

Logbook

| Date | Activity | Outcome |
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| February 17, 2011 | Invited municipal management team and officers and made announcement that Songkhla Municipality has been chosen by DELGOSEA to be Pilot Municipality. | |
| March 8, 2011 | Discussed on who are stakeholders in this project and which division in municipality should involve. | |
| March 15, 2011 | Discuss first draft proposal on developing E-Government project in Songkhla Municipality. | Second draft on developing E-Government project in Songkhla Municipality. |
| April 2, 2011 | Present second draft on developing E-Government project in Songkhla Municipality to management level and council meeting. | Third draft on developing E-Government project in Songkhla Municipality with recommendation from member of council. |
| May 11, 2011 | Present third draft on developing E-Government project in Songkhla Municipality to management level and council meeting. | Fourth draft on developing E-Government project in Songkhla Municipality with recommendation from member of council. |
| June 17, 2011 | Meeting with coaches and DELGOSEA officers, present what project Songkhla | Transfer concept on developing e-government on public service in Songkhla Municipality (draft). |



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| | Municipality want to do, discuss on Jogyakarta (BP), adapt transfer concept. | |
| June 23, 2011 | Meeting and discussing of draft of transfer concept on developing E-government on public service in Songkhla Municipality (draft). | Transfer concept on on developing E-government on public service in Service Center of Songkhla Municipality. |
| June 23, 2011 | Collecting information/ form in concern, sent to office of chief of municipal clerk for consideration, preparing for study trip to Indonesia. | |
| July 13 - 16, 2011 | Study Visit in Indonesia. | |
| July 26, 2011 | Project team meeting and set up activities. | Activities plan and draft transfer concept after study visit. |
| August 9, 2011 | Presenting result/ report after study visit to management level. | |
| August 17, 2011 | Discussing on how to do logframe, logbook template, and preparing for mid-term conference. | Logframe and Logbook. |
| August 26, 2011 | Project team meeting and discussing on next activities. | |



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| October 27, 2011 | Meeting with representative from Songkhlanakar in University Hatyai Campus on E-Government. | Focus on 3 pilots divisions in Songkhal Municipality. |
| November 2, 2011 | Run web-application of 3 pilot divisions. | |
| November 9, 2011 | Working meeting focus on activities plan. | |
| December 2011 | The survey for customers satisfaction (before launching the new system) has been conducted. | From the results of the survey assessment in November 2011, the coach suggested to improve the questions to be more related to the indicators and the outputs that were already set in log frame. More questions to measure “the overall satisfaction to municipal services through counter service system” were added. This questionnaire will be used in January 2012 |
| January 2012 | The survey for customer satisfaction (before launching the new system) has been conducted. | 110 people who used the Municipality services participated in the survey. 84,60% rated the satisfaction with high. |
| February 2012 | <ul style="list-style-type: none"> Organizing activity for capacity building of staff on the topic of: ‘The Technique of using Web-Applications’. The Division of Technical Services and Planning organized a meeting for all involved staff. | <ul style="list-style-type: none"> The participants are trained and demonstrated how to use the program. They can learn and gain suggestions in order to improve the program. Those participants who do not work directly to provide services to local people, they can use the e-Government system. The satisfaction evaluation is |



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| | | <p>medium (42%).</p> <p>Meeting Result: The form of public relation has been set including responsible persons. The press release is focused on simple language. So that people can easily understand. We make it 7 channels.</p> <ol style="list-style-type: none"> 1. Publications. 2. Multimedia 3. Radio 4. Information Board: Vinyl Board /Graphic Board. 5. Website of Municipality. 6. Information on Municipality car 7. Exhibition Booth at working street. |
| March 2012 | Public relation activity focused on target group (local people) | <p>The Songkhla Municipality has promoted E-Government and DELGOSEA project in all activities and events which focused and communicated directly to people, such as :</p> <p>The press conference and grand opening ceremony of “The renovation of Songkhla Old Town” which held on the 17 of March 2012 at Nakorn Nok Road Muang Songkhla, THAILAND</p> |
| April 2012 | Public relation activity focused on target group (local people) | <p>Songkhla Walking Street : at every Friday and Saturday from 05:00 pm - 10:00 pm</p> <p>Other media and promotion channels : spot radio, cutouts, graphic board, leaflets,</p> |



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| | | <p>Songkhla Municipality has kept promoting E-Government service system to local people. For capacity building training, the schedule has been changed from April 2012 to May 2012 because we have to organize local election (Municipal Council Members) which held on Sunday the 22 of April 2012</p> |
| <p>May 2012</p> | <p>Capacity building for municipal officers in service center(service mind)</p> | <p>Municipal clerks realize that good service mind is one of keys success for developing services in service center.</p> <p>According to the government has allocated funding to Municipality is smaller than the estimate municipal budget set. Municipality has to reduce costs in all areas, including training and study visits..</p> |



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