



Driving Thailand 4.0 with Government Innovation

Suvit Maesincee
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Thailand before
22nd May 2014

Four traps causing Thailand to be Failed State

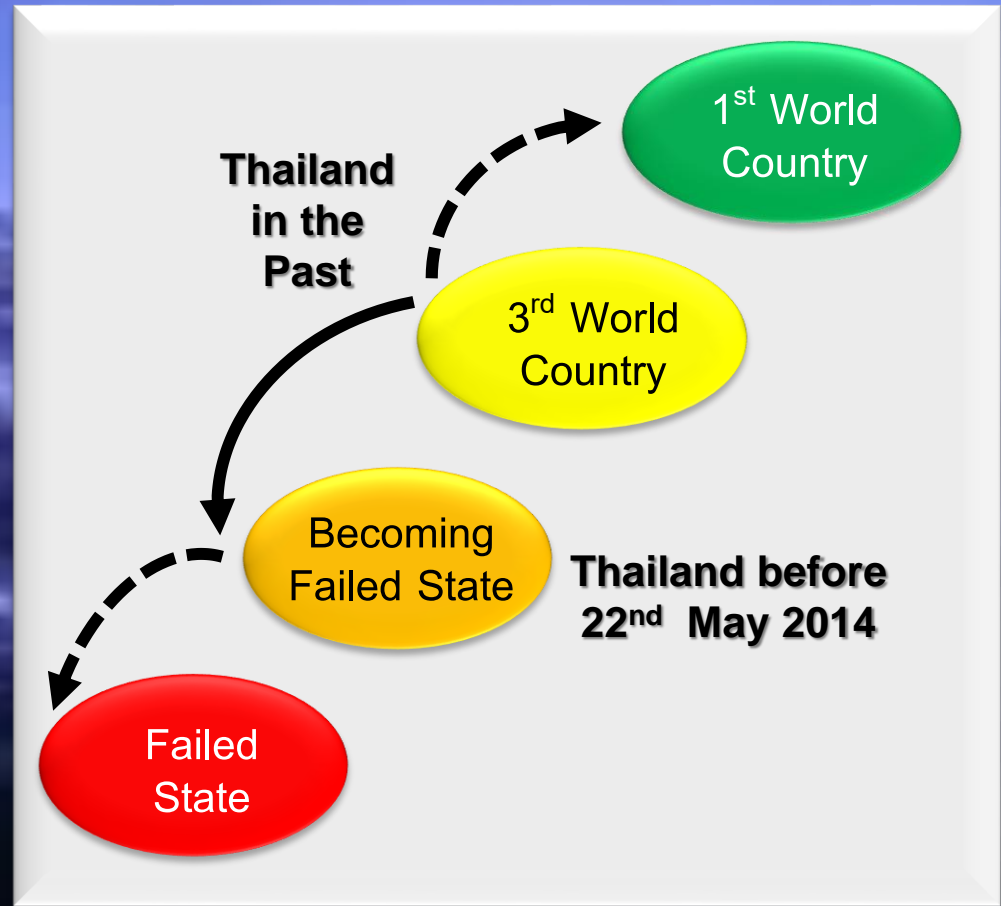
Inequality, Corruption,
and Severe Conflict Trap

Vicious Cycle Trap of
Thai Politics

Middle Income Trap

Human Capital Trap

Opportunity



Risk

Weakness

Strength

Importance of Systemically Structural Reform

Stability, Prosperity, and Sustainability



King Rama V

Present

Only Systemically Structural Reform Will Transform Thailand to be the 1st World Country

