

The Need to Develop the Efficiency of the Infrastructure Management in the Public View of Chumphon Municipality Mueang Chumphon District Chumphon Province

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ABSTRACT

This research focused on the development of infrastructure in Chumphon Municipality, Chumphon Province, with three primary objectives. 1) Studying Infrastructure Needs: The study found that there is a significant demand for infrastructure among the citizens, especially regarding the safety of life and property, which emerged as the most crucial aspect. This was followed by the physical aspects and the involvement in the development of the municipality. 2) Evaluating the Efficiency of Infrastructure Management. The infrastructure management of the municipality was found to be highly efficient. The focus was primarily on policies and various projects, which were of the highest value, followed by aspects such as municipal staff, budgeting, information and news, materials/equipment, service procedures, and the environment. 3) Approaches for Developing Efficiency: The research suggests that for sustainable efficiency in management, it is essential to have transparency and public participation in decision-making processes. It also calls for building understanding and trust between the government and the citizens. Additionally, there should be clear city development plans and budgeting, effective use of data for planning and decision-making, and the adoption of digital technology and innovation in management. The development of Chumphon Municipality should focus on sustainable directions by promoting education and human resource development and raising awareness of Sustainable Development Goals (SDGs) to create a balance between social, economic, and environmental dimensions within the municipality.

Keywords: *Efficiency; Development; Management; Infrastructure; Needs*

INTRODUCTION

The administrative reform in Thailand during the reign of King Rama V was not only a significant change in the country's administration system but also paved the way for a modern and efficient system of governance. This reform led to the bifurcation of administration into two main parts: central and regional, which improved the speed and efficiency of administrative operations and decision-making. Additionally, it decentralized power to municipalities, allowing them to manage their local affairs independently, marking a significant improvement in systematic and orderly governance.

In 1997, concepts of local governance emphasizing decentralization were introduced, leading to various forms of governance like Bangkok Metropolitan Administration, Pattaya City, Provincial Administrative Organizations, Municipalities, and Subdistrict Administrative Organizations. This decentralization enabled localities to manage themselves independently, with powers in budgeting and local administration.

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Infrastructure is a critical factor influencing the quality of life and development of communities, especially in places like Chumphon Municipality in Chumphon Province, which has an interesting history since its establishment in 1936. The challenge of managing infrastructure in this municipality changes with each area's context. Efficient management of Chumphon Municipality requires the integration of administrative principles and public sector management innovations, along with community participation from all sectors.

Therefore, studying the development of efficient infrastructure management in Chumphon Municipality is crucial for local government administrators. Using effective administrative principles and state management innovations can lead to infrastructure development that meets the needs of the citizens, thus improving the community's quality of life sustainably and making it a more livable place.

The Objectives of the Research

1. To study the infrastructure needs of the citizens in Chumphon Municipality, Chumphon District, Chumphon Province.
2. To examine the efficiency of infrastructure management in Chumphon Municipality, Chumphon District, Chumphon Province.
3. To identify ways to improve the efficiency of infrastructure management in Chumphon Municipality, Chumphon District, Chumphon Province.

LITERATURE REVIEW

Decentralization is the process of returning the power to manage public services and activities from the central government to local communities, with local administrative units being responsible for various tasks instead of the central government. In other words, the government and public administration must relinquish power to local government organizations to provide public services and activities that are crucial for the lives of citizens. This helps to reduce the burden of the central government and recognizes that the efficiency of task management by local government organizations can better understand the information, problems, and needs of the citizens compared to the centralization of power at the central level. The benefits of decentralization to the citizens and local communities include that they will receive advantages from this distribution of power at the local level. - Kowit Puangngam (2021).

Maslow's Hierarchy of Needs, as proposed by Maslow in 1954, is arranged in a sequence of importance as follows. 1)Physiological Needs: These are the basic needs essential for maintaining life, such as food, water, shelter, breathing, rest, and energy.2)Safety Needs: These needs relate to safety and security, including protection from harm, job security, property, and health.3)Love and Belongingness Needs: This level of need encompasses the desire to be a part of a group, to experience love, and to receive understanding from others.4)Esteem Needs: This involves the need to feel important, valued, and recognized by others.5)Self-Actualization Needs: These needs relate to personal development, learning, and growth in ways that allow one to improve oneself.

