# Artificial Intelligence and Thai Government's Adaptation to the Future of Social Work

Dr.Boonton Dockthaisong[1*], Dr.Boonruen Thongthip[2], Dr.Chamnan Songsittikul[3], Dr.Ekachai Chamnina[4]

*[1] Lecturer, The Faculty of Political Science and Public Administration Mahachulalongkornrajavidyalaya University, Wang Noi District, Phra Nakhon Si Ayutthaya Province, Thailand*
*[2] Lecturer, Faculty of Arts Phanomwan College of Technology, Muang Nakhon Ratchasima District, Nakhon Ratchasima Province, Thailand*
*E-mail: [1]boonton.dock@gmail.com*

**Abstract**

The objectives of this research were: 1. To study the problems of Thai government's adaptation to society in the future; 2. To analyze Thai government's adaptation by using artificial intelligence to be effective; and 3. Find out the approaches from Artificial Intelligence and Thai Government's Adaptation and Future Work towards Society. It is a qualitative research Collect data from documents and interviews with 10 qualified persons use an online interview method, and use the data obtained to analyze the descriptive content The results showed that; (1) The Adaptation to transform government agencies into digital governments It is an idea to promote the adoption of digital to support the digital economy and society. The reforms range from infrastructure development, innovation, data, human capital and other resources. Prosperity leading to stability in the country's economic and social development according to government policies. (2) The Artificial Intelligence, State-of-the-art technology that can deal with problems that are too complex for humans to handle. It's also a great tool to do tedious tasks for humans. This allows us to focus on what is important and create added value. In addition, the adoption of artificial intelligence in management can significantly reduce costs and increase profits, and (3) Thai government's approach to adopting AI is development and improve the quality of government services participation of citizens and stakeholders and operations that reduce losses and improve results.

**Keywords**— Adaptation Artificial Intelligence Thai government's The future of social work

## I. INTRODUCTION

Over the past 20 years, Thai governments has developed and transformed the existing public administration into an alternative public approach and a new kind of public management. The government did not act alone, however, with widespread support for people. But also, Digital technology plays an important role in almost every aspect of human life. The Public communication and interactions depend on Internet information. The development of modern information and communication technology The digital society is changing faster than ever. The use of modern information and communication technology is very important in modern Thai government administration. As a result, many governments around the world are reforming their administration to keep up with these changes. And D-government and digital governments are increasing efficiency. They increase access to government services support public participation making government agencies more accountable to their citizens, It also increases transparency when digital technology is introduced into government operations. D-government or D-government is a modern method of public administration that uses

information and communication technology. It is used to optimize government operations that provide public services to Internet citizens, businesses, and other government entities. This process brings people closer to the government. What we get is good governance and transparency. Government process due to disclosure of information, people can come to check at any time. Therefore, it is expected that this will eventually bring down the level of corruption. Reducing corruption in operations, Government reform in the digital age, has become a key strategy for enhancing global competitiveness. D-government assessment/development tools It was developed to promote economic development and solve social problems. One of them was created by the Public Economy and Administration of the Government of Thailand. Assess the development of D-government in United Nations member countries. (Dockthaisong B. 2022).

To understand the current state of D-government development in various issues. The success or failure of an D-government development will be measured and evaluated. The additional development guidelines, especially the level of D-government and factors affecting its success. But measuring and evaluating the level of D-government is also being assessed. However, the presentation of D-government approaches to measurement and evaluation remains a complex issue. Because these measurements and assessments are more complex than government-specific technological performance measurements and assessments. (MikhayLov, Stava Jankin et al. 2020). Measuring and evaluating these issues is also important for understanding the national context. This is because the development of D-government can depend on contexts such as economic and political dimensions. Thailand is therefore one of the countries that has developed D-government continuously. However, few studies have been done on D-government measurement and evaluation, and especially It can be seen as a study on the development of D-government in government

agencies, enterprises and public institutions. The focus is on the emergence of D-government in relation to the website, however, the study of data, databases and factors influencing the development of D-government is not related to other dimensions such as the importance of D-government and leads to critical research questions, what indicators should be used to assess the level of D-government suitable for Thailand's development and how will these indicators measure the effect of D-government in Thailand and how to develop D-government research on this topic is difficult and complex. But it can support D-government measurement or the acquisition of metrics. It is used as a policy tool that reflects the development status and development guidelines to further strengthen Thailand's D-government. (Schawbel, Dan. 2019).

