

WORK ACHIEVEMENT OF GENERAL PARLIAMENTARY OFFICIALS IN THE NEXT NORMAL

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ABSTRACT

The next normal is a new way of living for people of all ages and genders to survive after adjusting to the COVID-19 situation. The changing social context has resulted in adapting to society's familiarizing with the way of how to think, learn, communicate and practice. These changes mainly focus on the acceptance and embracement of new technologies and digital services, including online platforms that provide more convenience to the next normal lifestyle. The objective of this research was to study factors influencing the achievement of parliamentary officials in the next normal. The research approach is based on qualitative research including the use of both primary and secondary data collection based on extensive research and in-depth interviews with parliamentary executives. Data were analyzed with content analysis, gives a clear indication that wellness culture, work from home, innovative work behavior and operator adaptation strongly influence the achievement of work of parliamentary officials in the next normal.

Keywords: Achievement of Work, Parliamentary Officials, Next Normal

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INTRODUCTION

From the impact of the COVID-19 epidemic that has clearly resulted in people's lifestyles drastically changing, the measures for living a normal life in a new way is different from what people have been used to. Such changes do not only impact lifestyle, but also affect the overall picture of the national economy as well, especially the closing down of numerous businesses of various enterprises which have resulted in massive layoffs, suspensions and the number of more and more students, fresh graduates, struggling to find jobs. The job titles compared to the applicants' have no relationship whatsoever. The job market lies solely in employers' hands who have the power to select people whom they want to work with. When the competition is high, so is the number of competitors, so we must fully prepare into developing ourselves to be the top employer's choice fully equipped with knowledge, competencies, experience, ideas, positive attitude, and skills not limited to only one dimension to be sufficient for this era. Therefore, we need to increase the skills necessary to meet the needs of the changing modern times and changes that are expected to occur (Must-have skills in the "new normal" era, 2021). The next normal is a new way of living for people of all ages and genders to survive after adjusting to the COVID-19 situation. The changing social context has resulted in adapting to society's familiarizing with the way of thinking and how to learn, communicate and practice. The Bank of Thailand has conducted a study on lifestyles of people around the world that have changed after the COVID-19 situation which reflects important future trends, especially the acceptance of new technologies and digital services, including online platforms that deliver convenience with the focus on safety, hygiene and more impact on the environment.

The parliament has two main agencies: The Secretariat of the House of Representatives and the Secretariat of the Senate which is an agency that acts as a secretary and clerical person in the meeting of the House of Representatives, Senate meetings, and joint sessions of the National Assembly. The Secretariat of the House of Representatives and the Secretariat of the Senate are responsible for the general affairs of the National Assembly. The Secretary-General of the House of Representatives and the Secretary-General of the Senate are in charge of civil servants. Reporting directly to the Speaker of the House of Representatives and the President of the Senate (The Thai Parliament, n.d.) Impact of the spread of the COVID-19 virus made it difficult for parliamentary officials to work because communication within the organization has decreased as 50 percent of employees who were required to work from home were stressful. As a result, the efficiency and achievement of work, culture of happiness in health and social living in the workplace decreases as activities such as meeting people, talking together and solving problems at work were significantly reduced. It is therefore necessary for parliamentary officials to be fully equipped with knowledge that they can have access to in order to coordinate with their colleagues, get involved at work and motivated to work. To address work efficiency, digital tools and computer programs (application) are required for parliamentary officials to access by working at home and modified by working style to suit the readiness situation of the agency including the availability of technology and data equipment impacting innovative work behavior (INWB) together with operator adaptation (OPAD).

Research Objectives

To study the factors influencing the work achievement of general parliamentary officials in the next normal.

LITERATURE REVIEWS

Concepts and Theories of the Achievement of Work of Parliamentary Officials

The National Assembly consists of the House of Representatives and the Senate, which has legislative and other duties and powers. Parliamentary officials are divided into two categories: 1) general parliamentary officials are civil servants who have been employed and appointed to hold permanent positions by receiving a salary at the ordinary rate. The method of classification

and assignment of positions is the same as that of ordinary civil servants 2) civil servants are the political parliament who serve in the political positions of the parliament.

Working Style in the Situation during the COVID-19 Epidemic

Since the Coronavirus 2019 outbreak in March 2020, the government agencies under the parliament have resolved to allow personnel to work at home or work from home and later the parliamentary service committee (government) had measures to prevent the spread of such epidemic by allowing government agencies under the parliament to extend the period for personnel to work at home until May 15, 2020. When returning to work, there were preventive measures such as social distancing, adjusting the forms of activities to have as little contact as possible and wearing a face mask or cloth mask while working or meeting with others implemented in time overlaps in performing official duties at the location of government agencies under the parliament. Such measures are to prevent the spread of the contagious coronavirus disease in 2019 and to protect parliamentary government personnel from contracting the disease extending good intentions to all personnel to live happily and safely under such circumstances (Yamwong, 2020).