Nalapann Boonrith (2015) defines "efficiency" in management as the outcome of work performance that brings satisfaction to humans and also yields profit from that performance. The satisfaction referred to here means Satisfactory Service, which can be considered from various perspectives as follows. 1) Equitable Service: The provision of fair and equal services to every individual, without any inappropriate discrimination or selection.2)Timely Service: Offering services promptly without delays, ensuring customers receive the service as expected.3) Ample Service: Providing services that are sufficient and appropriate for the customer's needs.4) Continuous Service: Providing services that are consistent and uninterrupted.5) Progressive Service: Continuously developing services to improve the efficiency and benefits received by customers.

Wiratch Viratchanilawan (2014) stated that resources in management are a crucial part of achieving the set goals and that managers must use them as tools in internal organizational management, utilizing the 11 M's

1. Human Resource Management: Managing personnel, such as planning workforce, recruiting, maintenance, welfare, personnel development, and performance evaluation.
2. Budget Management (Money): Budget planning, financial control and auditing, accounting system development, budget allocation, expenditure, and budget recording.
3. General Management (Management): Operations, planning, organizational management, personnel resource management, internal coordination, reporting, and evaluating performance in the unit.
4. Material and Equipment Management (Material): Estimating and proposing material and equipment needs, using and maintaining materials and equipment for readiness, and inventory management.
5. Morality Management (Morality): Implementing ethical principles in management, maintaining a good conscience in administration or work, and appropriate behaviour.
6. Customer Service (Market): Providing impressive services to customers seeking government services, including a one-stop service approach.
7. Information Management (Message): Gathering, processing, and ensuring the accuracy and modernity of information, and regularly updating it.
8. Methodology (Method): Systematic data preparation and modern work planning.
9. Time Management (Time): Strict and clear time planning according to the schedule and following the set plan.
10. Coordination (Mediation): Relationship between units and the public, including policy coordination, objectives, staff, budget, and materials management, and resolving personnel conflicts.
11. Performance Measurement (Measurement): Monitoring during work, realistic and modern evaluation with clear indicators for accurate results.

Kovit Puangngam (2019) defines development as a conceptual approach to achieving sustainable growth and change, demonstrating progress in politics, economy, and various systems, leading to new changes and advancements in political, economic, and social aspects, in line with the objectives of that society

Sittipan Poon-Ayuh (2021) discussed New Public Services (NPS) as an innovative approach to public service delivery. This new approach emphasizes the participation of citizens in meeting their needs and creating satisfaction among service recipients. The state organizations act as service providers, with citizens as the recipients. Additionally, the private sector and civil society play roles in the service delivery process. This concept highlights the empowerment and involvement of citizens in all aspects, focusing on democratic principles and civic engagement. The aim is to maximize benefits for citizens and ensure they receive the best possible services, both in terms of humanity and ethics. New Public Services thus represent a shift in the paradigm of public service and administration to maximize benefits for the recipients.

RESEARCH METHODOLOGY

- a. Sample Selection: The techniques used for sample selection in this research include Stratified Random Sampling and Convenience Sampling, with a confidence level of 95%. The original desired sample size was 395 individuals, but it was expanded to 400. The population of interest consists of administrators, civil servants, and officials directly involved in the development of the efficiency of infrastructure management in the Municipality of Chumphon.
- b. Development and Verification of Research Instruments: This involves reviewing principles and concepts, studying the objectives of the research, and defining the goals and scope of the study. This forms the basis for creating research instruments. Testing the quality of research instruments includes assessing content validity (Validity) and reliability (Reliability) to ensure accuracy and trustworthiness. Creating interview tools involves determining topics based on the research objectives and developing structured and comprehensive

interview templates relevant to the research issues. The review and improvement of interview tools are conducted by experts to ensure that the instruments can accurately measure and reflect relevant information.

- c. Use of Instruments in Data Collection: Verified interview templates are used with the key informants to collect the desired data. These steps ensure the accuracy and quality of the research, particularly in studies related to the development of efficiency in infrastructure management.

DATA ANALYSIS RESULTS

General Information of the Survey Respondents in the Municipal Area of Chumphon, Mueang District, Chumphon Province: The survey found that there were more female respondents than male respondents. The majority of respondents were aged between 40 - 50 years. In terms of education level, most of the respondents held a bachelor's degree. Regarding occupation, most respondents in the Municipal Area of Chumphon, Mueang District, Chumphon Province, were employees of private companies or workers. Additionally, the average monthly income of the respondents was in the range of 30,000 baht and above.

