Kaewhanam, P, Kaewhanam, K., Pongsiri,A., Intanin, J.& Kamolkhet, S. (2023). Digital Learning Strategies in Thailand Government: Practices and Policies. *International Online Journal of Education and Teaching (IOJET), 10*(3). 2089-2097.

Received : 21.02.2023
Revised version received : 27.04.2023
Accepted : 29.04.2023

Digital Learning Strategies in Thailand Government: Practices and Policies

Phimlikid Kaewhanam, https://orcid.org/0000-0002-7739-2415, Kalasin University, Thailand
E-mail: phimlikid.ka@ksu.ac.th

Corresponding Author: Kathanyoo Kaewhanam https://orcid.org/0000-0002-2234-2971, Kalasin University, Thailand
E-mail: dr.khathanyoo@ksu.ac.th

Ariya Pongsiri. https://orcid.org/0000-0002-8185-482X, Kalasin University, Thailand
E-mail: Ariya.po@ksu.ac.th

Jariya Intanin. https://orcid.org/0000-0001- 6102-3917, Kalasin University, Thailand
E-mail: Jariya.in@ksu.ac.th

Sirinda Kamolkhet. https://orcid.org/0000- 0001-6315-2325 Kalasin University, Thailand
E-mail: Sirinda.ka@ksu.ac.th

Biodatas:

Phimlikid Kaewhanam, Ph.D. Assistant Professor in Public Administration, Faculty of Liberal Arts, Kalasin University

Kathanyoo Kaewhanam, Ph.D. Associate Professor in Public Administration, Faculty of Liberal Arts, Kalasin University

Ariya Pongsiri, Ph.D. Assistant Professor in Public Administration, Public Administration, Faculty of Liberal Arts, Kalasin University

Jariya Intanin, Ph.D. Assistant Professor in Public Administration, Public Administration, Faculty of Liberal Arts, Kalasin University

Sirinda Kamolkhet, Assistant Professor in Public Administration, Head of Public Administration, Faculty of Liberal Arts, Kalasin University

Digital Learning Strategies in Thailand Government: Practices and Policies

Phimlikid Kaewhanam
phimlikid.ka@ksu.ac.th

Kathanyoo Kaewhanam
dr.khathanyoo@ksu.ac.th

Ariya Pongsiri
Ariya.po@ksu.ac.th

Jariya Intanin
Jariya.in@ksu.ac.th

Sirinda Kamolkhet
Sirinda.ka@ksu.ac.th

Abstract

Digital learning strategies to study digital learning strategies in Thailand government focus on practices and policies. It was found that the types of departments, government agencies affiliated with provinces, districts, and local administrative organizations. It has no relation to the implementation of policies based on digital government. The digital skills of the personnel in the agency and the mechanisms for driving innovation for spatial development show that the types of government agencies that receive policies go to different practices, implementing policies according to digital government. The digital skills of the personnel in the agency and the mechanisms to drive innovation for spatial development are no different. It also found that the implementation of digital government policies and the digital skills of personnel in the agency. It correlates with innovation driving mechanisms for spatial development, while the digital government policy context in the agency. Capital development aligned with digital government and increasing participation in line with digital government When comparing factors influencing innovation mechanisms for spatial development, compared by standard multiples regression coefficients. (Beta) It was found that innovation mechanisms for spatial development were most influenced by the implementation of digital government policies. (Beta=0.375) Digital skills of personnel in the agency (Beta=0.296) statistically significant at 0.01 All independent variables analyzed. It can explain the variation of innovation mechanisms for spatial development with statistical significance at the 0.01 It can be explained by a percentage. 35.5 (R square =0.355)

Keywords: Digital government; Policy Implementation; Spatial development

1. Introduction

The epidemic and the many lockdown strategies employed by national governments have increased the level of volatility, uncertainty, complexity, and ambiguity (VUCA) in the

social, economic, political, and technological environments (Saleh & Watson, 2017). the period of the "new normal" by this pandemic and the associated turbulences. Everything seems to be drastically different from how we are used to it. Governments must adopt digital transformation now in order to address these challenges; it is not an option (Fletcher & Griffiths, 2020). We have seen how the epidemic of digital government transformation (DGT) has spread over the past few years. In order to combat and defeat the pandemic (Zxie, Zang, & Ponzoa, 2020) it has become crucial for governments all over the world to improve their capacity to strategically deploy emerging digital technologies (Agostino, Arnaboldi, & Lema, 2021;

Data governance is a success factor for big and open linked data (Brous, Janssen, & Krans, 2020) and has an overall positive effect on the performance of organizations. Therefore, the government has set the implementation of data governance as the core of the application of big data in the vast public sector to increase the effectiveness of the policy for long-term national development. Kalasin Province is the first province in Thailand to drive digital government policy in area development by developing a large database system to tackle poverty, which is a major problem in the city. To conduct a survey of poverty conditions covering 5 dimensions: education, health, and well-being, In collaboration with provincial network partners in all sectors to develop learning platforms and mechanisms that integrate parties to analyze and solve poverty. Focus on creating a process of participation by various sectors in analyzing and learning from common data in order to draw conclusions and drive joint solutions.

