SIAP*

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#### *“Developing Professional Capability for National Statistical Systems”*

#### **THAILAND Country Paper**

*Ms. Malee Wongsaroje, Director*

*Information and Communication Technology Center, National Statistical Office Thailand*

*Abstract: This paper provides brief introduction of Thai National Statistical Office in Section I. Section II gives brief information on Thai NSO experiences regarding to strategies used for developing and maintaining professional capability and their effectiveness. Section III provides details strategies that have been used with the aim of improving or maintaining professional capability.*

#### 1. Introduction

##### 1.1 The Statistical System in Thailand

The Statistical System in Thailand can be regarded as a decentralized system. The National Statistical Office (NSO) is the core official organization responsible for the administration and management of statistical of the country. The missions of the NSO are data collection, compilation and dissemination, coordination and providing recommendation on statistical-related matters, organizing training courses in statistical methods and computer data processing as well as serving as the national information center of the country.

##### 1.2 NSO Organization and Workforces

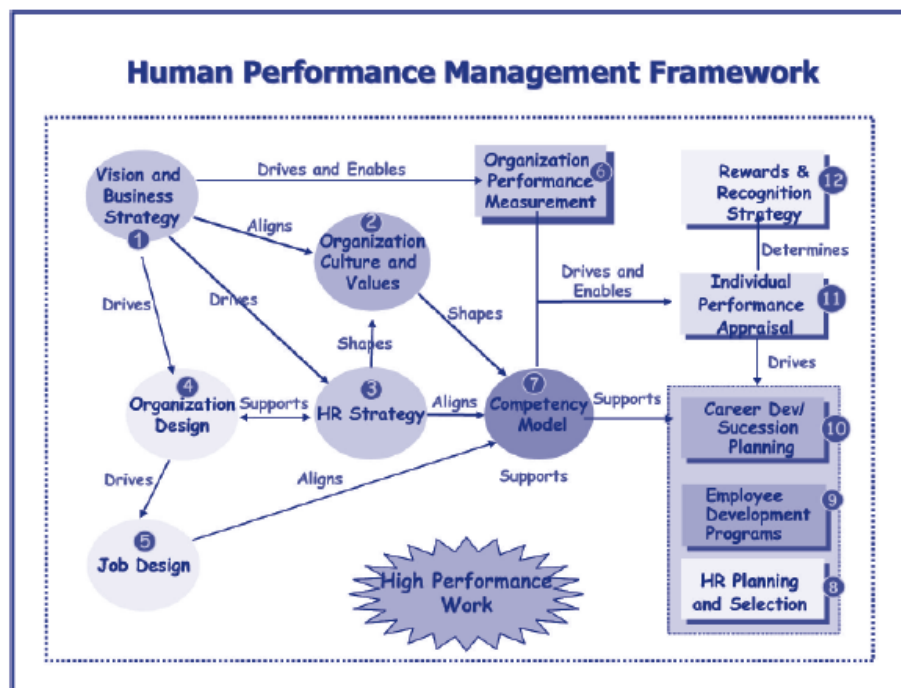
The organization of the NSO is divided into the Central and the Local administration. At present, the NSO's workforces are about 853 civil servants, 1,165 annual-contracted employees and 42 permanent employees. Apart from this, 1,846 temporary employees are hired to help with the collection and processing of data.

The central administration comprises 8 bureaus with the workforce of 460 civil servants, 358 annual-contracted employees, 42 permanent employees and 193 temporary employees.

The local administration comprises provincial statistical offices located in every province nationwide, totally 75 offices. These offices are representatives of the NSO and responsible for the data collection and compilation for project of the Central and Local administration as well as the provincial dissemination. The workforces located in 75 provincial offices comprise of 393 civil servants, 807 annual-contracted employees and 488 temporary employees.

### 1.3 Human Resources Management Strategic Plan

The NSO has starting a plan for human resources development, following HR Scorecard tool which is recommended for all governmental agencies by the Office of the Civil Service Commission (OCSC) see diagram below. The HRD Plan is linked with a long term NSO Strategic Plan as well as an annual action plan.



