

Records Management at The National Archives of Thailand in the Digital Era: Challenges and Perspectives

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Abstract

The National Archives of Thailand is responsible for records management related to collecting historical public records from government agencies and personal records according to laws and regulations. Nowadays, technology in the digital era is rapidly changing records are produced in various formats. Including the government has encouraged government agencies to use electronic documents and Electronic Correspondence Systems by declaring the law in 2022 and enforcing to government agencies must comply in their work.

The National Archives of Thailand is aware of the importance for develop a system to support electronic records by developing web applications for electronic records management. The Records Management System is the new application that will be used in The National Archives of Thailand. This system is a channel for government agencies to contact and transfer public records. This system is a tool for archivists in the records management section to control information, receive records, and collect records for long-term preservation in order to appraisal records to archives.

The challenges in developing and implementing a system are based on four key perspectives namely: First, records management policy. Secondly, laws and regulations. Thirdly, knowledge and skills development. Finally, system stability and compatibility with records management workflow. All challenging factors are necessary to improve by developing an efficient system that is suitable for the bureaucratic environment. Including creating engagement with government agencies.

Keywords

electronic records, records management, laws and regulation, system development, government agencies