Therefore, the researcher is interested in studying Artificial Intelligence and the Thai Government's Adaptation to the Future of Social Work This research aims to study the problem of adaptation of the Thai government to society in the future. The analysis the adjustments of the Thai government by using artificial intelligence to be effective and find ways from artificial intelligence and the adaptation of the Thai government and future work to society. It will take some time to promote D-government in Thailand. The quality of D-government has declined. The development of D-government in Thailand has many policies. The including promoting and supporting public relations in specific fields such as human resource development, but it does not appear in other dimensions of D-government development. It covers and maintains the entire system in a concrete manner, and the development of D-government indicators can specify two dimensions for D-government measurements, which are handled in the first dimension. The which qualitative dimension of D-government and the second dimension The dimensions of the process leading to the development of D-government and the contextual variables that make up the political and economic context.

## II. RESEARCH OBJECTIVES

1. To study the problems of Thai government's adaptation to society in the future.

2. To analyze Thai government's adaptation by using artificial intelligence to be effective.

3. Find out the approaches from Artificial Intelligence and Thai Government's Adaptation and Future Work towards Society.

## III. METHOD OF RESEARCH

This research, the research team reviewed the literature on artificial intelligence and the Thai government's adaptation to the future of social work. have studied the relevant documents including as D-government, artificial intelligence in government services, new public management, artificial intelligence master plan. National for the Development of Thailand and other important information such as documents, textbooks and online media related to research Find this relevant information from online libraries, online textbooks, online books, online journal, can view without secrets, etc. Processing period: 9 months from Nov 2021 - Apr 2022.

## IV. RESEARCH TOOLS

This research studies artificial intelligence and the Thai government's adaptation to the future of social work. The researcher studied the data from the document analysis to find out the facts. This is described phenomena that appear in the present as they really are by collecting information, articles, textbooks, journals, online media and research in all areas and adjusting the information received to obtain clear and diverse answers and facts (Shang, G.D. 2002).
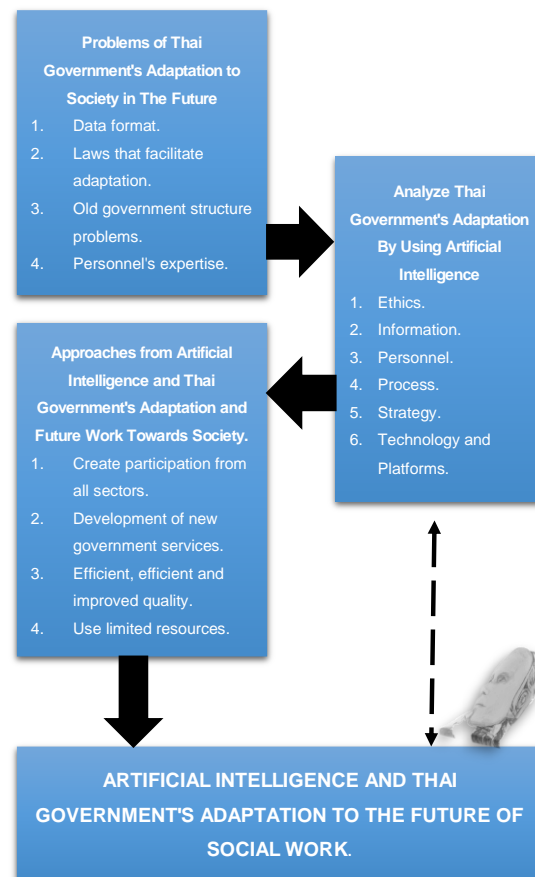
## V. DATA ANALYSIS

The researchers analyzed data from secondary-level documents in accordance with Scott's guidelines. The criteria for selecting relevant documents consisted of: Accuracy, i.e., documents from reliable sources; It has to be accurate, complete, consistent with the context of the situation that occurred during the publication period; It is reliable, i.e., the document is free from errors and misrepresentation; Can show details instead of documents of the same type. The details can be representative of the sample population, and the meaning is clear, i.e., it is a document that is easily understood, clear, consistent with the objectives and significance of the research. (Scott, J. 1990).

## VI. RESEARCH FRAMEWORK

From concepts and research on Artificial Intelligence and Thai Government's Adaptation to The Future of Social Work. The conceptual framework of the research is shown in Figure 1.



