# **Cooperative Education Report**

Performance report as assigned

By

Mr. Chayapon Sakkabutr

**Student ID 591615014** 

**Faculty of Economics** 

**Chiang Mai University** 

The second semester of the Academy Year 2019

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### Acknowledgement

The internship I had at the Federation of Thai Industries Chaing Mai Chapter was a great chance for learning and professional development. I am also grateful for having a chance to meet many wonderful people and professionals who led me through this internship period.

I would like use this opportunity to express my deepest gratitude to the Mrs. Nipawadee Nirattisayawanit, (the manager) and everyone in the Federation of Thai Industries Chiang Mai chapter who gave me an opportunity to practice as internship student, give me precious advice and supporting me throughout my internship course until completing this final report.

I would like to thank Asst.Prof. Kanchana Chokethaworn for being my advisor during internship course and give advices over the internship practice and thank Mr.Anon Supasri, the officer in charge for internship course who give very useful information and suggestion over the cooperative education course.

Finally, I hope that this report will contribute a benefit to other students and the Federation of Thai Industries Chiang Mai chapter. If there is any mistake within this report, I sincerely apologized for the mistakes.

Chayapon Sakkabutr

19 March 2020

Title Performance Report as Assigned

Creator Mr. Chayapon Sakkabutr 591615014

**Economics Faculty of Economics** 

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Academic Years 2020

### **Abstract**

The Federation of Thai Industries (FTI) is private sector institution and non-profit organization that act as the sole representative of all industrial enterprises in Thailand in coordinating with the State in both the policy and operational matters and provide services to promote, develop and support the entrepreneurs in the country. As the intern had practiced at the Federation of Thai Industries Chiang Mai Chapter (FTI Chiang Mai) since 16 December 2019 to 20 March 2020 which mean the duration of work are 14 weeks. All the time during work, the intern had assigned to do various task.

For instance, the intern has assigned to answer the telephone then giving appropriate response and contact the members when the organization have a plan on event/meeting/conference which require the knowledge about FTI Chiang Mai services/benefits and detail about planning schedule. The intern also have responsibility to invite the entrepreneur to become the member of FTI Chiang Mai which has to start from filtering the list given by officers, find the latest contact information, then contacting them, explain the detail then summary and give to the officers.

In conclusion, the internship in this organization result the intern's knowledge improvement such as how this organization work and the role of the organization to the economy, the technique to improve the working characteristic. All the thing the intern receive will benefit in future work, pursuing career path in the future and made the intern has more responsibility and cautious.

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### Chapter 1

### Introduction

### 1.1 Name and Address of the Organization

The Federation of Thai Industries Chiang Mai Chapter (FTI Chiang Mai)

Industrial Promotion Center Region 1 Building, Floor 1 158 Tunghotel Road Watket,

Muang Chiang Mai District, Chiang Mai 50000

Telephone: 0-5330-4346-7

Fax: 0-5324-6353

### 1.2 History

The Federation of Thai Industries Chiang Mai Chapter – Nearby province was established in Chiang Mai in 19 December 1983 which had the temporarily office at Raming Tea Co., Ltd 151 Superhighway Road, Muang Chiang Mai District, Chiang Mai together with Thai Industries Association. Pong Sarasintr, The minister of Thai Industries Association has recognizes the importance of regional industrial development, especially northern region, Chiang Mai which constantly growing and regarded as metropolis among 17 province of upper part of northern region with the assistance of top industrialists in Chiang Mai.

Chiang Mai Provincial Industry and Industrial Promotion Center Northern Region made the entrepreneurs realize the important of cooperation among regional industries. Continuance from the conference, resulting establishment of Thai Industries Association Chiang Mai Chapter and nearby area. (This association was the center of upper northern regional industries until they can setting-up their own branch) at 19 December 1983 which have 47 member consisting of 33 ordinary member, 11 associated - juristic member and 3 associated member by having Mr.Nit Wangviwat as chairman of

subcommittee and 33 ordinary member as founding subcommittee and temporary subcommittee until see out its term.

