GUIDELINES OF COOPERATION TO DEVELOP THE ONLINE SUBPOENA SYSTEM FOR THE OPERATION OF PRISON AND DEPARTMENTS UNDER THE MINISTRY OF JUSTICE IN PHUKET

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Abstract - This research aims to be a guideline of cooperation to develop the online subpoena system for the operation of prison and departments under the Ministry of Justice in Phuket. To study the components of cooperation and guidelines for developing an online subpoena system. The qualitative research was conducted by 3 sets of interviewing. Using 2 types of data consist of primary data or in-depth interviews which are collected from the President of the Business Administration Program and Business Computer lecturer from Phuket Rajabhat University, the 2 participants of Phuket Provincial Authorities, and a professional academic on innovative strategies. The data collection technique was in-depth interviews. The results shown that, the development of an online subpoena system for the operation of prisons and departments under the Ministry of Justice can be achieved through cooperation among 4 departments. There are prisons, courts, police stations, and universities. Which rely the capability of system developers to collect and analyze data, increase operational efficiency as well as reduce redundant works. Therefore, increasing to develop information technology is necessary to operations. And, obtain the consistency with achieve objects of the government action plans and national strategies. Besides, the research found that, the essential factors to achieve develop the system are a systematic concept, changing, and management that responds to the needs of organization and emphasize the important of stakeholders.

Keywords - Online subpoena system, Information technology management, Qualitative research, Systematic concept

I. INTRODUCTION

The mission of Phuket prison is control and solves the behavior of prisoners. The prison aims develop organization to be human resource development and to solve, rehabilitate prisoners to be good citizen, healthy and good mental, not return to offended, obtain improve skills of legal occupations as well as ability to live in society as usual, by acceptance of society. Nowadays, the total number of prisoners in the Phuket prison is 2,582. The entire prisoners divided into 2,165 male prisoners and the 417 female prisoners. The number of prison officer approximately 120 officers. The operating system has involved organizations such as police stations, Court and prison. The issues of operating procedure are redundant, delay in the procedure of subpoena. Furthermore, unable to immediately forward the information to responsibility organization. These issues effect to decrease operate efficiency of officers, delay in process of judgment and affect to delay the final procedure of prison that is admission the new prisoners. [1]

Due to, the epidemic situation of the Coronavirus disease 2019 (COVID-19) is effect to living and changing of operation, inconvenience to communicate. Moreover, the Covid-19 situation often effect to communicate and coordinate among departments of the prison. Owing to, the originally of operating in process of judgment is not obvious. The telephone is the main technique to communicate. The issues of using the telephone are affect to delay and redundant in the operated. Therefore, these issues indicate the essential of information technology and recently information technology has more important role than previous times. Other essential factors are operating system development and improve knowledge, understanding and expertise pertaining to technology of staffs. So, the concept to adopt technology or innovation to enhance operating system of the Ministry of Justice is an approach to respond changing of internal and external organization. The concept begins from develop and install innovation system to connect among 3 organizations, there are police stations, Court and prison. The system has mentioned above would be assistant of staffs that involved in process of judgment. Also, the system has advantage to operating, to develop the process of judgment to be comprehensive convenience and secure. The developed system would increase efficiency and decrease the operating process of prison. Including, enhance convenience and rapid of operating among Court, police stations and involved organizations. Moreover, the system is increase precision of information, conserve time and expense. As well as, the system is sustainable to reduce redundant of operating. [2]

The objective is emphasized on develop the original operating process to support changing and abreast of the times by using interview. The interview, request opinions and self-learner from various sources able to adapt to operating, develop system consistent to require of organizations and can solve the remaining issues. Thus, this article is present aspect of

technology development to organization in the process of judgment (Court, police stations and prison). Due to, original operating system has no systematic operate in the process of subpoena. Prior the accused detention in the prison, operate is rather delay and redundant. So, the researchers interesting to study pertaining technology innovation toward the online subpoena system. This system would adapt to be systematic operating, convenience, rapid, reduce redundant operate between prison and involved organizations, reduce various operating process and increase operate efficiency of government organization in real time pursue status. [3]