Systemically Structural Reform

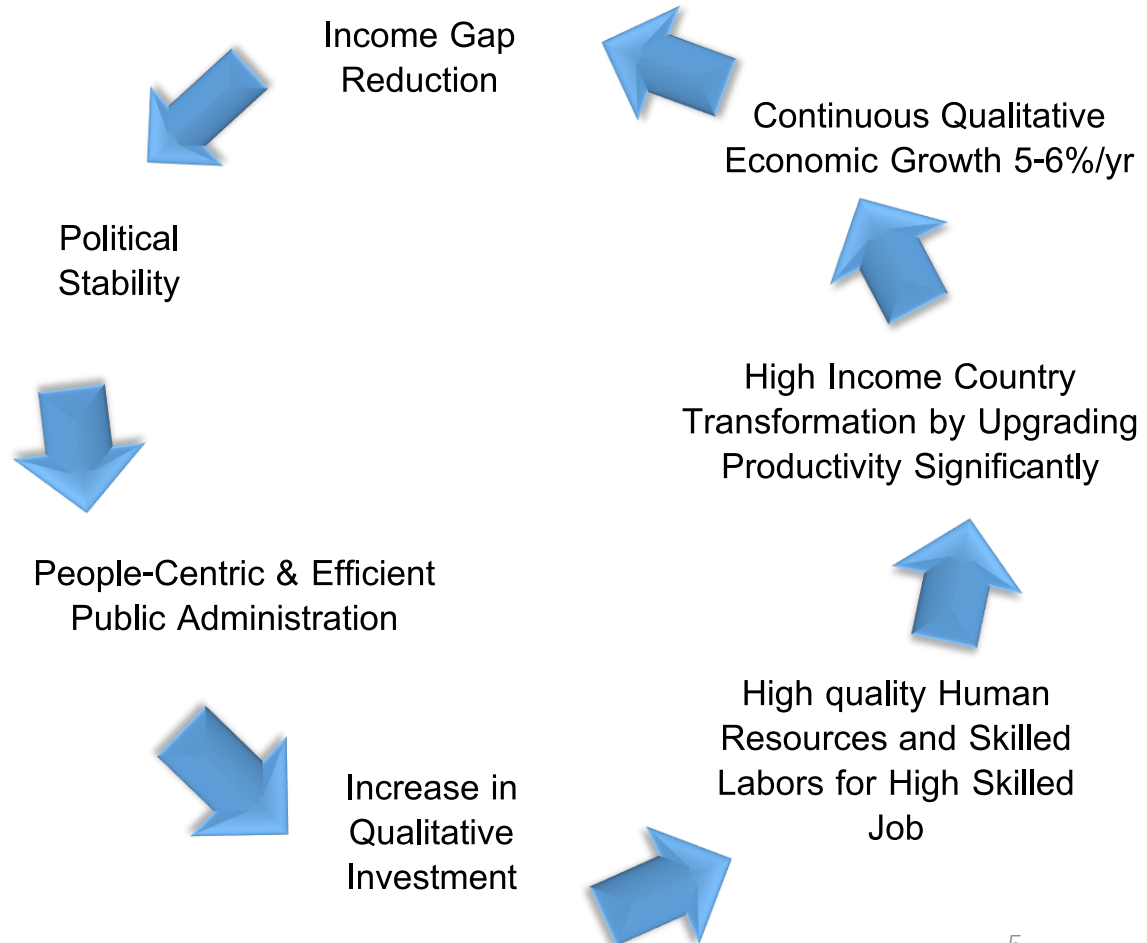
Overcome Inequality, Corruption, and Severe Conflict Trap