THE FEDERATION OF THAI INDUSTRIES (FTI) has been promoting from Thai Industries Association to The Federation of Thai Industries following the Federation of Thai Industries Act at 29 December 2530. This is accordance with the resolution of the Joint Public and Private Sector Consultative Committee (JPPSCC; fiso.) to dealing with the economic problem by having prime minister as chairman of the board director, strengthening the private business institutions resulting the continuous development mechanism in the industrial sector for economy's breakthrough and conserving the national interests among national economic circles in nowadays.

#### 1.3 Vision, Mission and Services (Objectives)

**Vision :** 1. Strengthen the competitiveness of the industrial sector by sector for purpose of sustainable growth with efficiency, productivity and innovation technology

- Coordinate with the government in suggesting policies and solutions for industrial problems in order to contributing factors to industrial entrepreneurship and reducing operational barriers.
- 3. To create opportunities for industrial entrepreneurs by leveraging cluster integration, trade negotiations and collaborating with public and private agencies to upgrade regional industries to grow in the ASEAN market.
- 4. Create a unity within the organization and ready to upgrade and expand services in order to meet the needs of members efficiently.

**Mission:** The Federation of Thai Industries Chiang Mai Chapter has a mission to represent the industry in the role of a private sector institution to promote and develop the industrial economy of Chiang Mai including supporting activities that benefit the local economy continuously, pushing

Chiang Mai Province to be an economic center of trade, investment, commerce, finance, banking, service and tourism as well as being the center of human resource development in the sub-region.

### 1.4 Board of Directors and Organization's Structure

#### **Board of Directors**

Mr. Anucha Meekiatichaikun CHAIRMAN

Mr. Wichien Cherdchutrakuntong VICE CHAIRMAN of Innovation and IT Department

Mr.Jakarin Wangviwat VICE CHAIRMAN of International Department

Mr.Chadcharn Eakchaipattanakul VICE CHAIRMAN of Economic and Investment Department

Mr. Tosaporn Panasampol VICE CHAIRMAN of Industrial/SME Department

Mr. Vorapol Wongwan VICE CHAIRMAN of Human Resource Department

Mr.Banyong Paisanteerakorn VICE CHAIRMAN of Privilege and member relationship Department

Mr. Wisanu Wisadsing VICE CHAIRMAN of Energy and Environment Department

Mr.Smith Taweelerdniti VICE CHAIRMAN of Food Industry and Processed agriculture Department

Mr.Arkom Supangphao VICE CHAIRMAN of Special Event and CSR Department

Mr.Prapas Pholpipattanaphong VICE CHAIRMAN of Industrial promotion and development

Department

Mr. Yongyuth Chobtamdee VICE CHAIRMAN of Industrial promotion and development Department

Mr.Kobchai Taweelerdniti VICE CHAIRMAN of Industrial promotion and development Department

Mr.Torsak Hanpituckul VICE CHAIRMAN of Industrial promotion and development Department

Mr.Decha Yingruksakulchai VICE CHAIRMAN of Industrial promotion and development

Department

Mr.Chitsak Wejjakul VICE CHAIRMAN of Industrial promotion and development Department

Mrs.Sujitra Chouwanapanja VICE CHAIRMAN of Industrial promotion and development

Department

Mr. Pakorn jeenakhum VICE CHAIRMAN of Mae Hong Son Province

Mr.Chotiroj Wongwan SECRETARY GENERAL

Mrs. Vatchara Jeeraprapapong TREASURER

Mr. Anuphap loyfar REGISTRAR

Mr. Sarawut Sinnsamnao DEPUTY SECRETARY GENERAL of Innovation and IT Department

Mr. Sutthi Satrvech DEPUTY SECRETARY GENERAL of Innovation and IT Department

Miss Kannika Buacheen DEPUTY SECRETARY GENERAL of International Department

Miss Suwalee Kiatkarun DEPUTY SECRETARY GENERAL of Economic and Investment

Department

Miss Chongrak Rattanasaart DEPUTY SECRETARY GENERAL of Industrial/SME Department

Mr.Satitkoon Singhalak DEPUTY SECRETARY GENERAL of Human Resource Department

Mr.Decha Pongpraphon DEPUTY SECRETARY GENERAL of Privilege and Member relationship