The Results of the Need for Infrastructure Development from the Perspective of the Citizens in the Municipal Area of Chumphon, Mueang District, Chumphon Province

The Need for Infrastructure Development from the Perspective of Citizens in the Municipal Area of Chumphon	\bar{X}	S.D.	Level
1. Physical Aspect	4.48	0.49	High
2. Safety of Life and Property	4.50	0.46	High
3. Participation in the Development of Chumphon Municipality	4.11	0.63	High
Overall Average	4.36	0.44	High

In detail, for the aspect of safety of life and property, the response was at the 'highest' level, with an average score of 4.50 and a standard deviation of 0.46. For the physical aspect, the level was 'high' with an average score of 4.48 and a standard deviation of 0.49. The aspect of participation in the development of Chumphon Municipality received a 'high' response but was slightly lower than the other aspects, with an average score of 4.11 and a standard deviation of 0.63. Therefore, the development of infrastructure in these various aspects is something that the citizens of the Municipal Area of Chumphon consider important and desire to see continuous improvement

The Analysis of the Efficiency of Infrastructure Management from the Perspective of the Citizens in the Municipal Area of Chumphon, Mueang District, Chumphon Province

Efficiency in Infrastructure Management from the Perspective of the Public in the Municipality of Chumphon	\bar{X}	S.D.	Level
1. Policy and Projects	4.27	0.55	High
2. Budget	4.01	0.64	High
3. Municipal Staff	4.16	0.66	High
4. Materials/Equipment	4.00	0.67	High
5. Information and Communication	4.00	0.68	High
6. Process/Procedure and Service Delivery Time	3.85	0.55	High
7. Environment (Quality of Life and Sustainability in line with SDGs)	3.75	0.66	High
Overall Average	3.98	0.51	High

"It was found that the efficiency of infrastructure management, from the perspective of the public in the Municipality of Chumphon, is high across all seven dimensions. The overall average score is 3.98, with a standard deviation of 0.51. When considering individual dimensions, the policy and project dimensions are at a high level, with an average score of 4.27 and a standard deviation of 0.55. The municipal staff dimension is also at a high level, with an average score of 4.16 and a standard deviation of 0.66. The materials/equipment dimension is at a high level, with an average score of 4.00 and a standard deviation of 0.67. The information and communication dimension is at a high level, with an average score of 4.00 and a standard deviation of 0.68. The budget dimension is at a high level, with an average score of 4.01 and a standard deviation of 0.64. The process/procedure and service delivery time dimension is at a high level, with an average score of 3.85 and a standard deviation of 0.55. Finally, the environmental dimension (quality of life and sustainability in line with SDGs) is at a high level, with an average score of 3.75 and a standard deviation of 0.66.

QUALITATIVE DATA ANALYSIS

1. Guidelines for Improving the Efficiency of Physical Infrastructure Management

1.1 Construction of Drainage Systems in the Municipality of Chumphon, Mueang Chumphon District, Chumphon Province

It was found that the construction of drainage systems should utilize HDPE (High-Density Polyethylene) technology, which is produced from high-density polyethylene material. HDPE pipes are known for their chemical resistance, good flexibility, and durability against environmental wear and tear. Additionally, they allow for efficient water drainage within urban areas. Moreover, the existing drainage pipes, which have been in use for a long time without maintenance, should be inspected for cracks, leaks, and the condition of pipe surfaces. Upgrading or replacing pipes and fittings should also be considered to enhance the efficiency of the drainage system. It is advisable to extend the drainage network to serve larger community areas and to create an interconnected urban drainage system. To determine suitable locations for laying large drainage systems, an analysis of water flow patterns in the area should be conducted. This will help in identifying appropriate routes for efficient and environmentally safe drainage system construction. Furthermore, it is recommended to hire a consulting firm to plan and implement a comprehensive citywide drainage system that can accommodate the city's growth and development needs while considering potential future development areas.

1.2 Street Lighting in the Municipality of Chumphon, Mueang Chumphon District, Chumphon Province.

It was found that the installation of street lighting should involve the use of LED light bulbs to save energy, reduce costs, and minimize energy consumption for illumination. LED bulbs have a longer lifespan than traditional bulbs, reducing the need for frequent replacements. However, it is essential to consider the population density as a primary factor when installing street lighting to help create a more efficient electrical system for the community. To make the municipality of Chumphon unique and aesthetically pleasing, it is advisable to use architecturally designed light fixtures that blend seamlessly with the city's landscape. These fixtures should be modern and attractive, capturing the attention of residents and visitors. Additionally, innovation should be incorporated into the streetlight poles, such as closed-circuit television cameras or safety notification devices to inform the public. Moreover, the lighting should have vibrant and adjustable colours to adapt to different environmental conditions automatically.

