

ABSTRACT

The main objective of this study is to study, describe and analyze the current situation of Logistics Departments of Armed Forces Research Institute of Medical Science (AFRIMS) in terms of communication, coordination, support system and job performance.

In order to analyze the current situation of Logistics Department on communication, coordination, support system and job performance in Logistics Department, the researcher used the quantitative analysis and qualitative analysis of the data collected in this study. For quantitative analysis, the researcher used the 41 questionnaires distributed to all Logistics members. For qualitative analysis, the researcher conducted the group interview and observation of 14 respondents by separated the group according to the section that the respondents work for. Also the researcher proposed the organization development intervention program and expected outcome on communication, coordination, support system and job performance of Logistics Department. They are presented in chapter 4.

The results of this study show that Logistics Department of AFRIMS is facing with the problem of language barrier and cross culture communication on communication, there is low coordination among the team they just perform their task without sharing their experience to others. There did not following the process of work, there is no standard work process and these create problems in job performance.

As the problems in Logistics Department which are communication, coordination, support system and job performance, the researcher recommends the Logistics Department continue the intervention program. In order to solve the

problem for long term and people become aware of their mistake and have more discipline while working. According to the findings on current situation, the researcher found out the cross culture communication issues. The researcher also recommends Logistics Department to study culture of Logistics members in order to understand people from different cultures which are Thai civilians and US military. This is for people to be able to work together more smoothly and the department can develop and move to the next level easily.