Department

Mr.Kitt Jirakitayangkul DEPUTY SECRETARY GENERAL of Energy and Environment Department

Mrs.Rattana Palapong DEPUTY SECRETARY GENERAL of Food Industry and Processed

agriculture Department

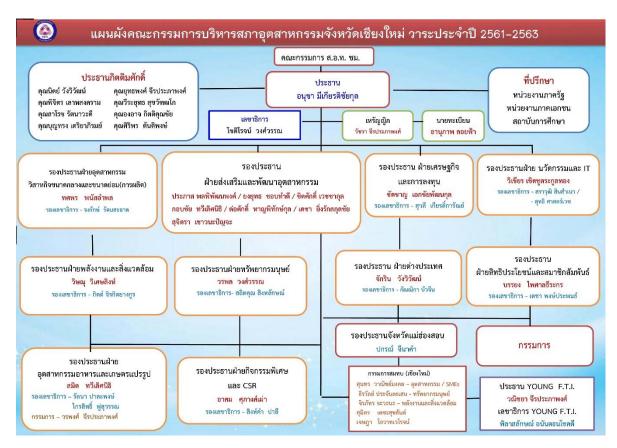
Mr.Kraist Foosuwan DEPUTY SECRETARY GENERAL of Food Industry and Processed agriculture

Department

Mr.Singcom Palee DEPUTY SECRETARY GENERAL of Special Event and CSR Department

Mr.Jirapath Jawana DEPUTY SECRETARY GENERAL of Energy and Environment Department

### Organization's Structure



### 1.5 Job Position and Job Description

As the intern, the manager didn't fill intern in any particular position to make intern try various task.

- Response the call and answer the basic question or re-dial to the officers.
- Contracting FTI Chiang Mai's member for any purpose.
- Inviting the entrepreneur to become a member of FTI Chiang Mai.
- Carry out activities of financial transaction for FTI Chiang Mai.
- Work as registration officers & others during the meetings that held by FTI Chiang Mai.
- Preparing and supporting the entrepreneurs during the event "Factory Outlet 2020"
- Help the DEPA to contact the individuals/entrepreneurs to retrieve the information.

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1.6 Job Advisor and Position of the Job Advisor

Mrs. Nipawadee Nirattisayawanit

Position: Manager

1.7 Working Period

Start working at 16 December 2562 until 20 March 2563(Due the incident of COVID-19 that

continuously worsen, the faculty decide to shift the end period earlier from 4 April 2563 to

20 March 2563) Monday to Friday and Monday to Sunday during industry fair 2020(31

January 2563 until 7 February 2563) 8:30 a.m. to 5:00 p.m. (lunch break during 12.00 a.m. to

1.00 p.m.) The total working period is 14 weeks.

### Chapter 2

## **Operational Detail**

### 2.1 Objectives

- To study the working systematic of the FTI Chiang Mai including front office and Northern Food Valley office
- Learning the information about industrial sector in the country
- To strengthening the working attribute and skills as followed:
- 1. Working skill: Learning and understanding the procedure or career path to work in this organization. Working in this profession requires carefulness, being diligent, patient, hospitable to the colleagues, the committee and entrepreneurs (customers) because this organization have to contact the customers frequently to help and provide information related to this organization.
- 2.Environment-adaptiveness skill: Because each officers have difference technique to deal with the entrepreneur. Being able to adapt and ready to learn the new thing will resulting in knowledge and technique improvement.
- 3.Responsibility: Even though the daily assignment is one of inters duty. There are circumstance that change the Thailand economy that affecting the industrial sector such as the environment problem, political power, daily news etc. The daily assignment always challenging that resulting knowledge creation to the interns.

### 2.2 Expected Outcomes

- Able to apply the gained knowledge during the internship with future work applications.
- Able to learn and understand working process/services of the Federation of Thai Industries and understand the benefits when becoming a member of the organization accurately.
- Learn the position and various departments in the organization to be used as a guideline for future work decisions.
  - Able to find the intern's strength-weakness and improving working characteristics.