2. Guidelines for Enhancing the Efficiency of Infrastructure Management in the Area of Life and Property Safety.

2.1 Installation of Closed-Circuit Television (CCTV) Cameras within the Municipality of Chumphon It was found that the CCTV cameras installed by the Municipality of Chumphon are highly efficient. They have high-resolution clarity, capable of recording high-quality images and videos. These cameras provide clear and rapid event detection, with quick notification capabilities to observe incidents in real time. Furthermore, they are durable and withstand various environmental conditions, including resistance to water, dust, sunlight, and extreme temperatures. They

operate effectively during both daytime and nighttime. However, maintenance and personnel with knowledge and expertise in CCTV system management are still lacking.

2.2 Repair and Maintenance of Roads for Usability. It was observed that road repairs to ensure safety for road users are consistently carried out. To further enhance efficiency, budget allocation for road repairs and long-term expenses should be established to maintain roads in good and safe conditions for users.

3. Guidelines for Enhancing the Efficiency of Infrastructure Management in the Aspect of Municipal Participation and Development in Chumphon Municipality.

3.1 Participatory Development in Addressing Infrastructure Issues. It was found that there has been significant development in promoting community participation in addressing infrastructure issues within Chumphon Municipality. The utilization of digital technology has been adopted for efficient problem-solving in infrastructure management. Technologies such as OA (Office Automation) systems and the Foundue app have been implemented for infrastructure management and planning, allowing quick access to information. Additionally, efficient identification of problems and their solutions has been achieved systematically. The use of digital technology has also facilitated data collection related to infrastructure, enabling data-driven planning and decision-making for future problem-solving in the municipality.

3.2 Participatory Planning and Policy Setting by Chumphon Municipality Efforts to promote community participation in planning and policy-setting have been successful within Chumphon Municipality. Residents in the area are actively engaged in the planning and policy-setting process, with opportunities provided for the community to contribute ideas and proposals for various key policies. This inclusive approach allows residents to discuss and express their opinions, ensuring that policies and plans align with community needs and realities. Moreover, it helps in building understanding and trust in the municipality's operations. Typically, policy-setting is often under the purview of decision-makers or authorities. Therefore, municipal leaders should strive to create transparency in the decision-making process and policy-setting to instil confidence among the public. Additionally, policy formulation at all levels should involve community participation to ensure inclusivity and a sense of ownership.

3.3 Participatory Development in Setting Municipal Regulations and Urban Plans in the development of municipal regulations and urban plans in Chumphon Municipality, there is a process that involves community engagement. Public meetings are held to present urban plans and zoning to the public to ensure that residents understand and participate in the development of plans that align with community needs. Colouring urban plans is often part of the process, helping the public understand the spatial structure and land use clearly. Additionally, community participation in setting municipal regulations is encouraged. Residents have the opportunity to participate in collaborative discussions to understand the necessity of these regulations in guiding the city's development, land use, and various other aspects. This participation can be beneficial in the future for the application and maintenance of urban plans

3.4 Participatory Oversight in Monitoring Municipal Infrastructure Projects Community involvement in monitoring municipal infrastructure projects in Chumphon Municipality has been significant. Public meetings are conducted to allow citizens to discuss projects and developments related to infrastructure. This process facilitates public input and feedback, which is considered and accepted by the municipality. Additionally, technology, such as the OA Line system and the Foundue app, is utilized to allow residents to raise complaints directly with the mayor's office or submit petitions to the municipal office's service points. This active community involvement ensures transparency and accountability in the management and execution of infrastructure projects.

3.5 Participatory Oversight of State Powers in Smart City Governance. There has been an increase in community participation in overseeing the use of state powers in smart city governance. Chumphon Municipality has employed technology and communication systems for the public to monitor the use of state powers. This openness allows the public to be more engaged and informed about municipal governance. Additionally, measures have been implemented to ensure transparency and prevent system abuse in municipal management. An efficient system has been put in place to enable citizens to access information and provide feedback effectively, promoting transparency

and communication between the municipality and its residents. Furthermore, residents can receive information about projects and track progress effectively.

4 The provision of infrastructure services that the public utilizes involves complex processes in delivering services to the public and guidelines for improving the efficiency of public service processes.