**Problems of Thai Government's Adaptation to Society in The Future**
1. Data format.
2. Laws that facilitate adaptation.
3. Old government structure problems.
4. Personnel's expertise.

**Analyze Thai Government's Adaptation By Using Artificial Intelligence**
1. Ethics.
2. Information.
3. Personnel.
4. Process.
5. Strategy.
6. Technology and Platforms.

**Approaches from Artificial Intelligence and Thai Government's Adaptation and Future Work Towards Society.**
1. Create participation from all sectors.
2. Development of new government services.
3. Efficient, efficient and improved quality.
4. Use limited resources.

**ARTIFICIAL INTELLIGENCE AND THAI GOVERNMENT'S ADAPTATION TO THE FUTURE OF SOCIAL WORK.**

**Figure 1 Research Conceptual Framework**

## VII. RESEARCH RESULTS

Artificial Intelligence and Thai Government's Adaptation to The Future of Social Work, the researcher received the study results according to the following objectives:

**The objectives of this study were 1) to study the problems of Thai government's adaptation to society in the future. The results of the research revealed that;** The Thai government can step into a digital government, there are many main factors that support many aspects. But such factors still face

different problems. As the world begins to step into the digital technology era, a paradigm shift in all sectors has occurred, especially the Thai government that has started to focus on the development and adoption of digital technology as an important tool for driving and developing. In the country, Therefore, those problems must be solved together in order for the digital government to be realized in the transition phase of the Thai government to a digital government. Here, we will identify the main factors that support the Thai government in becoming a digital government, along with the solution to all 4 problems. This research team studied the relevant documents and analyzed them; The following findings were;

1. Data format; The Thai government must develop a Big Data system to be able to use data from every possible source, and analyze it to get the results you want. This allows them to understand more consumers, reduce costs, lead time, and can make more accurate decisions It consists of 4 characteristics or 4Vs: Volume is the size of the collected data. There is a large amount of information, This can be both Online and Offline. Velocity means that information changes rapidly. Streaming data is transmitted, making manual data analysis limited, can be both structured and information that cannot be captured in a format. Veracity is information that has not yet been processed into the form of information that is useful to the organization. For Big Data model, usage behavioral data such as server log, click behavior, ATM usage data, etc. Photos, videos, images such as google street view photos, medical photos, handwriting, cheap audio data, recorded, etc., written messages such as text messages, tweeted messages, content on the website, etc., records such as medical data, large survey data, tax information, etc., and measurements such as temperature data, body, Measure acceleration, geographic data, etc.

2. Laws that facilitate adaptation; The Legislation to assign special status to Artificial intelligence also needs to examine the necessity of enacting laws and the impact of legislation in accordance with Article 77 of the Constitution

of the Kingdom of Thailand. Has come to play a greater role in society. These Problems that artificial intelligence will cause damage will have to occur that is difficult to avoid. The issue of who is legally liable must consider the definition of artificial intelligence that in law artificial intelligence classified in what type. If it is consistent with the type that the law provides for liability, such as the liability of the machine. Dangerous Property Liability for unsafe goods can bring the law on that matter to be enforced. But if in the future ASEAN has led artificial intelligence developed to the extent that artificial intelligence. They can have their own rights, duties and liabilities. ASEAN Member States may need to consider enacting special legislation to establish a new legal status for artificial intelligence in the future.

3. Old government structure problems; The process of making an artificial intelligence policy is a complex process. In detail, there really are no fixed rules. Depending on the problem condition, this may depend on the specific context of an area, and environmental factors, both economically, socially and politically; participation and attitudes of stakeholders in the policy and throughout the policy process. Therefore, it is not easy for Artificial Intelligence policies and Artificial Intelligence policy processes to be sustainable. They include a lack of systematic view of Artificial Intelligence policy driving, a lack of integrated planning and implementation, that is, a lack of tools and capacity for planning and implementation. Driven integrated across issues lack of international cooperation in managing the sustainability impacts that one country creates in another and lack of sincerity in dealing with the negative impacts of the policy, lack of participation, especially at the local level, i.e. ownership from various sectors and there is no mechanism to facilitate cooperation in real driving, For non-government and local sectors, lack of information systems monitoring of indicators that are effective, timely and involved in the monitoring of civil society; and, lack of integration of sustainable development

principles and considerations in connection with/related to other policies.