### **Chapter 3**

### Job Specification and Responsibilities

3.1 Response the call and answer the basic question or re-dial to the officers.

The organization regular basis are involving with the entrepreneur who come to the office directly contacting through telephone, e-mail, and the social media. However, most frequency contact is telephone so it is importance to have at least one person standby for the call during working hours. The intern then fill in this role to help the officers response the call, answering basic question relate to this organization for example, invitation confirmation and information about event/conference that will be held by FTI Chiang Mai or re-dial to the officer if it is about using the organization's service such as making barcodes, APEC Business travel card etc.

#### 3.2 Contracting FTI Chiang Mai's member for any purpose.

Whenever the organization have a plan to held the conference, event or urgent matter according to the circumstances for example of pm2.5 and covid-19 incident. The FTI Chiang Mai duty is to contact with the member of FTI to made an invitation and briefly explaining the event detail then gathering participant list to prepare souvenir for event day. In addition, the FTI Chiang Mai also contact the member to collect the data about the problem/complaint due the incident of pm 2.5 and COVID-19 then and sent to the officers which then be present in the meeting with other organization.

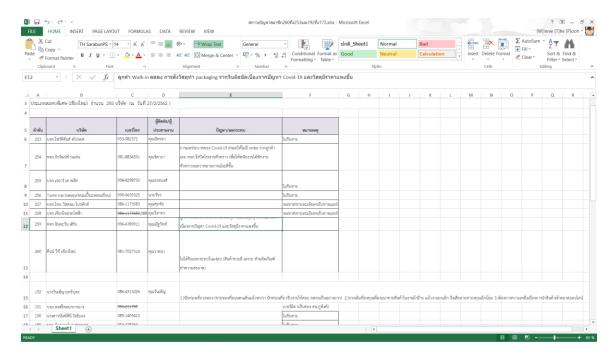


Figure 1: The example of associated member and their problem/complaint during COVID-19

### 3.3 Inviting the entrepreneur to become a member of FTI Chiang Mai

Due the yearly plan of this organization is to expanding the member network meaning that finding more member is an option for this plan. To do so the organization has to find the entrepreneur who still not a member of the Federation of Thai Industries: Chiang Mai Chapter and inviting them to become a member of the organization. The process that the organization use to find a new member are following:

### Filtering and Updating the contact data of the entrepreneurs

The officers receiving the data from their source which is 619 unfiltered factory name lists in Microsoft Excel program then give it to the entrepreneur.

This task is to filter these list to find the entrepreneur that has potential to be a member of the FTI Chiang Mai by using following criteria:

- The entrepreneur name lists must not duplicated.

- The entrepreneur's location must be in the area of Chiang Mai province.
- The entrepreneur are not a member of FTI Chiang Mai.
- The entrepreneur have been operating the business.
- The entrepreneur who has already unsubscribed won't include in the potential list.
- The entrepreneur is not a state-owned enterprise/government enterprise.

The information source that the intern use for filtering are from Department of Business

Development's website (datawarehouse.dbd.go.th), BOL Digital's website (matchlink.asia), Creden

Asia's website (Creden.co), Teleinfo Media Public Company's website (yellowpage.co.th), Google

Company website (Google Map)

The filtered data then will be use to further find contact info in order to contact and inviting them to become a member.

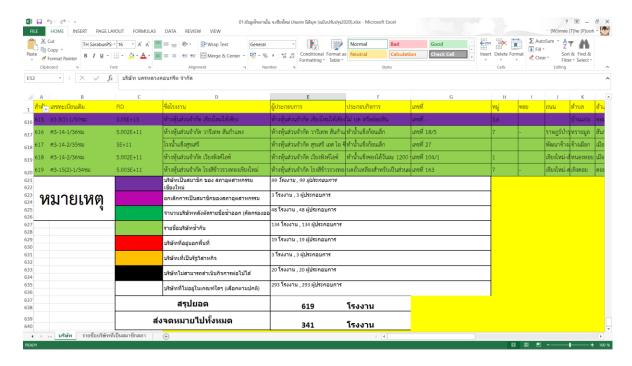


Figure 1: The example of how the intern filtering entrepreneur name list in excel