The public administration has the main goal of facilitating and responding to the needs of the people thus creating most benefit for the people. By achieving the government's mission, using various resources as efficiency and cost-effective achievements (results) meaning from services or activities that result from work that produces (outputs) according to the goals and results (outcomes) meet the objectives. Or in other words, can the production be truly utilized or not, Satisfactory? For example, one house can be planted as a product (outputs) such a house is livable and is well ventilated as the outcome or the road can be repaired for 5 kilometers as the output. That road makes it easy for people to travel from the repair as an outcome, etc. (Kitikhun, 2016). The Canadian International Development Agency (1999) identified performance-based management as a method for improving management efficiency (effectiveness) and transparency can be verified (accountability) through which stakeholders participate. The government came to determine the main factor of success and key performance indicators. It is necessary to allow the organization to be assessed from all angles in its entirety and prevent deviation. The framework for evaluating the achievements of government agencies can be considered from 4 perspectives (Kitikhun, 2016), which are:

- 1) Performance: It considers the importance of saving administrative resources, the value of the budget used, and the ability to provide services compared to past performance including the prevention of fraud and misconduct.
- 2) Effectiveness: It considers going back to the organizational structure, working process, human resources, core competencies of the organization, culture and values, personnel competence, skills, ethics, and morale.
- 3) Service quality: It considers government agencies from the point of view of the people who receive the service and the general public in the environment, outside government agencies, such as being stakeholders, governments, other government agencies, state enterprises, NGOs, private sectors, and educational institutions, etc.
- 4) Organization development: It considers the ability of government agencies to change. It's a look into the future of how organizations should take the initiative in order to be able to better meet the needs of the people, such as system development, networking, information search system, information technology system, and research that can be truly useful, etc.

RESEARCH METHODOLOGY

The researcher has determined that this research uses qualitative methodology through primary and secondary data collection by using documentary research from both Thai and international literature along with in-depth interviews with key informants, and namely parliamentary

executives. The research tool was a semi-structured interview. Research results were conducted by content analysis.

RESEARCH RESULTS

The documentary research and interviews with key informants indicate clear findings that wellness culture (WECU), work from home (WFHO), innovative work behavior (INWB) and operator adaptation (OPAD) strongly influence the achievement of work of parliamentary officials (ACPA) in the next normal (shown in Figure 1).

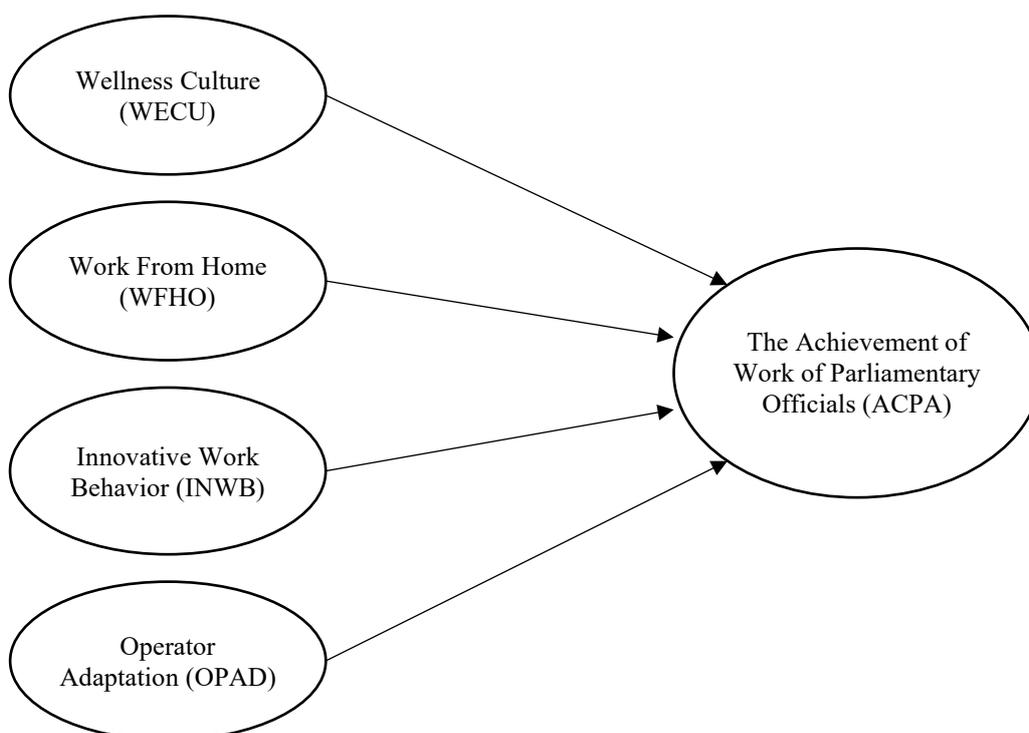


Figure 1 Factors Influencing the Achievement of General Parliamentary Officials in the Next Normal

RECOMMENDATION

- 1) The parliament should always improve and develop its working procedures to suit the situation and must be flexible to reduce formal procedures in case of urgent need.
- 2) The parliament must apply new knowledge and technology to the organizational development by providing for the development of civil servants by training on work skills and expertise and make full use of existing resources.
- 3) The parliament must support government officials in providing sufficient information and technology to perform their duties both at the parliament and at home.
- 4) Parliamentary officials must provide support and assistance for other persons or groups involved in the agency by giving advice and recommending work to their colleagues.

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