



SUKHOTHAI THAMMATHIRAT OPEN UNIVERSITY

BANGPOOD, PRAKKET, NONGTHABURI 11120, THAILAND

Tel. +66 2 982 9710, 5047171-6 Fax. +66 2 503 3556, 503 3607

E-mail: if.proffice@stou.ac.th Website: www.stou.ac.th

Ref. No. 290/2021

Public Service Innovation Assessment Report The Local Administrative Organization with Good Governance Award 2021

Name of Local Government: Chiang Mai Provincial Administrative Organization

Innovation Project: SMART Fire for Chiang Mai Breath

Award Classification: Outstanding

Executive Summary

In 2021, Office of the Permanent Secretary, Prime Minister Office (Thailand) has assigned Sukhothai Thammathirat Open University (STOU) to be a consultant in assessment for The Local Administrative Organization with Good Governance Award project. This award has been given to local government since 2002. Thus, in 2021, Chiang Mai Provincial Administrative Organization registered to participate and received the Good Governance Award.

Due to the increasing in air quality problem and smog situation across the world and air quality monitoring compare to air quality index or US AQI from major cities in many countries, it is found that air pollution of Chiang Mai Province in March 2020 was ranked in the first place in the world for 6 consecutive days at 317 US AQI, also found 91,182 patients with 4 symptom or disease surveillance, caused by smog and minute dust, with 2,661 inflammatory eye disease cases, 38,857 cardiovascular and all related disease cases, 48,037 respiratory disease cases, and 1,627 dermatitis cases. All cases relate to the severe smog situation in Chiang Mai. Therefore, Chiang Mai Provincial Administrative Organization has operated innovation “SMART Fire for Chiang Mai Breath” to tackle those problems by implementing Geographic Information System or GIS to manage data, support map for necessary data, compute budgeting, make decision from integrating various sources of g]data to only set of data, as well as be able to select needed dataset according to mission to increase efficiency in management including applying with closed circuit television or CCTV which installed in 25 districts with 990 installation points in tandem with installation of air quality measurement devices PM 2.5 with 250 devices under operation center for prevention and solving smog and wild fire problems. In addition, VDO conference meeting is applied and used for commanding center at the province level.

This project assessment, via online and video conference, aims to improve public services of Local Administration Organization according to good governance principle, solve local problems, and effectively respond to the needs of people in locality. The assessment of SMART Fire for Chiang Mai Breath project shows that the project has achieved the objectives



SUKHOTHAI THAMMATHIRAT OPEN UNIVERSITY

BANGPOOD, PRAKKET, NONTHABURI 11120, THAILAND

Tel. +66 2 982 9710, 5047171-6 Fax. +66 2 503 3556, 503 3607

E-mail: if.proffice@stou.ac.th Website: www.stou.ac.th

Ref. No. 290/2021

and the result is at **Excellent** level. The recommendation for this project is that should Chiang Mai Provincial Administrative Organization encourage and strengthen role and collaboration to associate network in participation in many activities, also develop and build on technology usage to cover public services in other aspects in order to create integration and using date for the benefits of locality.

Scope and Method of Assessment

The objectives of assessment are to encourage local government to improve and increase efficiency in management by Good Governance, enhance professionally public service delivery as well as create innovation to solve problems in local community and respond to the needs of people for sustainability development of locality. The Assessment operation begins when the Local Administrative Organization registers via online registration. Then initial assessment and in-depth assessment through Zoom application is employed respectively. However, due to the COVID-19 pandemic situation, therefore the assessment team is not be able to do on-site assessment for each organization. The assessment evidences are based on document and interviewing the executives, staff, network groups, and people in locality. Local Administrative Organization is being assessed for 2 stages of assessment and each stage takes at least 3 hours.

Criteria of assessment indicator or Key Performance Indicator (KPI) for innovation project consists of 8 indicators

1. The Relevance of local innovation to local problems or context and objectives to concrete implementation. Score for this indicator is based on whether the operation of the project is noticeably relevant to local problems and has the concrete and measurable objectives or indication of proper operation process to the problems of locality.

2. Public Participation and collaboration in local innovation operation. Score for this indicator is based on whether the local innovation operation in terms of collaboration network reflect the competency and continuity in operation or in the problem resolution process and ability to build appropriate collaboration network to support the innovation operation as well as the numbers of the collaborated network.

3. Comprehensiveness level of innovation project to number of people in locality. Score for this indicator is based on whether the comprehensiveness level of the project operation which considered by content and objectives of innovation project that have ability to cover groups and number of people in locality.



4. Benefit to target group received from local innovation project. Score for this indicator is based on whether the results of innovation achieve the content and objectives of the project and benefit to the target group.

5. Satisfaction assessment of the Local Innovation. Score for this indicator is based on the results of overall level of satisfaction of the people in locality to the local innovation.

6. Level of innovation of the local innovation project. Score for this indicator is based on whether local innovation differ from routine operation or other local innovation project or the creativity of innovation that has never seen or discovered before in other Local Administrative Organizations with the same type of organization.

7. Level of impact of local innovation project to people in locality. Score for this indicator is based on whether the local innovation project has positive impact on people in locality.

8. Sustainability of local Innovation project. Score for this indicator is based on whether the innovation project is placed in the local development plan that has been operated and assigned to department or organization unit to be responsible for and has allocated the resources constantly as well as relayed the knowledge to other organizations for beneficial usage.

Findings and Recommendation

STOU, assigned to assess innovation in public service delivery, has assessed SMART Fire for Chiang Mai Breath of Chiang Mai Provincial Administrative Organization according to KPI and the assessment results as following:

No.	KPI	Assessment
1	The Relevance of local innovation to local problems or context and objectives to concrete implementation	Excellent
2	Public participation and networking collaboration in local innovation operation	Excellent
3	Comprehensiveness level of innovation project to number of people in locality	Very Good
4	Benefit to target group received from local innovation project	Excellent



SUKHOTHAI THAMMATHIRAT OPEN UNIVERSITY

BANGPOOD, PRAKKET, NONTHABURI 11120, THAILAND
Tel. +66 2 982 9710, 5047171-6 Fax. +66 2 503 3556, 503 3607
E-mail: if.proffice@stou.ac.th Website: www.stou.ac.th

Ref. No. 290/2021

No.	KPI	Assessment
5	Satisfaction assessment of the local innovation Project	Good
6	Level of innovation of the local innovation project	Excellent
7	Level of impact of local innovation project to people in locality	Very Good
8	Sustainability of local Innovation project	Excellent

According to result above, Sukhothai Thammathirat Open University cordially certifies that SMART Fire for Chiang Mai Breath of Chiang Mai Provincial Administrative Organization has the assessment result at **Excellent**. Recommendation and suggestion is that should Chiang Mai Provincial Administrative Organization encourage and strengthen role and collaboration to associate network in participation in many activities, also develop and build on technology usage to cover public services in other aspects in order to create integration and using date for the benefits of locality.

Associate Professor Dr.Narathip Sriram

Project Leader

School of Management Science, Sukhothai Thammathirat Open University

E-mail: narathip.sri@stou.ac.th

Criteria	
80-100	Excellent
70-79	Very Good
60-69	Good
50-59	Fair
40-49	Poor
0-39	Very Poor