

CHAPTER 5

RECOMMENDATIONS

The project of the information system development (P.S.O.1101) of “Thailand International Public Sector Standard Management System and Outcomes” was operated by the Roi-Et Provincial Public Health Office according to procedural steps advised by the experts and with provision of support from the Office of Civil Service Commission. The project implementation was operated up to step 7. The recommendations for the project are outlined as follows.

1. **Further operation of the project:** Since there are a total of 10 steps in organization development in accordance with the P.S.O guidelines, it is necessary for the Roi-Et Provincial Public Health Office to proceed and complete the remaining steps which include implementation of the development plans, preparation for the accreditation audit, and finally accreditation audit. Collaboration of all related persons is essential in the implementation of these steps in order to achieve the successful outcomes of the project.
2. **Communication:** The project implementation should be promoted both within and outside the sector in order to urge every personnel to cooperate throughout the course of the project. Promotion can be done through methods such as board displaying, radio broadcasting, brochure and leaflet distributing, Intranet promotion and using questionnaires to evaluate knowledge of personnel regularly.
3. **Operation management:** Prior to implementation of any project, an organization should prepare itself in various aspects. For instance, in terms of personnel knowledge preparation, there should be education program to provide knowledge

and skills sufficient to develop relevant concepts of confident ability to operate the project. The establishment of committee should be based on readiness to work, a voluntary basis, satisfaction with the work, persistent and commitment to the project as it is a long-term and requires adhering to the project procedures. Regarding the budget, even though the project required low budget, sufficient budget should be allowed for convenient purposes. In term of venue, there should be a venue for establishing a knowledge service center, operation center, or a promotion center to facilitate liaison with other sectors.

4. **Policies:** The development project of “Thailand International Public Sector Standard Management System and Outcomes” is a useful project for government sectors that need to develop themselves in order to truly serve the needs of general public. It is easier and more convenient to implement than development of other systems. After a sector is ready, in terms of development intention of executive personnel and a team work, it is able to apply for participation in the project. There are various systems in the project to be selected for development depending on status and conditions of the sectors. After one system is completely developed, a sector could then proceed to develop other systems.

5. **Recommendations for the sectors wishing to develop in accordance with the P.S.O project.**

1. Utilizing various techniques in the project implementation will strengthen a team working process. The experts would only provide advice on methodologies for each procedural step but to successfully complete each step, an effective and strong team work is essential.
2. Provision significance to each operational step needs to be clear for the smooth operation of the further step.

3. Interpretation of words used has to be consistently understood for smoothness and unambiguity of the operation process. .
4. Inspiration of the project team is important; therefore inspiration and motivation should regularly be given to the project team.
5. There was a limited number of experts and inefficient time for advising, the sector should then seek alternative means of communication such as telephones and through the use of E-mail for effective and rapid operation process.

6. Sustainability of the project

After being accredited, the sector needs to maintain its standard level and continue its development regularly because at every 3 year the sector will be audited from the Office of the Civil Service Commission. If the sector discontinues the development, the accreditation will be cancelled. Then the sector will have to restart the development again. Therefore, it is necessary for the sector to have a team to continue operating the project regularly.

7. Limitation in term of experts

As there was a limitation in term of experts in providing consultation, then the accredited sectors should cooperate to find out the ways for the continuous development. They should also arrange a team to help the sectors which are in the operating session for effective and quick operation process. This will help increasing a number of accredited sectors. As a result, people will receive more benefits.