Digital learning Strategies in Thailand Government are new point Kalasin Province Thailand has designed the implementation of policies to cover the transmission of policies. Development of policymakers' skills and the use of digital information systems in spatial development. E-government has become the dominant method for managing, interacting with, and serving citizens (Bwalya and Healy, 2010). As a result, governments all over the world have been putting forth a lot of effort to adopt specific e-government initiatives for e-government development (Deng et al., 2018). Government encourages citizens' participation in public administration, increases citizens' awareness of government programs, improves the transparency of public decisions, and decreases corruption (Shim and Eom, 2008; Sabani et al., 2019).

Implementation of digital government policy in Kalasin Province Thailand gives priority to Personal attribute factor Types of policy compliant organizations Digital Government Policy Factors Implementation of Digital Government Policy and Digital skills of personnel in the agency. So Kalasin,Thailand develop cooperation with local government, private sector, and civil society in the area to increase the efficiency of the use of information systems in the provision of public services 1) to have a data analysis system to track the target group of the poor with accuracy in order to make the allocation of state welfare more efficient and effective, 2) developed knowledge and skills to transform into knowledge with better digital skill.

A study of mechanisms to drive innovation for spatial development in accordance with digital government policy. Case study in Kalasin Province: Policy and implementation will be able to meet the needs of policy implementation at the local level, which will allow the

government to see the problems in implementing the results. the future of public services will be shaped increasingly by the evolution of global, Internet-enabled, digital platforms, with two distinctive technical and commercial features (Jerry Fishenden, Mark Thompson,2013). Concrete impacts and actions that can be synthesized to close key gaps in the implementation of digital government policies, namely: The study drives various innovative projects that occur within Kalasin province in the dimension of policy implementation from the digital government. The goal is to reform the paradigm of working at the local level and to provide government services with digital technology and the utilization of data to ensure transparent, efficient, and effective operation. Be secure and secure good governance and equal social opportunities With information, news and services through digital media to enhance the quality of life of people at the local level. Equal access to digital technology and digital media People's quality of life will be improved by access to information resources and public services, especially basic public services needed to sustain their lives through digital technologies at the local level.*Literature Review*

New Public Service (NPS) and New Public Governance (NPG)Focus on public service practices for greater engagement But in practice. Despite the vast discourse, the contribution remains a chimera, given the edge of producing the best public services. (Strokosch & Osborne, 2020b). Participation in the policy-making process is an issue of democracy and democratization of the public policy process. (Michels & de Graf, 2010). Through the latest government studies, open in the digital age. (Wirz et al., 2019). Participation in the provision of public services is an internal element that forms the basis for producing public services and services. (Osborne, 2021) Moreover, it can increase efficiency in the delivery of public services through collaborative design and co-production. (Bason, 2017; Bason & Austin, 2021; Haustein & Lorsen, 2021; Trischler & Westwood-Trischler, 2021)Therefore, the provision of public services creates value in production. It is a function of participation in public service on all issues of public service arrangements. (Osborne, Nasi, et al., 2021). However, the process of participation may not be persuasive. (Grönroos, 2019). It must deal with endemic power imbalances. (Farr, 2018) Therefore, the focus is on the efficiency of public service arrangements. Therefore, local-specific techniques and strategies are important issues to improve the efficiency of public services. (Nabatchi, 2018).

A value-creating approach to participation needs to address three significant challenges. Firstly, creating natural and external value indicates the skills and ability of public service personnel to understand and facilitate the Public. Policy positioning and participation patterns complement the outcomes of public services. (Eriksson, 2019) Secondly, the approach to creating value in participation does not negate the challenge of enabling the external participation process of public services, as outlined above. Enabling external engagement patterns depends on greater cultural and strategic direction changes. (Osborne et al., 2020). Third, the approach creates value for participation privileges at the public service ecosystem level, rather than focusing solely on the individual civic service users. Dynamic interactions, policy manifestations, and processes within such ecosystems are central both to the effective governance of participation in public services and to the contribution to the creation, rather than the destruction of individual and social values. (Osborne, Powell, et al., 2021)Therefore,

(Christopher G. Reddick, Michael Turner,2012), the values that citizens place in public service are also a prophecy of the people. If the public believes(Tolbert and Mossberger, 2006, Welch et al., 2004, West, 2004). That their public services provide them with good quality services, this should influence participation. (Carter and Belanger, 2005, Morgeson et al., 2010, Parent et al., 2005)