4. Personnel's expertise; Nowadays, government agencies are increasingly adopting digital technology. But compared to the private sector, it is quite slow due to the expertise of government personnel, causing the people to not be convenient, and the efficiency is not as good as they should be the opening of government artificial intelligence centers to support and empower government agencies to provide public services through digital channels. The Government data use and work are managed to ensure consistent and secure connections. They facilitate people to access government services more easily including encouraging the disclosure of government information to the public in order to use the information for the development of various technologies including creating participation of all sectors driving an ecosystem of innovations in Gov Tech, especially the application of Artificial Intelligence technology to government jobs to provide services to government agencies and people. They both analyze data such as financial and fiscal information, budget expenditure information, and procurement information, or credit assessment Anti-Fraud Detection Effectiveness. Therefore, the readiness of the government agencies has not integrated as many interconnected government information systems as they should. Therefore, it is difficult to share information between government agencies. The Government agencies continue to store redundant data. Therefore, people still have to submit the same information repeatedly according to the conditions for receiving information that are different from each government agency. The data still lacks unity. This results in a long service time and high-cost burden, which does not create added value for both government agencies and the public. The main obstacles to integrating government information systems are Lack of integration across government agencies, each government agency has different storage conditions and guidelines for naming data items. The structure and format of electronic data is designed based on different data item names. The use of communication rules in request and response between different systems. This makes the integration of government agencies difficult to connect.

**The objectives of this study were 2) to analyze Thai government's adaptation by using artificial intelligence to be effective. The results of the research revealed that;** Transformation of the Thai government to a digital government, sectors must analyze the Thai government's adaptation by using artificial intelligence to be effective and formulate policies and scope for digital technology development that are broader than information and communication technology, with people-centered considerations, having a clear scope of Public Sector Service, and having leadership in digital government Personal data protection is taken care of, and disclosure along with creating Public Sector Innovation, creating internationalization for the digital government. There is a large investment in information and communication technology infrastructure, along with the development of digital technology capabilities as a mechanism for transforming policy into action. What needs to be accelerated is the Learning Society, along with the Learning Government, to create a true Knowledge Intensive Workforce. This research team studied the relevant documents and analyzed them; The following findings were;

1. Ethics; Thai society still has digital inequality at both the individual and organizational levels. Practice guidelines for the development of artificial intelligence that take into account the social context, to maintain the growth and development opportunities of Thailand and to prevent errors in both bias, unfairness and ethics, including to serve as a guideline for researchers. The development designer and service providers in the development of artificial intelligence technology with transparency, reliability and security, including making artificial intelligence able to live in harmony with Thai society. This will result in Thailand being able to develop the economy

and society to progress steadily on the basis of social responsibility. They include promoting the development and application of artificial intelligence, ethical.

2. Information; Readiness Index 2019, Thailand was ranked 56th out of 196 countries based on the government's Artificial Intelligence Readiness Index in four key sectors: Governance, Infrastructure and Information, Artificial Intelligence Skills and Education. The Government assessment and public services are lower, although in 2020, Thailand will be ranked 60th as countries are becoming more active in preparing Readiness for more artificial intelligence As for the Thai government itself, there is still a need for a concrete national strategy on artificial intelligence. The establishment of a unit with expertise in technology and innovation in Artificial intelligence to drive and apply in government agencies. It is therefore an important role for Digital Government Development Agency Public Organization.

3. Personnel; Improving the management of the agency is one way to control manpower, and if there is good management in addition to having enough power lt may increase the efficiency of operations as well, such as reducing redundant tasks within the agency, and the assignment of the main responsible person for the task that need to be integrated teamwork, Implementation of information technology systems. The use of digital and Internet technologies in operations can greatly reduce the time and process of the operation, for the development of personnel to have knowledge Skills and competences consist of (1) The working in a coherent manner, there is integration and awareness of shared responsibility Alignment and Accountability, (2) The knowledge and skills in transforming government to digital government, (3) The innovation and creativity, and (4) The building alliances and synergies.

4. Process; Developing Thailand as a Leader in Artificial Intelligence by creating and collecting their own data. The process must be established without letting the information of Thai people fall into the hands of foreign companies, or other countries which is very important and requires cooperation from all sectors In particular, the government should clearly define the policy guidelines for artificial intelligence. The well as providing support in areas such as the necessary infrastructure and information that can be linked to lead to the creation of various platforms owned by Thailand and reduce dependence on foreign platforms that will cause the leakage of information from Thai people to foreigners.