Unlock Vicious Cycle Trap of Thai Politics

Overcome Middle Income Trap

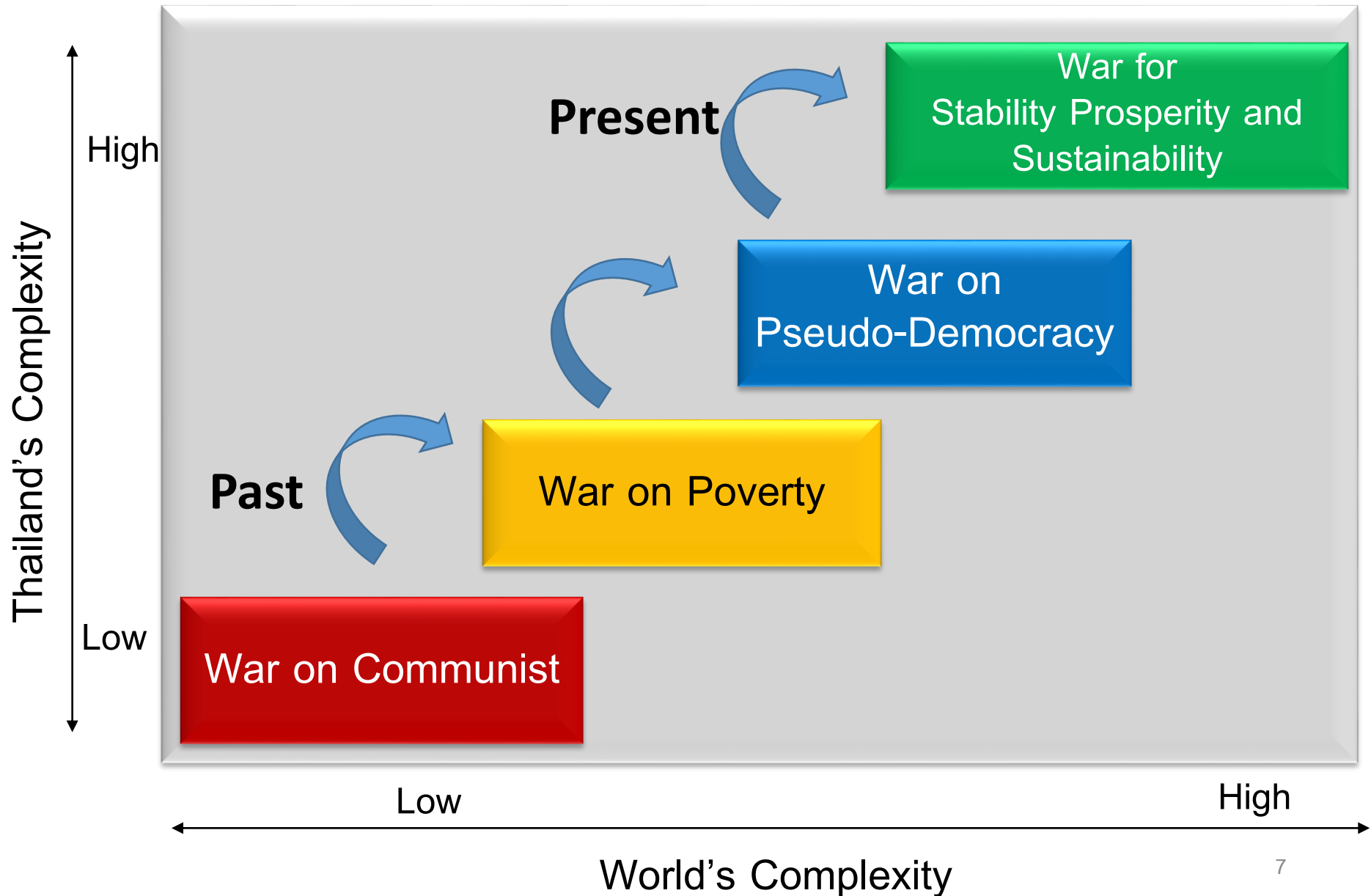
Overcome Human Capital Trap

To-Be-1st World Country Cycle



The Bridge for Thailand's Future

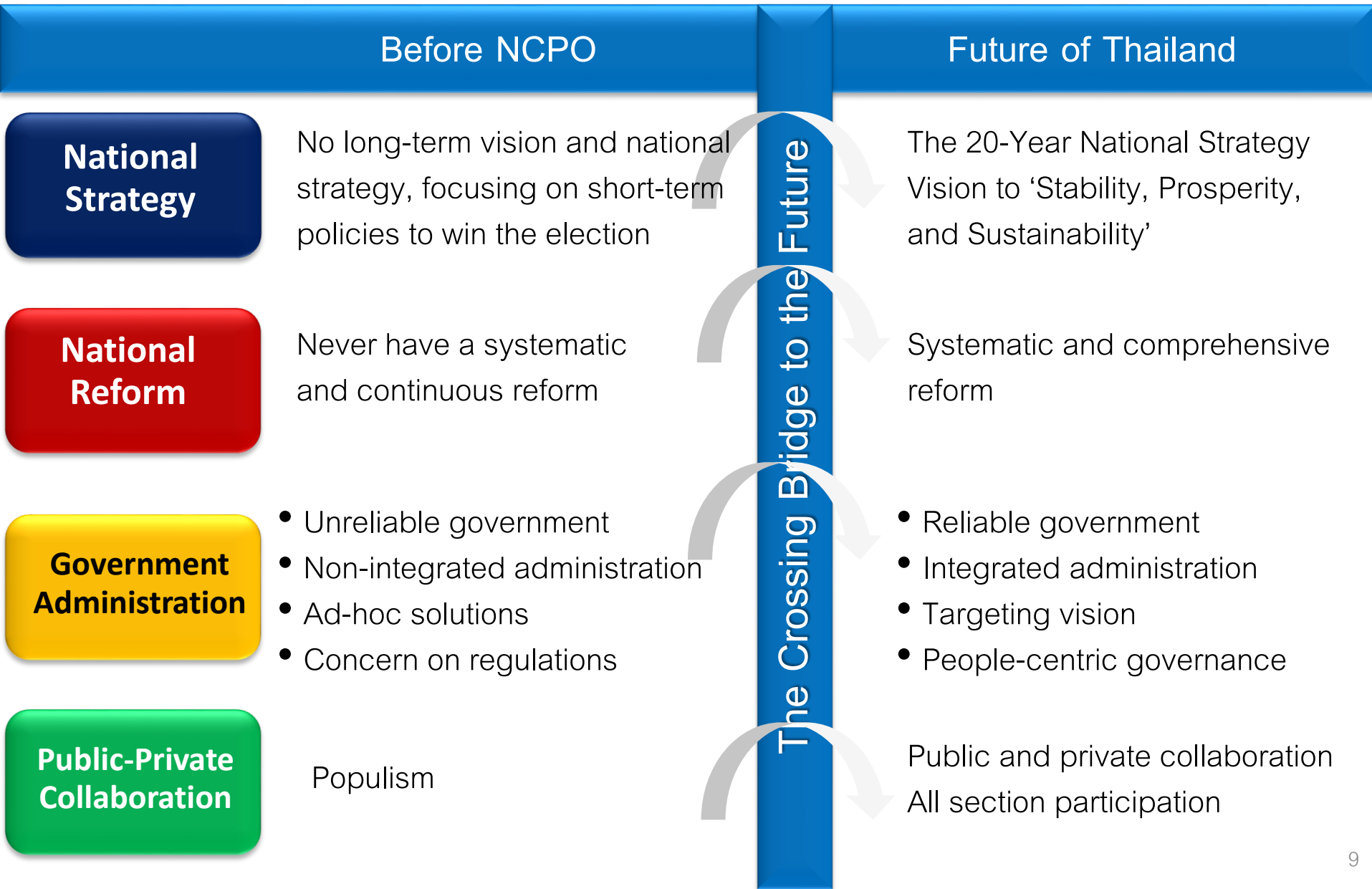
The Evolution of Thailand



Under the dynamic circumstances in the 21st century, Thailand will achieve its ultimate goal of being 'Stability, Prosperity, and Sustainability' if it could answer these 4 questions:

