

CHAPTER 4

DISCUSSION AND CONCLUSION

4.1 Discussion

The implementation of the information system development in accordance with project “Thailand International Public Sector Standard Management System and Outcomes, P.S.O. 1101” of the Roi-Et Provincial Public Health Office was carried out under the government policy that aimed to develop working system of government sectors to increase effectiveness of service provision to a general public. The Roi-Et Provincial Public Health Office chose to develop the information system because it was consistent with the roles of the sector and there had been some problems with acquisition and utilization of data as well as with provision of information service to the public. The objectives of this project were to encourage personnel of the sector to participate in the project in accordance with P.S.O system and to develop the information system of the Roi-Et Provincial Public Health Office up to the 9 standard criteria, which comprised of inclusiveness, speed, accuracy, connection, updating status, reliability, accessibility, auditability and participation in data process. The implementation of the project was under the experts’ supervision with appointment of the project team to achieve the 7 operational steps of the project including determination of vision, responsibility determination, responsibility classification, weight score determination, determination of key indicator and scoring methods, evaluation of current status of the sector and establishment of development plans. The outcomes of project were evaluated according to the objectives as the followings.

1. **Participation of personnel:** Every personnel participated throughout every step of the project operation in development of the organization according to P.S.O system as follows.
 1. Policy announcement: every personnel and employee listened to the policy announcement from their superior.
 2. Everybody received advice from the experts and then participated in discussion.
 3. Determination of vision: Everybody participated in proposing, selecting and editing process to obtain the vision of the organization.
 4. Determination of responsibility, classification of responsibility, determination of weight score, determination of key indicator and scoring methods, evaluation of present status of the sector and establishment of development plans were operated in form of team works. There was well cooperation from every personnel.
2. **Development of the information system up to the standard criteria:** The 9 standard criteria comprised of inclusiveness, speed, accuracy, connection, updating status, reliability, accessibility, readiness for audit and participation in the data process. The development plan was established to improve the information system to be in compliance with the standard criteria. Implementation of every activity in the development plan would help to improve the information system to the standard of the P.S.O 1101 system.
3. **Lessons learnt from the operation of the project:**
 - Team work is essential for the successful outcomes of the project.
 - Everybody had a chance to analyze their responsibilities enabling the organization to be recognized in term of its tasks.

- Everybody is able to know the procedural steps of the P.S.O project operation.
- Arranging small group meeting for a brain storming needs to employ various skills in order to obtain smooth operation of the meeting.

4. Weaknesses and strengths of this project:

The strengths of this project were:

- The project was economical as the experts provided advice on the project with free of charge.
- Implementation of development plans was under the feasibility of organization in terms of its environment and the budget can be adjusted to suit a particular organization.
- There were 10 systems under the P.S.O project available to choose from. A sector can select to develop any system that is suitable for its nature.

The weaknesses of the project were a limited number of experts and limited time period available for consultation causing the delay in project operation.

5. Problem solving in the project operation:

In the project operation, there were always some problems. Therefore, the person responsible for the project would have to employ many skills in solving the problems. Some problems would need to be reported to the superior for effective and rapid operation process.

4.2 Conclusion

The project of the P.S.O 1101 information system development was implemented by the Roi-Et Provincial Public Health Office in accordance with “Thailand International Public Sector Standard Management System and Outcomes”. The objectives of the

project were to allow an opportunity for every personnel to participate in organization development activities under the P.S.O system and to develop the information system of the Roi-Et Provincial Public Health Office to the 9 standard criteria which comprised of inclusiveness, speed, accuracy, connection, up-to-date status, reliability, accessibility, auditability and participation in the data process. The operation of this project was carried out in accordance with the experts' advice. The evaluation of the project according to its objectives indicated successful outcomes of the P.S.O project. Those outcomes were participation of every personnel in the development project, data system development to achieve the standard criteria, and the establishment of development plans to be an implementation guideline to achieve the standard criteria. However, the operation of the project was delayed as there were an insufficient number of experts who also had to provide advice for many areas leading to a limited time period for consultation provision. The lessons learnt from the operation of this project included team working, organization reengineering and operation of the procedural steps in according to the project plan. The strengths of the project included economy in term of budgets. flexibility of the project depending on problem conditions, environments, budgets and limitations of the organization. The weaknesses of the project included a limited number of the experts and an insufficient time period for each consultation session.