5. Strategy; Government sector artificial intelligence strategy formulation careful consideration should be given to the adoption of transformative artificial intelligence technologies. It also encourages civil servants to be knowledgeable about information and to use new artificial intelligence technologies. It also breaks down the dividing wall between policymakers and artificial intelligence technologists. From now on, every department and every level of the agency must turn to cooperate and work together continuously, and a focus on ethnic diversity and gender will be critically needed both as a means to prevent biased data generation and to improve databases leading to diversity-driven innovation.

6. Technology and Platforms; National Electronics and Computer Technology Center, as a working group and joint secretary, said that the objective of the Thailand Artificial Intelligence Master Plan is to develop people, develop technology. The economic development and develop society and the environment Pilot in 3 target groups, namely medical and health Agriculture and food and in terms of use and government services Through a strategy of 5 areas, namely the country's preparation in the social, ethical, legal and regulatory aspects for the application of artificial intelligence, the development of artificial intelligence infrastructure and support systems for sustainable development such as the Cloud, HPC, Artificial Intelligence Service Platform, Human Resource Empowerment and Artificial Intelligence Education Development, Personnel Capacity Building and Artificial

Intelligence Education Development and, promoting the application of artificial intelligence technology in the public and private sectors. There has been a platform that responds to the aforementioned strategy since 2019, that is, Artificial Intelligence for Thai, a platform to provide artificial intelligence services of Thai nationality.

Therefore, Strategy to enhance efficiency of the Thai government, which requires Ethics, Information, Personnel, Process, Strategy, and Technology and Platforms, to be defined as the main objectives for integrating and enhancing the efficiency of government operations for convenience and speed. They transparent through the linkage of the system from various departments and used in management in the future when the operation is complete In addition to government agencies will benefit greatly, such as using the correct information. The complete for efficient human resource management Help reduce the cost of preparation and space for document storage. This will help drive the development towards becoming a digital government quickly. In addition, government agencies will have a central standard system for linking online and real time information exchange, as well as having a web service system in the program. Difference, but can link or sync data together.

**The objectives of this study were 3) find out the approaches from Artificial Intelligence and Thai Government's Adaptation and Future Work towards Society. The results of the research revealed that;** Perception means that through sensors such as cameras, microphones, and other input devices, artificial intelligence is perceived through sight and hearing and brought for processing to understand what is perceived. Representation and reasoning Artificial intelligence can store knowledge in the form of knowledge representations, such as decision rules generated from expertise. Inference using this knowledge representation is the process of drawing conclusions from existing knowledge. Learning refers to artificial intelligence using machine learning algorithms, what you will

learn from Big Data Modeling can be either human-imported from training data or data from machines that can generate their own training data. Natural interaction means that Artificial Intelligence must first understand human-to-human interactions. Social impact means that the use of artificial intelligence must be ethical, and safety and privacy because Artificial Intelligence can make decisions or actions that can affect humans. This research team studied the relevant documents and analyzed them; The following findings were;

1. Create participation from all sectors. Recognize, willingly accept, and offer opportunities to others, people, networks, groups of people or institutions, and participate in the operation of an institution or organization to create and facilitate all sectoral participation processes and mechanisms. For artificial intelligence perception, Knowledge representation and reasoning, Learning, natural interaction, and Social impact.

2. Development of new government services. People Centered Service Principles. We are now in the 21st century and entering the third decade of this new century. Governments that used to operate in the 20th century need to shake off the old, which does not work and not fit into the new era and reshape, overhaul, and transform themselves to fit the new world, in order to move forward, to drive the country with the changes of this modern era sustainably.

3. Efficient, efficient and improved quality. There are five steps to improving the quality of work: Make it visible: understand the current state. Set the desired goals in detail, and make goals visible. Numerical: Set your current desired goal or objective in numbers. Make it a Problem: List the elements needed to achieve the goal, and set a mission to solve the problem. Make it practical: do the tasks set to solve various problems. Make it insightful: Evaluate or feedback on a job. To fully understand the details of the updated work. Called 5 Makes, it is a method of improving work quality contained in the Kaizen Manual jointly developed by the Japan Ministry of Economy,

Trade and Industry (METI) and JMAC, a leading global consulting firm.

4. Use limited resources. Artificial intelligence and modern technology including public policy formulation and strategic business integration for sustainability and future-oriented ideas will help governments and private businesses to use natural resources more efficiently and sustainably, by using artificial intelligence handling fee charge, usage fee charge, fine charge and the charge of any tax or product fee, which the application of artificial intelligence technology It is part of everyday life that remains in a limited range that can be applied to specific problems.