II. RESEARCH OBJECTIVES

2.1. To study the component of cooperate to develop the online subpoena system for the operation of prison and departments under the Ministry of Justice in Phuket.
2.2. To study the approach of develop the online subpoena system for the operation of prison and departments under the Ministry of Justice in Phuket.
2.3. To be guideline of reduce documents storage space and convenience and increase rapid to searching documents

III. LITERATURE REVIEW

3.1. Conceptual and System Theory

System theory is theory that shown the overall of entire organization regarding duties relate to environment or open system by consider organization in system characteristic. This theory would analyze and solve the issues of entire organization system comprise in 4 sections There are (1) inputs are the input various sources to system, after that organization has duty to transform the sources with various approaches such as using technology or another definition is (2) Transformation Process is a technique to manage or activities format to receive (4) Outputs or result regarding to the objectives and finally (4) Feed Back is data relate to the result, realize on the strength and weakness in the organization lead to consideration to improve, further new concept to enhance procedure or process (Rajabhat Rajanagarindra University, n.d., page 16 - 26). Thus, system theory was adopted in the information system management development. The purposes are to manage government organizations by transformation information process, to change input to be output and information system management mechanism. Which is depend on feed back to take advantages in the analysis, verify output and improve input if have alternative in a part of system and continuous effect or chain of effects. [4]

Database Management System: DBMS is software that established for administrate to gain the most efficiency from information. The duty of this software is collected data in a database to be medium to connect between user and various programs in systematic. The capability of software is enhanced user to access database or various data processing, convenience and rapid. Another capability of the software is reduced redundant of database. In previous times, the data collection technique is not being as a data network. So, this technique is waste data storage space such as probably, an organization has several data files. Which each of relate files is kept in different place. Thus, this technique is inconvenience when director require check the data from officer. So, the officer would require from several files. This is a cause to create concept to collect various data files keep in the data center designate as the structure of database. This is establishing database management system. Which is require specific software in create and maintenance database. The software that user can apply or adapt to business by retrieve data to use in other software. The other software should create appropriate to the data. This database is essential duty to collect and record in a database, capability to share the data, reduce and show the difference of data, prevent various amend data, easy to examine that is the original data or amended data, increase the correction of data, convenience to search data. In addition, enhance secure of data such as prevent data losing or database destroy. [5]

3.2 Concept of government information management dimension

Recently, the information technology development was changed even in government and private sector, especially the society that emphasis on the important of knowledge and information, known as knowledge society. Which this case is effect to government need to improve by using information technology and provide public secure service to citizen, completely meet require of citizen and according to information system planning. The software is an important source of government organization because real and correct data, accurate, able to examine by bring technology to be a tool in develop the system. For citizen able to access data and meet require of citizen. But the disadvantages of create or develop complete government electronic system spend high budget and take time to prepare due to large database. The government service development through information technology system is thoroughly and equally available to citizen access the service and secure. The fundamental structure development and the government service development through this system known as Electronic Government (E-government). Which is increase efficiency of government operating is lead to establishing knowledge – based society. [6]

The adopting information technology and develop the system as mentioned spend high budget such as establishing data center payment, procure equipment server and system payment. These expense for

enhance and create efficiency management and continuity of service form government organization to citizen. Also, the necessity of operate according to the information technology and communication prototype planning of Thailand. Therefore, government established data information network plan and determine data connection standard including support transfer data between government according to national electronic government connecting framework or Thailand e-Government Interoperability Framework (TH e-GIF) of the Ministry of Digital Economy and Society select to use "Open Standard" to be accepted of international. [7]

The Open Standard is revealed detail technique standard which is important factor to available choices, do not strictly monopoly to system developer, able to expanding capability of system. Easy to connect with other organizations and activate appropriate development in connecting and enhance service between government and citizen according to continuity information technology planning.