1.2 Objective

To study digital learning strategies in Thailand government focus on practices and policies

2. Method

In this study, we selected the following key informants: In Phase 1, the target population involved in the implementation of various levels of management who are involved in policy-making operations to develop innovations for the development of areas under the digital government policy. Snowball Sampling will be used to interview stakeholders until the data is saturated, that is, the data is redundant, even if asked by others. private sector Various levels of development organizations in each district Province Purposive sampling using interview forms for lesson-sharing and in Phase 3, subjects will be developed based on transcriptions and Delphi Technique is a process that seeks the unified opinions of experts or experienced in the subject to help determine the quality of the tools in order to obtain consistent and reliable information. Continue to search and collect data.

In the questionnaire analysis, we used the methodology of multiple regression analysis. In the first step, the Pearson correlation statistic used to study the correlation between a single dependent variable and two or more independent variables associated with the dependent variable. (Keawhanam.k et,al,2023) Thus, multiple regression analysis provides an equation that predicts the dependent variable from two or more independent variables.

3. Findings

The relationship of innovation policy with spatial development Case Study Kalasin Province

Type of agency (provincial, district and local government organizations) It has no relation to the implementation of policies based on digital government. The digital skills of the personnel in the agency and the mechanisms to drive innovation for spatial development, which do not meet the hypotheses. It shows that the type of government agency that receives the policy goes to different practices, implementing policies according to digital government. The digital skills of the personnel in the agency and the mechanisms to drive innovation for spatial development are no different. It also found that the implementation of digital government policies and the digital skills of personnel in the agency. It is statistically significantly correlated

with the mechanism of driving innovation for spatial development at the level of 0.01 (r=0.543 0.506 This is based on research hypotheses. This indicates an increase in policy implementations that are aligned with digital governments. 1 The unit will be able to create mechanisms to drive innovation for the development of more areas. 0.543 One additional unit and digital skills of the unit's workforce will be able to create more mechanisms to drive innovation for spatial development. 0.506 This is in accordance with the standard that the digital skills of personnel are likely to correlate with spatial digital innovation development (Table 1).

Table 1 Correlation coefficient between studied variables

variable	Type of agency Policy compliance	Digital Government Policy Implementation	Digital skills of personnel in the agency	Mechanisms to drive innovation for the development of the area
Types of policy compliant organizations	1.000			
Digital Government Policy Implementation	-0.660	1.000		
Agency digital skills	0.004	0.056	1.000	
Mechanisms to drive innovation for the development of the area	-0.550	0.543**	0.506**	1.000

note : ** refers to the statistically significant level at 0.01

Digital government policy context in the agency Capital development aligned with digital government and increasing participation in line with digital government There is a positive correlation with the mechanism of driving innovation for spatial development, statistically significant at the level of 0.01 (r=0.438 0.488 0.435 ตามลำดับ) This is based on research hypotheses. This indicates that the digital government policy context in the agency is increasing 1 unit It will be able to create mechanisms to drive innovation for the development of more areas. 0.438 There will also be an increase in participation in digital governments in driving innovation for spatial development. (Table 2)

Table 2 Correlation coefficient between studied variables

variable	The context of digital government policy	Capital development in line with digital government	Increasing engagement with digital government	Mechanisms to drive innovation for spatial development
The context of digital government policy	1.000			
Capital development in line with digital government	0.485**	1.000		
Increasing engagement with digital government	0.583**	0.540**	1.000	
Mechanisms to drive innovation for spatial development	0.438**	0.488**	0.435**	1.000

note : ** refers to the statistically significant level at 0.01

When comparing factors influencing innovation mechanisms for spatial development, both variables are compared from standard multiples regression coefficients.(Beta) It was found that innovation mechanisms for spatial development were most influenced by the implementation of digital government policies. (Beta=0.375) Digital skills of personnel in the agency (Beta=0.296) statistically significant at 0.01 All independent variables analyzed. It can explain the variation of innovation mechanisms for spatial development with statistical significance at the 0.01 It can be explained by a percentage. 35.5 (R square =0.355)

Table 3 The results of the analysis of factors influencing the innovation mechanism for the development of the area.

variable	b	Beta	Sig.	Order
Personal attribute factor				
Types of policy compliant organizations	-0.478	-0.029	0.415	
Digital Government Policy Factors				
Implementation of Digital Government Policy	0.635	0.375	0.000	1
Digital skills of personnel in the agency	0.501	0.296	0.000	2
a	21.719			

