

Thai government and its readiness on strategic level for public records management in Digital Era

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ABSTRACT

The presentation is a part of results from the research, carried out in 2021-2022, titled “e-records management system of Thai public sector in digital age: readiness on strategic, tactical, and operational level”. The presentation is aimed to address the readiness on strategic level of Thai government agencies on managing their digital records.

Since Thailand has been transforming government administrative functions and serving its citizen through digital public services, there are many regulations issued to facilitate the government operations such as Development of Digitality for Economy and Society Act, B.E. 2560 (2017), Electronic Performance of Administrative Functions Act B.E.2565 (2022), etc. Establishing an effective digital records management system is a vital element to support the digital government administrative functions. To achieve this goal, government agencies are required to have policies and strategies on digital recordkeeping practices. Theoretically, the strategic level for digital records management includes the government’s strategic functions, activities and goals (e.g. financial driven, customer service driven, or culturally driven), the association between digital public records strategy with other strategies (e.g. risk management, corporate governance, information technology infrastructure), and the role of government’s leadership.

The primary data from this qualitative research was collected through literature review, survey, and interview from the selected sample group out of twenty Thai ministries. This presentation will discuss the results from this research on strategic level readiness and challenges of Thai government to manage their digital records effectively and sustainably their electronic public records are valuable assets and cultural heritage of the country.