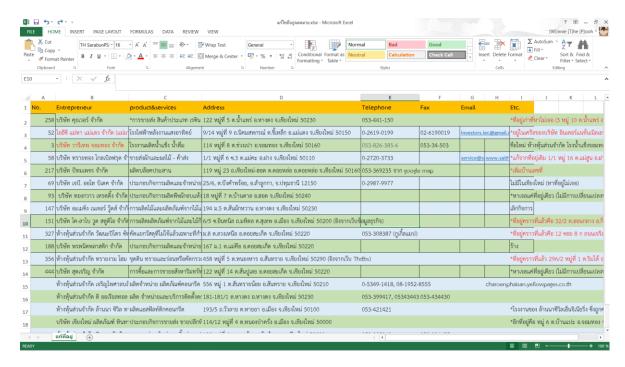


Figure 3: The example of filtered entrepreneur name list's contact info are updated.

### Recruiting the new member

After filtering all given company list in order to find the entrepreneur who has potential to become a member of the organization and updating their contact info. The next step is sent the invitation through letter to each entrepreneur latest address using FTI's envelope and the paper including:

- Paper showing benefit when becoming the member of the organization and application guidance
  - Paper showing application fee and maintaining fee for each type of member
  - Application forms

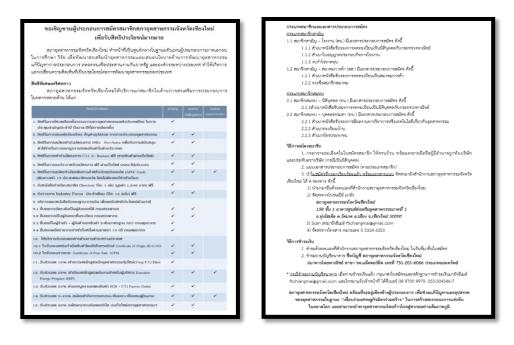


Figure 4: The benefits when becoming the member of the organization and application guidance

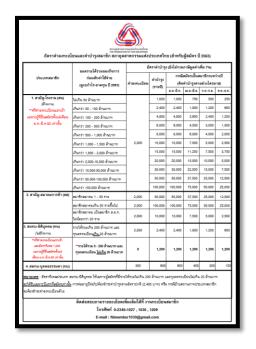


Figure 5: The application fee and maintaining fee for each type of member

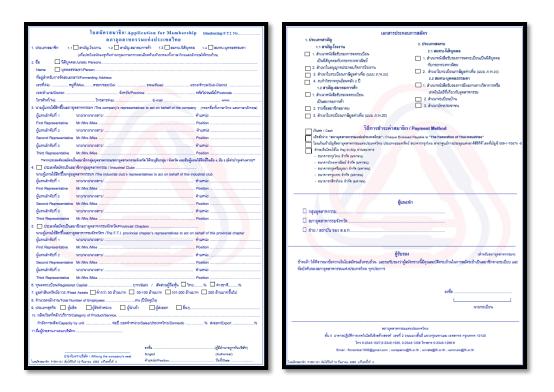


Figure 6: The application form

After the letter has been sent for a week, the intern then tracking the letter's status from the thailand post office website (https://track.thailandpost.co.th/) to check whether the letter is arrive at the destination or not. If the letter is bounce back, the intern then recheck the address of those entrepreneur again and resent or infer the entrepreneur status as closed down if there is a reliable proof.

Then the intern contacting the entreprenuer using office's telephone to confirm that the entrepreneur read the letter content and further explaining/give the detail when they have a question relate to appliation. If not, the intern will sent the letter through e-mail or fax and recheck again after finishing confirm all filtered entrepreneurs and summary the list of enterpreneur who interested, not interested then give to the officers.