IV. RESEARCH METHODOLOGY

This research is to study and examine innovation or technology development format to enhance operation efficiency between organizations under the Ministry of Justice. The authors were selected operating format involve to internet sources, university and cooperate toward the information system research development of government organizations. There are lists of searching sources as follow;

4.1. In-depth interview a lecturer of Rajabhat University, Phuket campus and the information system development professional officer. The purpose to interview is to create connection of conceptual framework of open system strategy and information sources from the cooperation format.

4.2. Interview and discuss 2 representatives' team of the Ministry of Justice department. This is aim to study the detail of sources in the element of operating organization and team.

4.3. Bring interview content to analysis, analytical thinking and consult an innovation strategy professional scholar. The consult for extract variable connects to the code in various levels, gather to be in the groups according to the same definition, to create the data present in a subject or important point.

4.4. The study through online and offline knowledge, then operating information and the information from various articles published via online. Including, researches relate to process of judgment. In this research, the researchers were collected and analyze the data in the duration not exceed 5 years past. The data collected by in-depth interview through open-end question, study information from documents related researches to refer in this research concept and write references in this research.

V. RESEARCH FINDINGS

Based on research findings indicate that organizations in the process of judgment insufficient development in the part of Information Technology system, deficient as expected. This is cause of documents redundant including process of transfer operating order that discrepancy in communicate between center of department, prison/correctional office and involved organizations. Furthermore, the prison has issue of prisoners over the prison but organization unable to allow officers to training in various courses. Refer to the issue of insufficient to operating; the online subpoena system innovation is essential because the capability of system would assist officers to access the data of subpoena together in 3 organizations. Then, able to connect in real time, reduce quantity of using papers, redundant process of operate and waste sources of staffs and expense in the utility dimension. Recently, these are the main issues of government. Which is affect to the final procedure is process of judgment. In part of prison, increase the efficiency of get new prisoners. The literature review and various concepts for established system theory in the figure 1:

Refer to figure 1: the relationship summarizes indicated that research findings and can create the structure of team to achieve innovation objectives consist to the factors support from government, determined policies of organizations, the role of university, component of team. The factors of international achievement and results that occurrence from cooperated between organizations. The support factors from government consist to: the concept of Thailand 4.0, the National Strategy 2018 – 2037, the National reform planning 11 dimensions and policies of the Department of corrections. These factors are affected to determine strategy of organization or prison. For the concept of innovation open system require establish database network system development in association of the Correction Office to improve skill of technology development dimension, innovation and staffs. Including gain advantages knowledge of external and internal by require the relationship with network partners and good university, continuity during project for cooperate to determine the structure of teamwork.