Therefore, It can be seen that the world is driven by data and technology, and it is undeniable that artificial intelligence plays a role in the daily life of almost all the time Failure to move around these things can delay you. But if adjusting without a plan or policy to support, Still keeping you moving forward slowly and possibly making mistakes, hated a preparedness plan for artificial intelligence technology. It will help the management of resources in terms of people, data, and infrastructure efficient, and can bring artificial intelligence to be used in a direction that is truly beneficial to society and the nation to be able to adjust processes and services with artificial intelligence technology, governments need to build a database, to enable government agencies to integrate and share information Develop appropriate infrastructure in various fields, including training civil servants to understand technology All of these things are difficult. The government therefore had to plan carefully, by thinking as far as possible but starting at a small point, learn quickly and scale up. In the first period of adjustment, an organization that mobilizes experts To provide data analysis services using artificial intelligence, to government agencies also known as Intelligence Service will help governments get started faster.

## VIII.   DISCUSSION

The research study Artificial Intelligence and Thai Government's adaptation to the future of social work. The researcher has studied related research to see the consistency of other researches as follows; The Sustainable Development Goals (SDGs) are an integrated development framework of 17 goals to drive the implementation of various agreements driven internationally by consensus. It is proposed by the United Nations (UN) with the hope of creating a sustainable future and the well-being of the world's population. The Two Dimensions of Poverty Alleviation Bias Environmental Management Response to Climate Change, Promoting Prosperity, Peace and Justice, etc. Adoption of Artificial Intelligence technologies as important tools for information processing, learning and decision-making, to achieve the Sustainable Development Goals by 2030. They which is consistent with the research of Anneke Zuiderwijk, Yu-Che Chen, Fadi Salem (Anneke Zuiderwijk, Yu-Che Chen, Fadi Salem. 2021). The Studied the research on, Implications of the use of artificial intelligence in public governance: A systematic literature review and a research agenda. Government Information Quarterly. The results showed that; 1) a systematic review of the existing literature on the impact of artificial intelligence use on public governance; and 2) the development of research agendas. First, an assessment based on 26 articles on this topic. pointed out that a large number of exploratory, conceptual, and qualitative and practical research; We propose a research agenda consisting of eight process recommendations and seven content recommendations in terms of processes related to the use of Artificial Intelligence for public governance. Future research should focus on government, empirical, interdisciplinary and descriptive research. It focuses on specific forms of Artificial Intelligence rather than Artificial Intelligence in general in terms of content. Our research agenda develops a solid foundation. Interdisciplinary and Theory for Using Artificial Intelligence for Public Governance and called for an effective review of the action. participation and communication initiatives for government strategies on the use of Artificial Intelligence in the public sector.

Feasibility for the use of Artificial Intelligence in the government sector, measuring the outcomes and impacts of Artificial Intelligence use in the public sector, and assessing the impact of widespread use of Artificial Intelligence in the public sector.

Therefore, the government sector still lacks clear policies and directions to promote and support unmanned aerial vehicles, robotics and automation technologies. And unmanned aerial vehicles (UAVs) have made great strides. It is also widely used. As it can have security implications that can be used against terrorism, work together with governments and agencies to take control and oversight measures to ensure safety. Improving laws and legislation to promote and regulate the use of drones, robotics and automation technologies. It has to be accelerated because there are both positive and negative effects. The government still lacks in promoting and encouraging unmanned vehicles, robots and automation products made by Thais. Including the lack of establishment of a calibration standard or quality system recognized by domestic and foreign users, and the government still lacks long-term plans in terms of how much manpower is needed in what field, at what level, and analyzes the future manpower training mechanism, including the creation of new entrepreneurs at all levels to join public and private sector technology research and development groups.