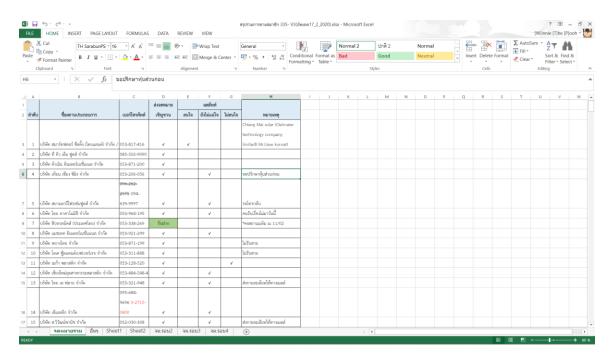


Figure 7: The list of entrepreneur's attention after receiving invitation.

### 3.4 Carry out activities of financial transaction for FTI Chiang Mai.

Like the other entrepreneur and organization, FTI Chiang Mai also involving with a lot of financial transaction both between the organization-entrepreneur and between organization-organization. Instead of officer wasting the time going to financial institutions, the officers assign the intern to do some of financial transaction like going to the bank to deposit/withdraw money, deposit/cash cheques, update the saving account etc.

#### 3.5 Work as registration officers & others during the meetings.

During the preparation time before event/meeting/conference start, as the intern's responsibilities are welcoming the entrepreneur, guest, press and journalist, leading them to sign their name at registration desk, giving them the event/meeting/conference schedule & souvenir, leading them to the event/meeting/conference room. After the event/meeting/conference start for awhile or there seem to have less newcomer coming to the building. The intern will standby and help the officers when there are something occurs such as taking a photo of the event/meeting/conference, contacting the staff when there is technical problem. When the event/meeting/conference end. The interns also help officers pack the belonging and bring them back to the office.

### 3.6 Preparing and supporting the entrepreneurs during the event "Factory Outlet 2020"

Usually, the event "Factory Outlet" is held by the FTI Chiang Mai during last week of January until end of first week on February. The event "Factory Outlet 2020" is held on 31 January to 9 February during 10 a.m. to 8 p.m. The intern will help the officers to prepare the list of entrepreneur (both member and not member of FTI Chiang Mai) who registering the booth in this event by response to the contact, asking which type of their good/services that will sold during the event in order to categories the booth that has similar type together, asking which size and number of booth that they want to reserve, collecting the fee, preparing the equipment and bring to those booth.

During the event, the intern also working as temporal staff to look after one of the entrepreneur's booth, briefly explaining the product detail, providing the contact info in case that there are customer who interesting in the product and take care of any problem such as providing equipment, relay the messages to the PR etc.

3.7 Help the DEPA to contact the individuals/entrepreneurs to retrieve the information.

Sometimes, FTI Chiang Mai has co-project with Digital Economy promotion Agency (DEPA). One of those project is "SME Digital Coupon" which DEPA will provide the mini transformation voucher to the entrepreneur who registered and spend the software fund that following the project's condition. The FTI Chiang Mai's responsibility is to help DEPA keep in touch with those entrepreneur to retrieving the information and sent it to DEPA to use as their any purpose.

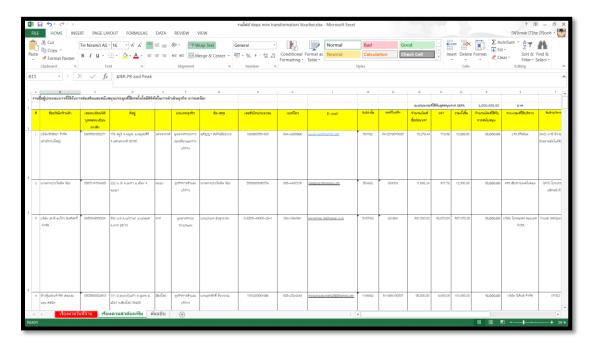


Figure 8: the example of entrepreneur list that both FTI Chiang Mai and DEPA contact for retrieve information.