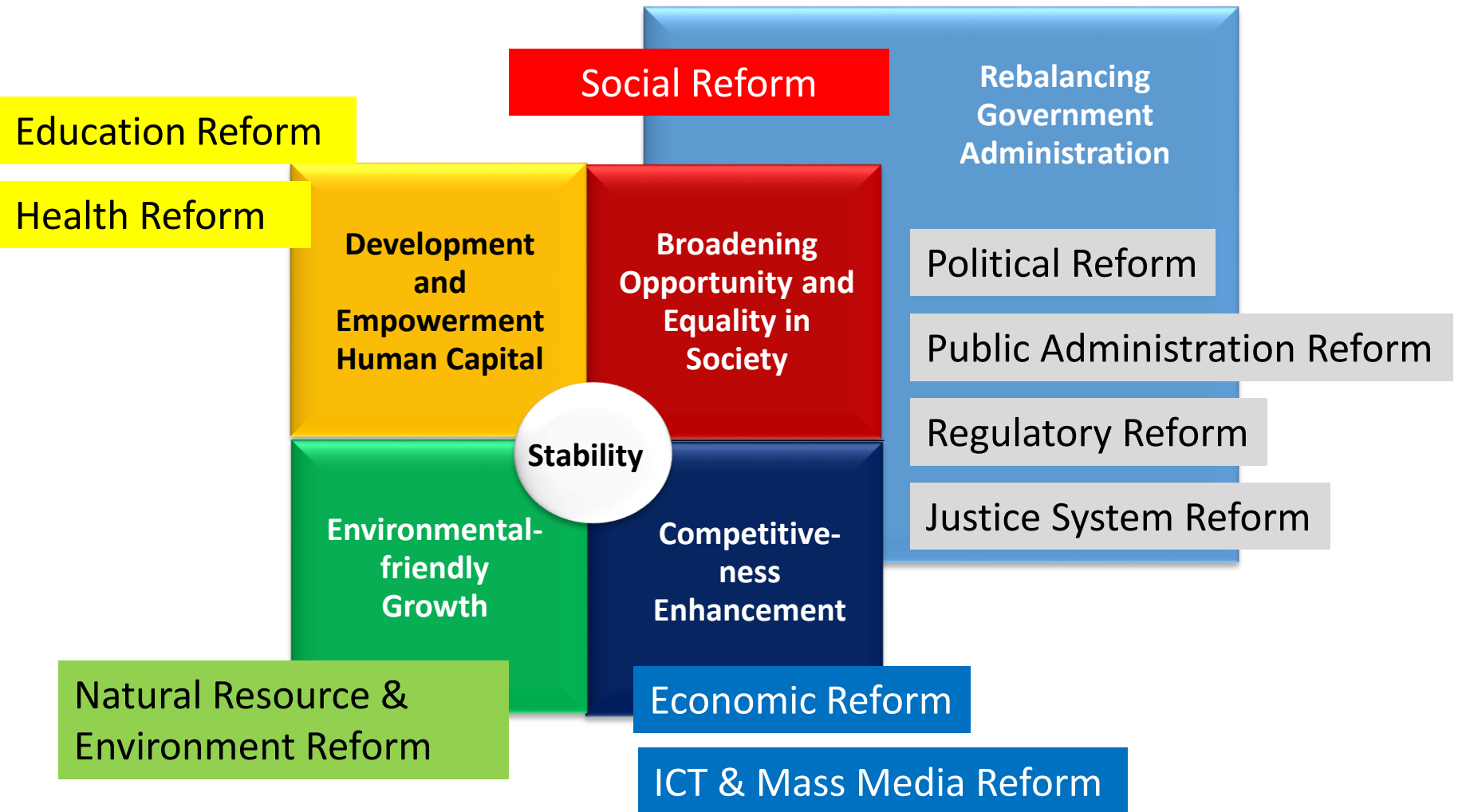


The Crossing Bridge to the Future

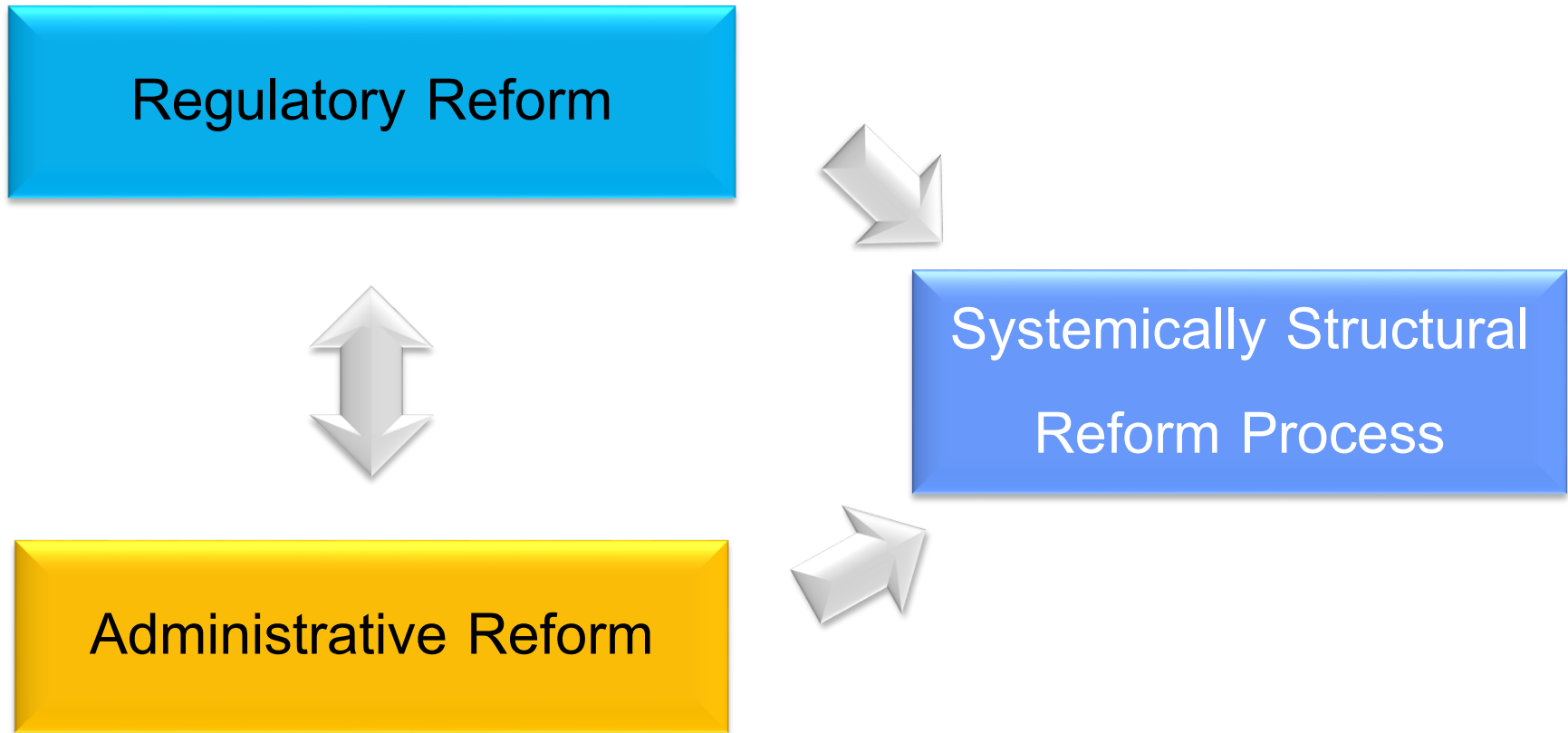