Thailand's preparation for the use of Artificial Intelligence technology for sustainable development Government and the private sector should promote and support research and development, and governments and institutions in charge of education can increase the capacity of scientific and technological knowledge to know how to think at the youth level. The education system needs to be improved. Plan more practical work and focus on application. Governments and educational institutions must promote the linkage of transfer of knowledge from secondary to tertiary levels within educational institutions from senior to junior. Governments should encourage and support continuous research and development. The

focus should be on the integration of users, researchers and manufacturers, including stocking domestic products, preparing tools and equipment to support and promote Thai entrepreneurs. Bringing Thai people's innovation research and development Use to help the development of the national economic system Promote research and development innovation to produce commercially with reliable standards. In addition, the target customers of imports are the main users. As a guide to the direction of technology. The government should encourage government agencies to use Thai products and innovations. In addition, continuous monitoring of the use and maintenance of domestically produced products is required. To reduce imports, and governments need to reduce import duties on equipment and parts for the production of robots. To promote research and development that leads to increased production in domestic industries, it establishes policies that encourage entrepreneurs who use domestically produced parts to use them for tax credits. They which is consistent with the research of João Reis, Paula Espírito Santo, Nuno Melão. (João Reis, Paula Espírito Santo, Nuno Melão. 2019). The Studied the research on, Artificial Intelligence in Government Services: A Systematic Literature Review. The results showed that; this paper is to provide an overview on how artificial intelligence is shaping the digital era, in policy making and governmental terms. In doing so, it discloses new opportunities and discusses its implications to be considered by policy-makers. The research uses a systematic literature review, which includes more than one technique of data analysis in order to generate comprehensiveness and rich knowledge, we use: a bibliometric analysis and a content analysis. While artificial intelligence is identified as an extension of digital transformation, the results suggest the need to deepen scientific research in the fields of public administration, governmental law and business economics, areas where digital transformation still stands out from artificial intelligence. Although bringing together public and private
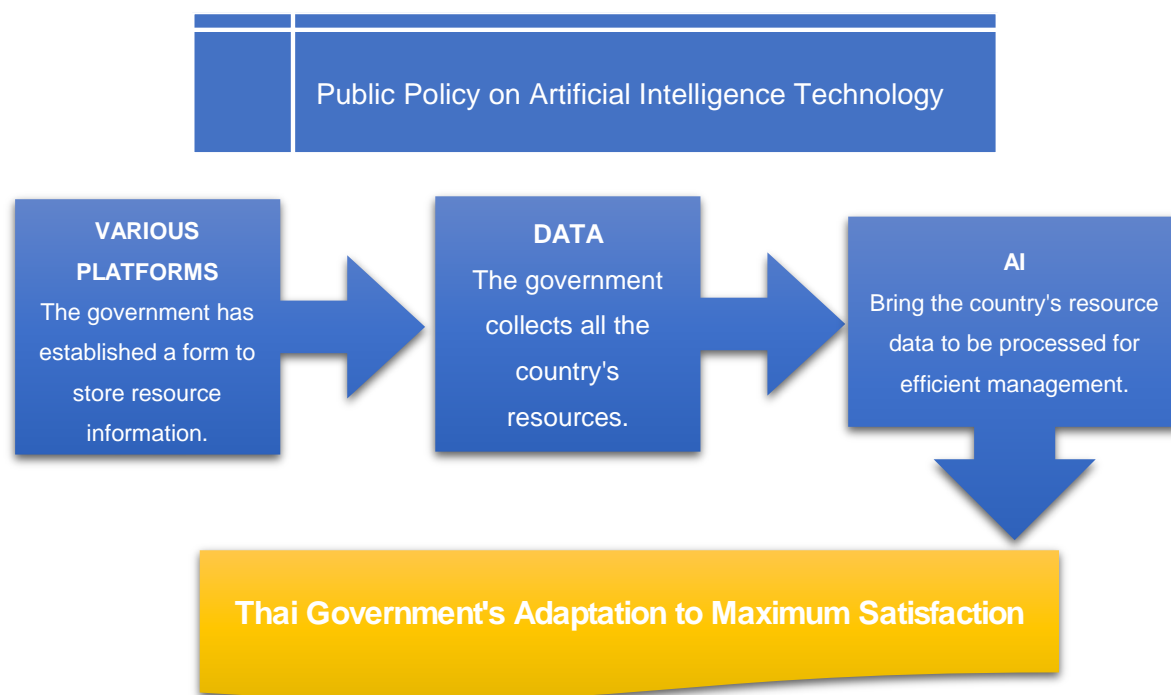
sectors, to collaborate in the public service delivery, presents major advantages to policy makers, evidence has also shown the existence of negative effects of such collaboration.