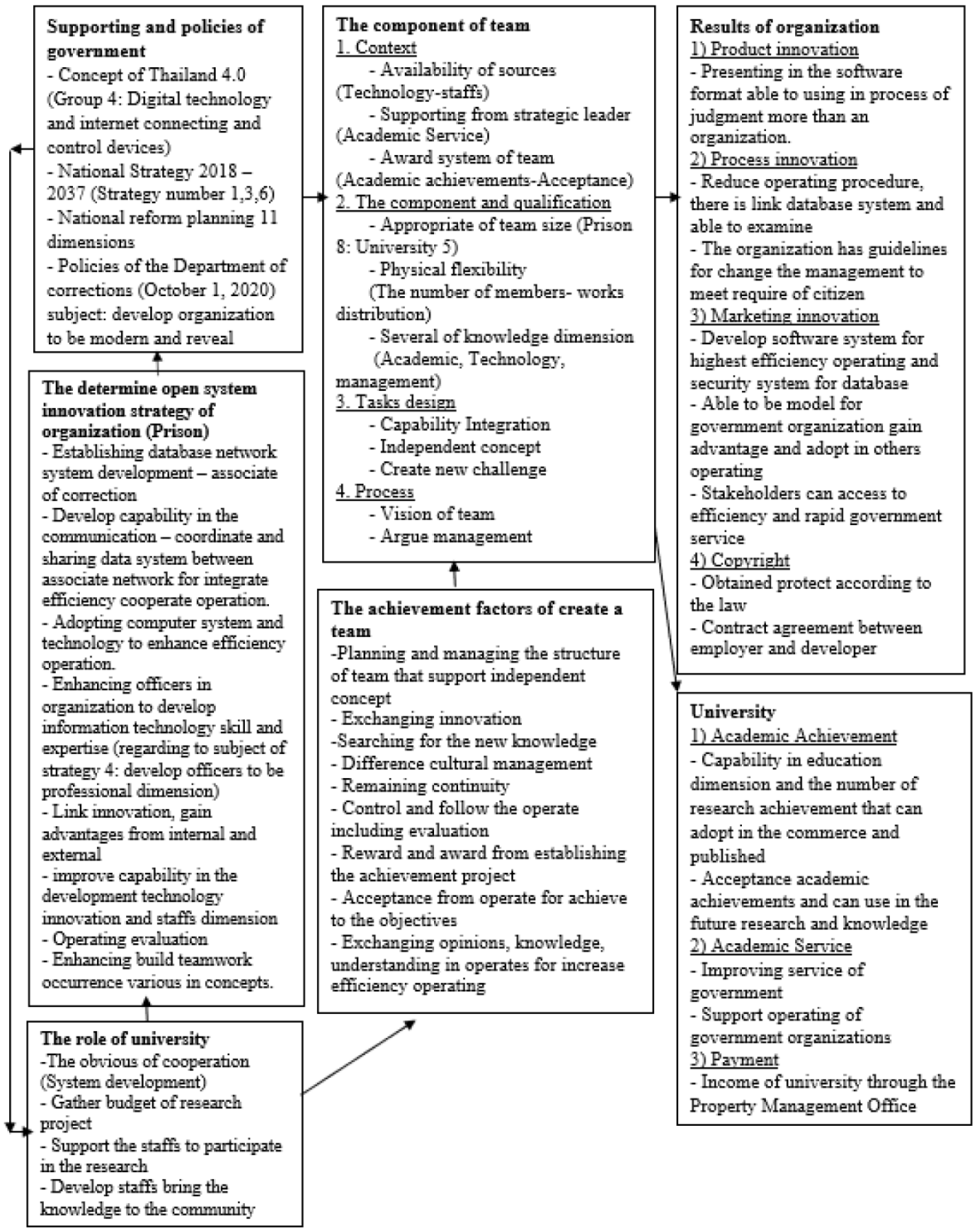


Figure 1: the guidelines of cooperation to develop the online subpoena system for the operation of prison and departments under the Ministry of Justice in Phuket

Refer to figure 1: The essential components of team are;

1. Various context of availability of sources, technology and staffs' dimension, supporting from strategic leader and Award system of team.
2. The component and qualification such as appropriate of team size, physical flexibility and several of knowledge dimension.
3. Tasks design through capability integration, independent concept and create new challenge.
4. Process that require using vision of team and argue management.

The other factors to achieve in international of team are planning and the structure of team management to support independent concept, exchange innovation, new knowledge findings, and the difference of cultural management. Remaining continuity, control and follow up the project including evaluate reward and award from create the project. Acceptance from achieve operated reach the objectives and exchange opinions, knowledge, understanding in the operated for increase efficiency operating. The other factors to achieve in international of team are planning and the structure of team management to support independent concept, exchange innovation, new knowledge findings, and the difference of cultural management. Remaining continuity, control and follow up the project including evaluate reward and award from create the project. Acceptance from operating to reach the objectives and exchanging opinions, knowledge, and understanding in operates for increase efficiency operating.