The provision of infrastructure services that the public utilizes involves complex processes in delivering services to the public and guidelines for improving the efficiency of public service processes. It has been observed that the municipal government of Chumphon has streamlined its service processes, such as providing services at a single location, enabling citizens to accomplish multiple tasks in one place. Furthermore, the Chumphon municipal government has implemented a queuing system, allowing citizens to make appointments or reserve queues in advance to reduce waiting times. Additionally, the municipality has introduced online tax payment services, eliminating the need for citizens to wait in queues or visit the municipal office in person, as they can conveniently scan and pay their taxes from home. In this regard, the municipality is continuously enhancing its service processes through technology to make services more efficient and convenient for citizens in the future.

5. Guidelines for environmental development, quality of life, and sustainability in line with the SDGs include using renewable energy and improving energy efficiency.

In terms of environmental development, quality of life, and sustainability in line with the SDGs, it has been found that the municipal government of Chumphon has entered into agreements with private companies to construct power plants from waste materials. This involves using various types of waste, such as organic waste and general waste, as fuel or raw materials for electricity generation or heat production. Additionally, this initiative has contributed to reducing the amount of improperly managed waste within the municipal boundaries of Chumphon.

Furthermore, in its efforts towards environmental development, quality of life, and sustainability following the SDGs, the municipal government of Chumphon has also implemented a system of LED streetlights throughout the municipality to conserve energy.

6. Guidelines for the development of environmental infrastructure, quality of life, and sustainability following the SDGsct.

The development of environmental infrastructure, quality of life, and sustainability by the SDGs suggests the need for increasing public parks and green spaces, as well as improving pedestrian walkways for the well-being of the environment and the resident's quality of life. Additionally, it is essential to enhance canal systems to reduce the accumulation of pollutants and chemicals that may impact water quality, aquatic life, and flood prevention. This includes efficient water use in agriculture and daily life, as well as beautification efforts for the city. Furthermore, there should be efforts to generate income for elderly individuals without a source of income by providing vocational training, such as income-generating activities related to vegetable cultivation, and various forms of agriculture, and establishing distribution channels for goods to benefit the community.

TRANSLATION: ADDITIONAL SUGGESTIONS FOR IMPROVING THE EFFICIENCY OF INFRASTRUCTURE MANAGEMENT WITHIN THE MUNICIPAL AREA OF CHUMPHON MUNICIPALITY, MUANG DISTRICT, CHUMPHON PROVINCE, WOULD BE BENEFICIAL.

Additional suggestions for improving the efficiency of infrastructure management within the municipal area of Chumphon Municipality, Muang District, Chumphon Province, have been identified. It has been found that fostering community cohesion will lead to effective infrastructure management. It is advisable to promote education by providing scholarships to children, students, and youth. In addition to human development, there should be a comprehensive city development plan that encompasses infrastructure beyond what is currently in place. It is also recommended to hire contracting companies capable of analyzing data for long-term infrastructure planning, including the analysis of water, traffic, social, environmental, and electrical systems. Installing security cameras for

data collection and city development that align with the city's environment and are geographically linked is also advised.

THE DISCUSSION OF THE RESULTS OF QUANTITATIVE RESEARCH.

The results of the analysis of infrastructure development needs from the perspective of the residents within the municipal area of Chumphon Municipality, Muang District, Chumphon Province, are overall quite high. When considering these needs in order of highest to lowest average values, safety in life and property ranks the highest, followed by physical infrastructure, and the lowest priority is given to participation in the development of Chumphon Municipality. This aligns with the research conducted by Natthachonjit Phujomjit (2021) regarding the effectiveness of public service delivery in the infrastructure sector by the Tambon Administration Organization of Phayom, Wang Noi District, Phra Nakhon Si Ayutthaya Province, which found that the overall perception of the public regarding the effectiveness of public service delivery was quite high. Specifically, the areas of electricity, wastewater management, transportation and logistics were highly rated in terms of physical infrastructure development from the perspective of the residents within the municipal area of Chumphon Municipality, Muang District, Chumphon Province.

The overall results of the analysis of the efficiency of infrastructure management from the perspective of the residents within the municipal area of Chumphon Municipality, Muang District, Chumphon Province, are at a high level. When considering them individually in descending order, it was found that policies and projects rank the highest, followed by municipal staff, budget, information and communication, materials/equipment, service processes, and service delivery time, with the lowest priority given to the environment. This contrasts with the research conducted by Norongsak Nuadum and his colleagues (2016) regarding public satisfaction with the infrastructure policy of the Sub-district Administrative Organization of Sinpun, Khao Phanom District, Krabi Province, which found that overall public satisfaction with the infrastructure policy was at a moderate level. Nevertheless, when considering individual aspects, there is alignment in terms of policies and projects affecting infrastructure efficiency.