National Strategy and Reform

Linkage between the National Strategy and the Reform

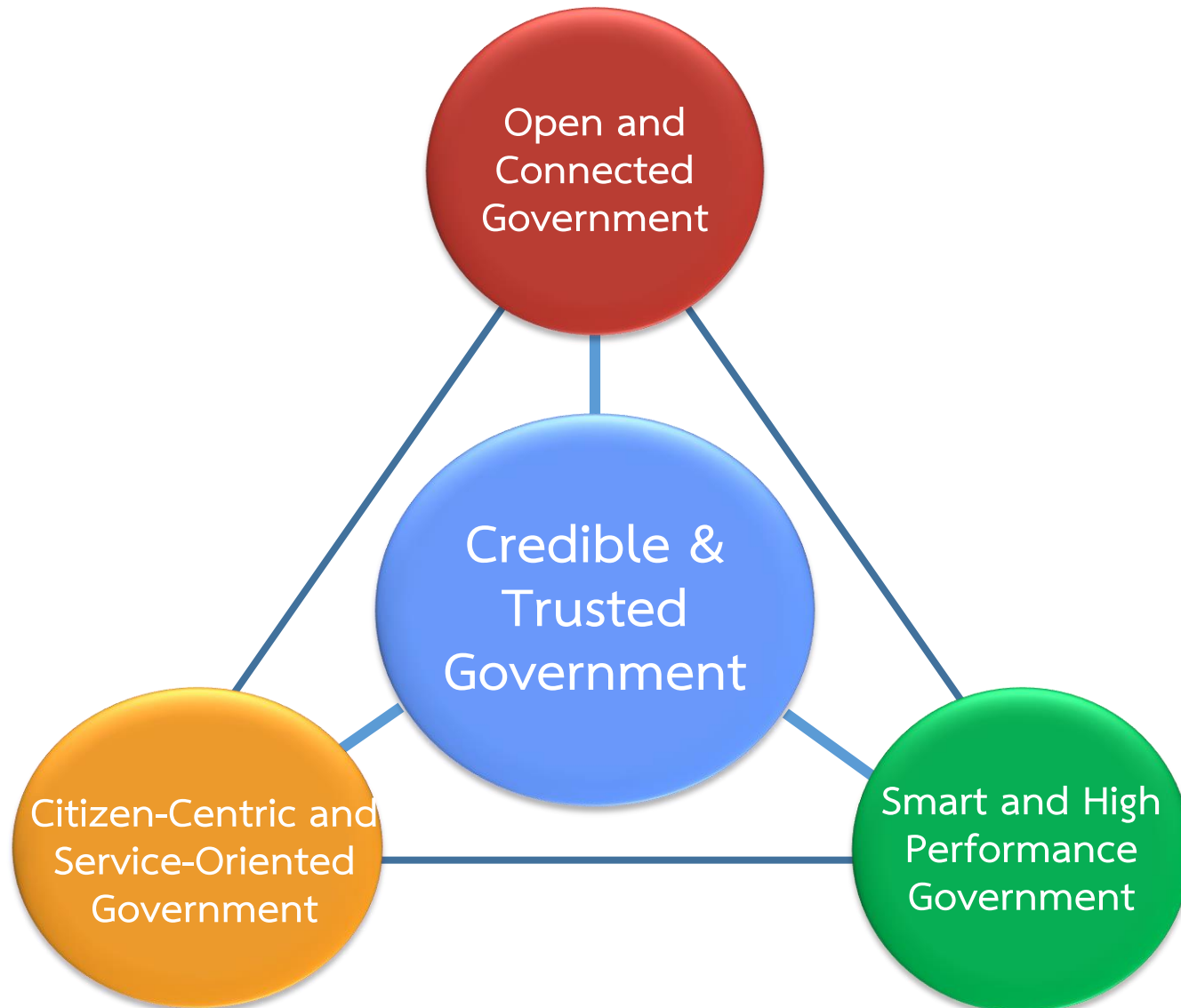


2 Major Reforms Driving Systemically Structural Reform Process



Administrative Reform...