Governmental Human development framework

## 2. Part A: Brief information on TNSO experiences

### 2.1 Recruitment (Q1-Q4)

*Since the government reformed in 2002, a number of staff has been cut down dramatically. Recruitment for new staff is very limited.*

*(Q1) In general, the recruited staff does not possess the professional skills generally needed by the NSO. Significant additional training is required, such as census/survey processes, data presentation, data processing etc. The greatest ongoing problems of the NSO are lacking of statistical analysis skill and presentation skill.*

*(Q2) We don't have special strategies for recruitment. This is because we must follow the common governmental staff recruitment rule. However, we can specify candidate selection criteria.*

*(Q3) We have some linkages with universities. The NSO regularly received students from universities for 3 months on the job training to get students experiencing with statistical job in the NSO.*

## 2.2 Development (Q4-Q9)

*(Q4) The NSO staff development plan has linked with the NSO strategic plan and stakeholder expectation.*

*(Q5) During preparing the long-term plan, the need of professional development of individual employees is used as an input of the plan.*

*(Q6) The questionnaire on training needs has been conducted every 4 years.*

*(Q7) For the development of professional skills of staff, we use regular formal training courses, on-the-job training, seminars and workshops from both in-house and outsiders. Study tours are very encouraged, but it can not be regularly arranged. Moreover, all staff is encouraged to followed post graduate courses offered by universities, either by their own support or by scholarship. Formal training courses are considered to be the most effective because we can arrange the courses regularly and a number of staff can be participated. However, study tours is considered to be the most effective mean in a way that staff can directly learn from good practices and experiences from the tour in a short time.*

*(Q8) The selection criteria are based on the objectives of the training or activities and their work and responsibilities. Languages are sometimes included in the selection criteria especially for the courses which require fluently working languages, for example English.*

*(Q9) The NSO use some basic indicators to measures the effectiveness of capacity building efforts, for example each individual must follow at least one training course a year.*

## 2.3 Organizational strategies (Q10-Q17)

*(Q10) We have a program for special career paths, called the High Performance and Potential System (HiPPS). The program is arranged by the Office of the Civil Service Commission (OCSC). The total program is 8 years with a certain level guarantee. During the 8 year of agreed workplace learning, the staff will be allocated to work in several work places within the NSO. An evaluation is performed annually under the inspection of the OCSC. Extra training courses are also provided by the OCSC. Currently we have 5 staff participating in this program.*

*(Q11) The NSO determine the professional skills from stakeholder expectation analysis, strategic plan, and training need analysis.*

*(Q12) Competencies for various positions are spelt out in human resources development plan. Training arrangement for new competencies is regularly provided by human resources development group.*

*(Q13) We have Statistical Association in Thailand and many of the NSO staffs are members of the association as well as working members.*

*(Q14) No, we have not been made decisions on organizational and job structure to address capability. Methodology, ICT, subject expertise are centralized within the NSO.*

*(Q15) The range of work available in the organisation does not so attract and retain qualified staff, because salary rate is lower than private sectors.*

*(Q16) There are regular courses on statistics and ICT for staff of NSO and other Line Ministries. Moreover, training courses, workshops, and technical meeting organized by other parties, e.g. universities, vendors, etc are regularly available all year round. Those who want to broaden their knowledge are encouraged to apply for approval.*

*(Q17) Professional skills are sometimes obtained by contracting out work, e.g. hiring consultants for specific topics. Contracting in staff is restricted due to lacking of formulation in government agencies.*

#### 2.4 Other (Q18-Q19)

*(Q18) Developments in IT have made the development and maintenance of the capability of national statistical service more challenging. Most of statistical services and activities are IT- oriented processes. IT can be used in almost all statistical processes, and currently IT utilization plays an important role in NSO key performance indicators.*

*(Q19) The professional requirements of NSO are not very high acknowledged in our government. However, professional capability of the NSO is highly recognized.*

#### 2.5 Capability of the national statistical service (Q20-Q22)

*(Q20) The general level of professional capability of the national statistical services as a whole is more or less the same. However, in a certainly subject-matter area or analysis is higher than the NSO.*

*(Q21) We have training services for developing the professional capability of the national statistical services. Statistics and IT courses are regularly provided for staff in line ministries. One of the successful outcomes is the networking among staff.*

*(Q22) Statistical methodology and Subject-matter areas are the most challenging to develop, especially analysis and writing skills.*

### 3. Part B: detailed description of one or two strategies that have been used to develop professional capability with particular emphasis on sharing experiences about successes or failures

In order to develop professional capability, the NSO has followed the formal framework for human resources development from the Office of the Civil Service Commission (OCSC). The framework provides the comprehensive guidelines for developing the human resources development plan which covers varieties topics such as recruitment, development, training assessment, career path development, etc. However, this framework covers many aspects of HRD and requires long procedures. An assessment of the framework deployment will be done handled by an external unit.