The results of operate in the team under the open system innovation strategy would create results in the innovation dimension of organizations are (1) Product innovation is software system with copyright that able to use in the process of judgment more than 1 organizations (2) Process innovation that able to reduce capital and create the consistency in originally operating that redundant and (3) Marketing innovation able to be model government organizations and gain advantages, stable to increase efficiency and rapid in operating. For the results of university have shown in academic achievement able to adopt in commerce, increase experiences and knowledge and provide academic service including payment for the system developer which is income of university.

VI. DISCUSSION

6.1. Concept of functional innovation development

Based on the in-depth interview, the majority of participants agree that; enhancing the technology skill dimension or Information Technology system, in the part of government the security of data and interview more to understand the internal operating system is important for develop to stable system, secure and meet require of users. The definition of user in this research is officers in the departments of the Ministry of Justice consist to: prison, police stations and Court. However, the essential factors to operate are cooperation among the 3 organizations, the important data such as subpoena and various operating. Including, the capability of system developer to collected data, analyze, develop the system and test system to be functional in the government organization. [8]

6.2 The results of develop the online subpoena system.

The results after collected and analyze data according to the system concept cooperating among organizations under the Ministry of Justice including prison, police stations, Court and institution, which is system developer to these organizations. The results indicate the advantages to several approaches are;

6.2.1 Product innovation: present in the software format able to use in the process of judgment more than an organization.

6.2.2 Processing innovation: the developed system able to reduce operating procedure. There is a database system able to link and examine. This is effect to changing concept of management that meet require of citizen and involved officers.

6.2.3 Marketing innovation: the procedure after developed the software system has capability in high efficiency operate and there is security system of database, can be model of government organization to widely use and gain advantages in operating. The stakeholders can efficiency and rapid to access government service.

6.2.4 Academic achievement: reflect capability in the education dimension and the numbers of research achievement have applied in commercial and published.

6.2.5 Academic service: is enhancing government service which is support operating of government organizations.

6.2.6 Payment for develops the system: the income of university through the Property Management Office.

6.3 The advantages and disadvantages of cooperate between institution and government

Based on analysis results and in-depth interview between institution and government indicate that in the part of prison, Court and police stations or known as government organizations. Which are these organizations being direct to use the online subpoena system. So, these organizations would take advantages pertaining connection and share related data gather to examine in the 3 organizations. This is cause to reduce procedure and operate duration including decrease budget in utility. In addition, prison is holding the system and owns the copyright in the online subpoena system, which is able to publish and make public relations to organizations within identical the ministry that work structure able to use in the system, and to develop further efficiency of organization. [9] But, the caution or consideration of government is amended and develop in the part of security of data, expense in develop the system and responsibility to supervising in this project. In the part of institution, which is an organization cooperate in create and develop the system to prison, able to bring the online subpoena to be academic achievement and increase prestige to university. [10] But the institution would consider and select

qualification of staffs that has capability involved to this project to cooperate operates in the online subpoena development. Including responsibility to collected data for analyze and create the system, also consider expense in cooperate budgets. [11]

VII. RECOMMENDATION

7.1 Research recommendation

7.1.1 To be guideline and information to develop, improve, amend and further operating in the part budget of subpoena.

7.1.2 To determine policies and subpoena management planning for efficiency and achievement to organization.

7.1.3 Organizations in the ministry level should emphasis and support integrate cooperate operating of departments with departments.

7.2 Recommendation for future research

7.2.1 Should thoroughly study in entire operating process of the 3 organizations (Court, police stations and prison).

7.2.2 Should study efficiency operating of Court, police stations and prison officers in Phuket province.

7.2.3 Should use various collection techniques such as questionnaire, in-depth interview and focus group.

7.2.4 Should study more toward operating system of other government organizations to adopt in future research and several works of government.

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