Therefore, The importance of Artificial Intelligence technology continues to grow. This is the result of leaps and bounds in research and development over the past decade, and organizations are keen to leverage Artificial Intelligence in areas such as consumer data analytics. Calculate Relationships for Profitable Business Opportunities Find anomalies in patients, diagnose their disease, and lead to personalized treatment. For example, in the manufacturing industry, the development of improved evaluation of various parts has made it possible to efficiently analyze vast amounts of data with different data structures and formats. However, the use of Artificial Intelligence technology should be cautious and prevent future problems, so Thailand should be prepared to use Artificial Intelligence technology for sustainable development.

Reform government with artificial intelligence The world that society sees today, Artificial intelligence or Artificial Intelligence will bring. A smart government that can work efficiently and provide services. Citizens can contact government agencies through One Stop Service People's voices are handled. Consideration of various government projects leading to the development of new services. They which is consistent with the research of Adam Thierer, Andrea Castillo O'Sullivan, and Raymond Russell. (Adam Thierer, Andrea Castillo O'Sullivan, and Raymond Russell. 2017). The Studied the research on, Artificial Intelligence and Public Policy. The results showed that; There is growing interest in the market potential of Artificial Intelligence technologies and applications as well as in the potential risks that these technologies might pose. As a result, questions are being raised about the legal and regulatory governance of Artificial Intelligence, machine learning, autonomous systems, and related robotic and data technologies. Fearing

concerns about labor market effects, social inequality, and even physical harm, some have called for precautionary regulations that could have the effect of limiting Artificial Intelligence development and deployment. In this paper, we recommend a different policy framework for Artificial Intelligence technologies. At this nascent stage of Artificial Intelligence technology development, we think a better case can be made for prudence, patience, and a continuing embrace of permissionless innovation as it pertains to modern digital technologies. Unless a compelling case can be made that a new invention will bring serious harm to society, innovation should be allowed to continue unabated, and problems, if they develop at all, can be addressed later.

Therefore, many governments are using Artificial Intelligence technology using Artificial Intelligence for other government purposes. Including Thailand, It doesn't mean buying and installing new technology. But that should foster a change of opinion among bureaucrats. Adapt the workflow to your skills. Help increase skills and knowledge for employees. Change the law, regulations of the Department to be appropriate and create specific cooperation with the private sector both domestically and internationally. All of this is a difficult problem for most governments. What is an important starting point for people? And what do you think should change? The expectations of business personnel and services are convenient, fast, satisfying and efficient services. Therefore, government agencies in many countries are considering using Artificial Intelligence -powered digital services and platforms. The government has created a form to collect DATA resource data. The government collects all the country's resources. Artificial Intelligence takes the country's resource information, to be processed for efficient management leading to the adjustment of the Thai government to the highest satisfaction As shown in Figure 2.

**Figure 2. Public Policy on Artificial Intelligence Technology**

## IX.    SUMMARY / SUGGESTIONS

Thailand's preparation for using artificial intelligence technology for sustainable development The public and private sectors should promote and support research and development. In other words, Governments and institutions responsible for education must improve the education system to provide scientific and technological knowledge to thinking about planning at the youth level. Work more pragmatically and focus on the application. Governments and educational institutions must promote the linkage of knowledge transfer from the secondary level to the higher education level within the educational institution from the senior to the younger generation. The government should continuously promote and support research and development. Emphasis should be placed on the integration of users, researchers and manufacturers, as well as domestic stockpiling. Preparation of tools and equipment to support and promote Thai entrepreneurs Bring innovations in research and development of Thai people to develop the country's economy. Facilitate research and development innovation

for commercial production to a reliable standard. In addition, the target customers of imports are the main users, to guide the approach of technology The government should encourage government agencies to use Thai products and innovations. In addition, there needs to be continuous monitoring of the use and maintenance of products produced in the country. To reduce imports from abroad and, governments need to reduce import duties on equipment and parts for the manufacture of robots. Promote research and development leading to more domestic industrial production by setting a policy that encourages entrepreneurs who use domestically produced parts for tax credit.

## X. A SUGGESTION

Therefore, the research team's recommendations include proposals that require support for states to have a specific and practicable action plan, and there should be a serious policy or action plan. In order to use it for the effective development of a self-aware country. Must create awareness, educate and promote correct understanding of the people. Building a workforce of personnel with

knowledge and skills at the finer and degree level. Robots and automation are enough to support advances in autonomous vehicle technology. Build cooperation in a network Thailand's unmanned aerial vehicle regulatory law is divided into three parts: rules on the use of unmanned aerial vehicles and underwater vehicles. However, there is no direct law in this regard.

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