### **Chapter 4**

### **Performance Summary**

### 4.1 Problems Solutions and Suggestions

All the time during the internship period, the intern receiving knowledge and good experience from all the officers in the Federation of Thai Industries: Chiang Mai Chapter. Though there are some problem that the intern found during the internship period as following:

#### 1. Problem about working

**Problem** Working in the Federation of Thai Industries Chiang Mai Chapter always require to be precise and cautious since the officers have to keep updating the financial transaction records and updating the contact and business information of all members by keeping the data as both hard copies and digital format to preventing data loss. However, there appear to have a time when the information between the client (the entrepreneur) and the officers doesn't match each other leading to a little conflict that have to clear it quickly or sometimes the officers can't remember the place that hard copies were kept when they need them. Moreover, the officers sometimes have an issues with a computer software that might result in loss in time-work efficiency

**Solution** The interns will help the officers when there are new record and update about client financial transaction or other information by sorting those information to be easier to search, rechecking those records then kept each copies in to the file. When the officers face with computers software issues. The intern will help fix the problem and further give the advice to make them be able to fix it by themselves in the future.

**Suggestion**. The record or any file should be kept neat and tidy on both digital format and hard copies then make a note where the file are. Furthermore, it is importance to gradually improve

the IT related skill to proceed the work faster and be able to deal with the computer problem when it occurs.

#### 2. Problem about social interaction and communication

Problem As the Federation of Thai Industries Chiang Mai Chapter is act as the representative of industrial sector in Chiang Mai. So the organization always dealing with a lot of entrepreneur and other organization. Therefore, the communication skill, general manner and social interaction skill are unavoidably importance skills because these skill will make the good impression toward the customers and others which will increasing a chance that they want to become a member or work together. The intern also has to rely on these skills too since the intern has to cooperate with the officer and the other intern as well as communicating with the customer or the others through telephone or social media. If the intern misheard message that customers want to relay. It will lead to misunderstand between officers and customers or when there is a word or something that the intern don't understand. It is importance for intern to learning those word in order to avoid misunderstand between each other.

Solution After the intern working with this organization. The intern realized that the communication skill is improving, feeling less anxious or less bashful, become more talkative with strangers. This are resulting from the task/assignments that the officers give to intern which these task need to have social interaction/communicate with other people such as finding new member through telephone, responding the call, working as registration officers then helping the staff during any event/meeting/conference as these work require the intern to know the organization information/services/benefits and other knowledge receiving from the officers who supporting throughout the work combining with the relaxing working atmosphere. As a result, the intern being able to deal with customers when they become more aggressive or not comfortably to speak with and be able to focusing on conversation without misheard the word leading to successfully communication.

**Suggestion** Essentially, the social interaction communication skill and manner of the intern are always need to be improved so the intern will has more confidence and behave more gratefully that will lead to success in working with the others.

### 4.2 Results and Benefits obtained from working in the Organization

- Understanding the working systematic of the FTI Chiang Mai including front office and Northern Food Valley office
- 2. Gain knowledge about the industrial sector in the country and knowledge about working systematic of the member's factories.
- 3. Gain knowledge about the recommend entrepreneur and requiring knowledges when the intern want to pursue for job in the future.
- 4. Understanding the services and benefits that FTI Chiang Mai serve to the entrepreneurs.
- 5. Learning more about working technique from each officers such as interaction/communication with the customers, how to deal with the customers.
- 6. Learning cooperative working and social interaction since this internship also has the interns from other university who work in this organization which the intern must be able to adapt and work with the others.
- 7. Improving the working responsibility and patience because the intern must be on time, working under the organization rule, carefully doing the given assignment and focusing on work to finish the assignment following the plan.
- 8. Improving the problem-solving skill due the work sometimes has the unexpected circumstance occur which the intern must be able to solve and response with in short time.

# References

The Federation of Thai Industries Chiang Mai Chapter (2020). Retrieved March 10, 2020, from http://www.chiangmaiindustry.org/wp/

Digital Economy Promotion Agency (2020). Retrieved March 20, 2020, from https://www.depa.or.th/th/home

# Appendix

 $Committee\ checking\ the\ entrepreneur\ of\ DEPA\ Digital\ Transformation\ Fund\ at\ 24/12/19$ 





 $2020\ Factory\ Outlet\ Press\ conference\ at\ 21/01/20$ 







Factory Outlet 2020 during 31/01/20 to 09/02/20







Annual General Meeting 2020 at 28/02/20





Online Meeting about sofware progression report at 20/03/20



