



Certificate of Approval

Assessment Report on Public Service Innovation

For the Local Administrative Organization with Good Governance Award 2024

Ref. No. 67.25/R.490

Name of Local Government: *Khon Kaen Municipality, Mueang District, Khon Kaen Province*

Innovation Project: *Innovation on Prevention and Assistance for Children at Risk of Dropping Out of the Education System*

Award Classification: *Outstanding*

Project Overview

The project titled "Innovation on Prevention and Assistance for Children at Risk of Dropping Out of the Education System," initiated by Khon Kaen Municipality, represents a comprehensive and context-sensitive approach to mitigating educational disparities among children facing learning difficulties. Situated in Mueang District, Khon Kaen Province, this innovation addresses critical challenges emerging from socio-economic transformations, inadequate access to mental health services, and the influence of modern digital environments on child development.

The primary objective of the project is to establish an inclusive, interdisciplinary, and sustainable support system tailored to the needs of children at risk of educational exclusion. This is achieved through collaborative engagement among teachers, parents, and healthcare professionals, with a particular emphasis on early identification, timely intervention, and sustained follow-up mechanisms. Central to the initiative is the deployment of "Application Care," a municipally developed digital platform designed to screen, monitor, and coordinate care for students across all educational levels. This tool replaces previous systems that were less adaptable to local needs and lacked continuity in follow-up care.

Key components of the project include capacity-building workshops for educators, systematic behavioral screenings using technology, direct school-based medical assessments, structured home visitation programs, and the establishment of teacher-parent communication networks via digital platforms such as LINE. These efforts collectively ensure that children with special needs receive timely and appropriate interventions within familiar environments, thereby reducing stigma, promoting inclusive learning, and enhancing developmental outcomes.

The innovation demonstrates not only measurable success in reducing dropout risks but also exemplifies Khon Kaen Municipality's commitment to good governance, community-centered development, and sustainable public service innovation. The initiative aligns with

the municipality's vision of creating a happy and globally connected society by fostering educational equity, strengthening local capacity, and promoting cross-sector collaboration. As a model of localized innovation with high replicability, this project offers significant potential for broader application within Thailand and comparable regional contexts.

Assessment Results

Thammasat University, as the designated assessor for the public service innovation evaluation, has conducted a comprehensive assessment of Khon Kaen Municipality in accordance with the established Key Performance Indicators (KPIs) for innovation projects. The results of the assessment are as follows:

No.	KPIs	Assessment Results
1	Relevance of the Innovation to Local Issues and Its Adaptive Capacity to Changing Circumstances	<i>Excellent</i>
2	Level of Innovation in the Project	<i>Excellent</i>
3	Implementation Process of the Local Innovation Project	<i>Excellent</i>
4	Impact of the Local Innovation Project	<i>Good</i>
5	Sustainability and Replicability of the Innovation	<i>Good</i>

Based on the findings outlined above, Thammasat University hereby certifies that Khon Kaen Municipality has achieved an assessment rating of *Excellent* in recognition of its outstanding performance in innovative public service delivery.

To further strengthen the innovation project, it is recommended that Khon Kaen Municipality continue to enhance the clarity and concreteness of project implementation. Emphasis should be placed on presenting vibrant, measurable outcomes and demonstrable impacts to support long-term sustainability and potential replication.

Criteria	
Score Range	Performance Level
33 – 40	Excellent
25 – 32	Good
17 – 24	Fair
9 – 16	Poor
0 – 8	Very Poor



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Appendix

Scope and Method of Assessment

The primary objective of the assessment is to encourage Local Administrative Organizations to develop and enhance the efficiency of local governance based on the principles of good governance. It also aims to improve the quality and professionalism of public service delivery and promote the creation of innovative solutions that address local community challenges, thereby contributing to sustainable local development.

Following the official registration of an Local Administrative Organizations for the Local Administrative Organization with Good Governance Award 2024, the assessment committee conducts on-site evaluations at each participating organization. The assessment is based on tangible evidence, including official documentation and focus group discussions with relevant stakeholders such as executives, administrative personnel, community network representatives, and local residents involved in the innovation project. Each assessment session is conducted within a time frame not exceeding two hours.

Criteria of Assessment Indicators for Innovation Projects

The evaluation of local public service innovations is guided by five key performance indicators (KPIs), which serve as the framework for assessing the quality, relevance, and sustainability of each innovation initiative:

1. **Relevance of the Innovation to Local Issues and Its Adaptive Capacity to Changing Circumstances.** This indicator assesses the extent to which the innovation aligns with the local community's specific challenges. It also considers how well the innovation integrates into the Local Administrative Organizations's policies, strategies, or development plans. Successful innovations are expected to stem from a solid foundation of community needs assessments, social research, and the establishment of local databases. Furthermore, they must include clear systems and actionable strategies that are contextually appropriate and responsive to changing conditions.
2. **Level of Innovation in the Project.** This criterion evaluates the degree of novelty and ingenuity embedded in the local innovation. The evaluation considers four distinct characteristics of local innovation.
 - ***Incremental Innovation*** Improvements or enhancements to existing systems using community resources, indigenous knowledge, or social capital that benefit the local community.
 - ***Adapted Innovation*** The introduction of new ideas or methods adapted to local ways of life, thereby modernizing the community without eroding its identity or cultural values.
 - ***Technology-Integrated Innovation*** The application or adaptation of new tools, technologies, or digital systems to enhance existing local mechanisms. This includes leveraging such systems in ways that directly benefit community members and target groups.
 - ***Groundbreaking Innovation*** The development of entirely novel innovations not previously implemented anywhere, delivering

significant benefits to local residents and demonstrating original problem-solving capacity.

3. **Implementation Process of the Local Innovation Project.** This indicator evaluates the mechanisms and systems established by the Local Administrative Organizations to drive innovation. It encompasses the use of data systems to guide decision-making, methods of implementation, capacity-building for innovation-driving stakeholders, and the design of monitoring and evaluation mechanisms to track project progress and development outcomes.
4. **Impact of the Local Innovation Project.** This criterion assesses whether the innovation achieves its intended goals and developmental targets. It includes the analysis of developmental outcomes, the responsiveness of the innovation to community needs, and the levels of satisfaction among beneficiaries. Emphasis is placed on evaluating the extent to which the innovation contributes to local development and benefits the intended populations.
5. **Sustainability and Replicability of the Innovation.** This indicator considers the long-term viability of the innovation. Sustainable innovations are characterized by strong community ownership, locally driven implementation, and clear potential for scaling and replication in other contexts. The innovation should demonstrate the ability to evolve over time and continue delivering benefits to the community.