RESEARCH FINDINGS AND ANALYSIS OF QUALITATIVE RESEARCH RESULTS.

Building and maintaining a wastewater drainage system: Selecting suitable wastewater pipes is essential for the efficiency and durability of the drainage system. Regular maintenance and inspections of the pipes contribute to improved wastewater management. Planning the pipe layout in community areas is crucial for effective water flow throughout the city. Involving the private sector: Engaging the private sector as consultants and supervisors for the municipal wastewater pipe system can enhance efficiency and provide alternative solutions, while also reducing project budget constraints. Developing and installing energy-efficient lighting systems: Using energy-saving light bulbs in the municipal area of Chumphon can reduce costs and energy consumption. The use of decorative lighting fixtures can modernize the city's landscape and create a more suitable environment. These initiatives not only enhance infrastructure management efficiency but also contribute to sustainable development, a better environment, and an improved quality of life for the residents of Chumphon Municipality.

The development of efficiency in both personal and property security is a crucial aspect of community management. The installation of high-efficiency closed-circuit cameras serves as an example of using technology to enhance security and surveillance within the community. This operation requires continuous maintenance and care, which necessitates personnel with knowledge and electrical engineers to oversee and perform repairs to prevent damage. Additionally, budget allocation for long-term repair and maintenance is necessary to ensure that roads are in good and safe condition for users.

Addressing the infrastructure issues of the city has seen improvements using digital technology for rapid data access. This aids in the efficient and systematic development of infrastructure projects. The data obtained can be used for planning and decision-making to solve municipal problems in the future.

Regarding public participation in planning and policymaking, the municipality of Chumphon has provided opportunities for citizens to contribute ideas, proposals, discussions, and opinions. This ensures that policies and plans are appropriate and aligned with the community's needs and realities. Participatory actions help build understanding and trust in the municipality's operations.

The community's involvement in setting the municipal zoning regulations in Chumphon Municipality demonstrates community participation in the city's development process. In the process of establishing the city plan, citizens actively engage in collaborative discussions to ensure that the city plan is suitable and aligns with the community's needs and realities. This helps in shaping the municipality's regulations and the efficient utilization of the city's space. Furthermore, community involvement in overseeing infrastructure projects is vital. The public participates in public meetings to discuss projects and developments related to infrastructure. This allows the public to voice their opinions and make important decisions that impact the community. Public participation in overseeing municipal operations can take various forms, including the use of digital technology, direct communication with the mayor's office in Chumphon Municipality, or submitting petitions to the municipal office. These diverse approaches enable the public to actively engage in monitoring and overseeing the municipality's management. In summary, the development of the efficiency of Chumphon Municipality's infrastructure management has been moving towards sustainable development. Key responsibilities lie with the leadership in promoting transparency in decision-making processes and policy development, especially related to urban development. The use of digital technology and innovation in addressing infrastructure issues has increased security and community care. Moreover, having knowledgeable staff for surveying, analyzing, and efficiently developing infrastructure is crucial. Community participation in policy and planning is another significant factor. Collaborative actions help build understanding and trust between the government and the public. Additionally, aligning with the Sustainable Development Goals (SDGs) is essential for human resource development, particularly in education for children and youth, fostering community unity, and development that aligns with social, economic, and environmental dimensions. The development of infrastructure and public services in Chumphon Municipality must emphasize sustainability and responsibility towards the environment and the community. Providing opportunities for public participation and utilizing technology appropriately are key factors in efficient and sustainable management.

SUGGESTIONS

1. To improve the efficiency of infrastructure management in Chumphon Municipality, it is important to develop the knowledge of personnel in analyzing and solving problems related to systematic infrastructure development. They should be able to use data for planning and decision-making in addressing municipal issues.
2. Enhancing the efficiency of infrastructure management in Chumphon Municipality should prioritize urban development plans related to infrastructure, including budget allocation. Utilizing digital technology and innovation to address infrastructure problems in the city is crucial.
3. To enhance the efficiency of infrastructure management in Chumphon Municipality, relevant departments should focus on human resource development, especially in educating children and youth. This should promote community unity and contribute to beneficial development in social, economic, and environmental dimensions, leading to sustainable development in the future.

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