

The Management of the Express Transportation Organization

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During and immediately following World War II, the railway freight transportation business of Thailand fell into the hands of certain aliens or a cartel of foreigners. At that time railway cars were in short supply. Consequently, it was very difficult for Thai shippers to obtain sufficient railway cars. In order to relieve this situation, the Express Transportation Organization was established with certain privileges in obtaining empty cars by the resolution of the Council of Ministers on February 1, 1947.

In order to operate its business the Express Transportation Organization (E.T.O.) took over the handling of all freight, car-load and parcels, including pickup and delivery, at 63 railway stations, and this number has since grown to include all stations. The freight forwarding business led to other lines of activity, such as store-door pickup and delivery service and store-door expedited service by over-the-highway operations.

The Express Transportation Organization was recognized as a juristic person the proclamation of the Royal Decree Incorporating Goods and Parcels Transport Organization B.E. 2496. Accordingly, its objectives and activities have been expanded into water and air transportation throughout the country and foreign countries. In this connection, transportation is also included.

This thesis deals mainly with the study of organization and management of the Express Transportation Organization. The result of the study shows many interesting problems. For example, first its expanded objectives are not compatible with the resources available, financially, and technically. Reorganization of the Express Transpor-

tation Organization is urgently needed. Second, the lack of well-trained personnel is rather serious ; training program should be arranged. Third, this study throws light on administrative problems of Express Transportation Organization as a government corporation, which can be generalized that its problems are almost of the same kind as other Thai government corporations, especially in the areas of personnel and financial administration. Their patterns of administrative behavior borrowed from the Thai government pose a serious problem of change for a businesslike organization.

In this thesis, there are analyses and recommendations for each problem.

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