R^2 = 0.355 F=94.566 Sig. of F = 0.000

4. Conclusions

Consideration of the relationship of innovation policy with spatial development Case Study Kalasin Province It was found that the type of agency (government agencies affiliated with provinces, districts and local administrative organizations) It has no relation to the implementation of policies based on digital government. The digital skills of the personnel in the agency and the mechanisms to drive innovation for spatial development, which do not meet the hypotheses. It shows that the type of government agency that receives the policy goes to different practices, implementing policies according to digital government. The digital skills of the personnel in the agency and the mechanisms to drive innovation for spatial development are no different. It also found that the implementation of digital government policies and the digital skills of personnel in the agency. It is statistically significantly correlated with the mechanism of driving innovation for spatial development at the level of 0.01 (r=0.543 0.506 respectively) This is based on research hypotheses. This shows an increase in policy implementation in line with digital governments. 1 The unit will be able to create mechanisms to drive innovation for the development of more areas. 0.543 Units and digital skills of personnel in the unit increased. 1 The unit will be able to create more mechanisms to drive innovation for spatial development. 0.506 This is in accordance with the standard that the digital skills of personnel are likely to correlate with the development of spatial digital innovations. (Table 1)

While the digital government policy context in the agency. Capital development aligned with digital government and increasing participation in line with digital government There is a positive correlation with the mechanism of driving innovation for spatial development, statistically significant at the level of 0.01 (r=0.438 0.488 0.435) This is based on research hypotheses. This indicates that the digital government policy context in the agency is increasing. 1 Unit It will be able to create mechanisms to drive innovation for the development of more areas. 0.438 There will also be an increase in participation in digital governments in driving innovation for spatial development. (Table 2) When comparing factors influencing innovation mechanisms for spatial development, both variables are compared from standard multiples regression coefficients.(Beta) It was found that innovation mechanisms for spatial development were most influenced by the implementation of digital government policies. (Beta=0.375) Digital skills of personnel in the agency (Beta=0.296) statistically significant at0.01 All independent variables analyzed. It can explain the variation of innovation mechanisms for spatial development with statistical significance at the 0.01 It can be explained by a percentage. 35.5 (R square =0.355)

Acknowledgements

This research was funded by Kalasin University has received funding support from the National Science, Research and Innovation Fund (NSRF) for fiscal year 2022.

References

Brous, Janssen, & Krans (2020) Data governance as success factor for data science. Responsible Design, Implementation and Use of Information and Communication Technology: 19th IFIP WG 6.11 Conference on e-Business, e-Services, and e-Society, I3E 2020, Skukuza, South Africa, April 6–8, 2020, Proceedings, Part I, 12066

Deborah Agostino, Michela Arnaboldi & Melisa Diaz Lema (2021) New development: COVID-19 as an accelerator of digital transformation in public service delivery, Public Money & Management, 41:1, 69 72, DOI: 10.1080/09540962.2020.1764206

Jerry Fishenden, Mark Thompson (2013) Digital Government, Open Architecture, and Innovation: Why Public Sector IT Will Never Be the Same Again, *Journal of Public Administration Research and Theory*, Volume 23, Issue 4, October 2013, Pages 977–1004, https://doi.org/10.1093/jopart/mus022

Gordon Fletcher, Marie Griffiths (2020).Digital transformation during a lockdown, International Journal of Information Management,Volume 55,2020,102185, ISSN 0268-4012, https://doi.org/10.1016/j.ijinfomgt.2020.102185.

Kathanyoo Kaewhanam, Phimlikid Kaewhanam, Ariya Pongsiri, Jariya Intanin, Sirinada Kamolkat, Atthapong Sirisuwan, Eko Priyo Purnomo (2023) UNESCO building factors Thailand's Kalasin learning city and citizenship. International Journal of Evaluation and Research in Education (IJERE)Vol. 12, No. 2, June 2023, pp. 771~780 ISSN: 2252-8822, DOI: 10.11591/ijere.v12i2.24715

Saleh, A., & Watson, R. (2017). Business excellence in a volatile, uncertain, complex and ambiguous environment (BEVUCA. The TQM Journal, 29(5), 705–724. https://doi.org/10.1108/TQM-12-2016-0109.

Seok-Jin Eom, Jooho Lee (2022). Digital government transformation in turbulent times: Responses, challenges, and future direction,Government Information Quarterly,Volume 39, Issue 2,2022,101690,ISSN 0740-624X, https://doi.org/10.1016/j.giq.2022.101690.

Xuefang Xie, Zhipeng Zang, José M. Ponzoa (2020).The information impact of network media, the psychological reaction to the COVID-19 pandemic, and online knowledge acquisition: Evidence from Chinese college students,Journal of Innovation & Knowledge,Volume 5, Issue 4,2020,Pages 297-305,ISSN 2444-569X, https://doi.org/10.1016/j.jik.2020.10.005.