Reform to Government 4.0 for creating Credible & Trusted Government



Citizen-Centric and Service-Oriented Government

Citizen-Centric and Service-Oriented Government

Government 3.0

- Standardized service delivery
- Office hours only
- Functional services
- On-demand services (re-active)
- Personal visit

Government 4.0

- Personalized service delivery
- On-call services
- Integrated service
- Pro-active services
- Multi/ Cross channel

Open and Connected Government

Government 3.0

- Open upon request/ Limited disclosure
- Agency-based data collection
- Public participation in information giving

Government 4.0

- Open by default/ Active disclosure/ Usability
- Data sharing across public agencies
- Public consultant and engagement
- Open & participatory decision making
- Public scrutiny

Open and
Connected
Government

Government 3.0

- Responsive /Daily work
- Expertise/ Specialist
- Limited policy deployment
- Experience based policy and decision making
- Cross agency co-operation
- Manual/ Semi electronics workflow process
- Office based operation
- Isolated/ Independent services

Government 4.0

- Operational excellence (real time capacity & quick response)
- Trans-disciplinary/ generalist
- Actionable policy solutions
- Data driven policy and decision making
- Strategic collaboration, alignment and integration
- End to end digitization of workflow process
- Virtualization
- Shared service

Smart and
High
Performance
Government

Responsive to Change Capacity

PM Labs

Implementation

Future Lab

- Future Scanning
- Scenario Planning
- Future Consultation

Policy Lab

- Policy Design
- Policy Testing
- Delivery Design

Gov. Lab

- Public Service Redesign
- Co-Creation Space and Experiment
- Strategize the rollout

PMDU

- Driving Change
- Monitoring
- Troubleshooting

- Public, Private, People
- Create awareness of future
 - Improve adaptability
 - Manage risks

Government

- Drive policies
- Enact laws and regulations
- Extend the result

Government Agencies

- Improve public services
- Assess citizen's satisfaction

Government Agencies

- Drive PM Agendas
- Inform and communicate the result to citizen

Future Lab



Future Scanning

- Trend Analysis
- Trend Monitoring
- Trend Projection
- Model and Simulation
- Consulting Experts
- Polling
- Delphi
- Brainstorming

Scenario Planning

- Weak Signal
- Driving Force
- Forecasting and Backcasting
- Future Wild Cards
- Scenario Building

Future Consultation

- Workshop
- Coaching
- Training
- Conferences
- Publications

Example

- Sweden: Council on the Future, Minister of the Futures
- Singapore: Centre for Strategic Futures
- Korea: Ministry of Science, ICT and Futures Planning
- UAE: Ministry of Cabinet Affairs and Future

Policy Lab



Policy Design

- Policy Design Workshop
- Behavioral Insights Workshop
- Prototyping

Policy Testing

- Policy Sandbox
- Pilot Projects
- Pilot Areas
- Model and Simulation

Delivery Design

- Mechanism Design
- Delivery Value Chain Mapping
- Delivery Partner Networking

Example

- UK: Cabinet Office Policy Lab, NESTA Innovation Lab
- Australia: Behavioural Insights Unit
- Canada: Innovation Hub, Privy Council Office, Change Lab, Employment and Social Development
- USA: OPM Innovation Lab, Public Policy Lab
- Denmark: MindLab

Gov. Lab



Public Service Redesign

- Design Thinking (Human-centered approach)
- Empathize with all stakeholders (eg. A day in the life of ordinary people)
 - Observe how citizen use public services
 - Interview people to learn about their pain points

Co-Creation Space and Experiment

- Create Innovative Space
- Collaborate for holistic outcomes
- Experiment to try ideas and test assumptions

Strategize the rollout:

- Public Service Reform
- Organization Reform
- Capacity Building (New Mindset and New Skillset)

Example

- Singapore: The Human Experience Lab, Public Service Division

PMDU



Driving Change

- Prioritize key agendas
- Provide depth analysis relating to agendas
- Design KPIs for change
- Collaborate with relating agencies to create public awareness

Monitoring

- Follow up key issue progress
- Evaluate the result of government action

Troubleshooting

- Investigate and identify key obstacles interrupting changes
- Coordinate with relating government agencies to solve problems

Example

- UK: Prime Minister's delivery Unit
- Malaysia: Performance Management Delivery Unit (PEMANDU)
- Australia: the Federal Government's Cabinet Implementation Unit