

Proactive constitute enhancing Performance Security Electricity Generating Authority of Thailand (EGAT)

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### Abstract

Security and Safety Division is the unit in the Electricity Generating Authority of Thailand (EGAT) needs to adapt to the 20-year national strategic plan. The duty is responsible for the security, it's necessary to take the modern method and tools to increase the productivity by applying Forensic Science and Technology for supporting the job.

The past, Security and Safety department emphasizes the job to be in accordance with the regulations. Just to prevent the incidence that make dangerous life and corporate assets, whether the personal, documented and location

From case study of organizations such as Civil Aviation Organization, Thai Sea Computer Co., Ltd., AOT, Secure Special Guard (Thailand) Co., Ltd. All success by implementing a policy of security measures as the main factor to improve the work more efficiently with Forensic Science, using the advanced technology. New innovation. A guide to the organization. Or other agencies. Both public and private. Bring knowledge as Best Practice can be applied and adapted to the context of each organization, both public and private, in the field of security.

**Keywords:** Innovation, Forensic Science, Technology, Efficiency, KM Tools, Efficiency

### Introduction

Electricity Generating Authority of Thailand (EGAT) is a state enterprise. Under the supervision of the Ministry of Energy which is responsible for supplying enough energy to meet the needs of the people. The importance of good environmental management of the

community and society. From the 20 year national strategy, EGAT plays a key role in driving the country forward. Everybody in the country has equal access to electricity and is in line with Thailand's vision of "stable, prosperous and sustainable."

Security and Safety Division is the unit in the Electricity Generating Authority of Thailand (EGAT) that needs to adapt to the 20-year national strategic plan. Security and Safety is responsible for the security. It's necessary to take the method and advanced tools to increase productivity. By applying forensic science and technology for job supporting.

The past, Security and Safety department emphasizes the task to be in accordance with the regulations. Just to prevent the incidence that make dangerous life and corporate assets, whether the personal, documented and location

### **Concept and Theory**

From the case study of each of the unit which is responsible for safety, was found that Optimization of security tasks by proactively introducing various theoretical concepts such as forensic, occupational and information technology. To be effective in the following case study.

### **Concept of Proactive**

Proactive makes us strive and enjoy the work. It's us to develop a good job and make more efficient. (Arporn Phutsuksan)

In the attitude or perspective of people who work proactively, Mr. Arboretum provides the details as follows.

1. Look at the world in a positive way. Think well or think creatively.
2. Future goals will come from knowledge and experience. Include lessons learned in the past.
3. Proactive workers will take advantage of opportunities and situations that support and facilitate proactive work.
4. Proactive people will try to bring the mistakes that come up as a lesson.
5. People are active, brave and ready to face many problems. And ready to resolve with responsibility. Can be analyzed for cause.
6. Proactive workers often self-examination. They always themselves survey what are the strengths, what are the weaknesses . They will be continue to develop.
7. Proactive workers will like to plan. The master plan And the secondary plan always.
8. Must clear future goal. Short-term, medium-term and long-term goals and efforts to achieve that goal.
9. Always ready for change. It looks at change as an opportunity to develop

## Forensic Science

Forensic Science, including fingerprints, DNA fingerprints, is often referred to as DNA. Civilian Security Administration (2018) introduced forensic principles. The identification of fingerprints on the palms of the hands of the human foot can be used to verify the identity of the person. Because of :

1. Individual fingerprints of the soles of the feet are not the same (Uniqueness), each individual has unique characteristics.

2. Individual fingerprints of the soles of the feet do not change (Permanence) from birth to death. If a body condition is kept well, the palms of the hands will remain unchanged.

The individual fingerprints are unique, unlike any other. And do not change forever. In addition to fingerprint verification, There are also benefits in forensic science, such as in crime. Criminal Records Division Central Police Headquarters Royal Thai Police The fingerprints of individuals, officials, and others are collected for the sake of identification, criminals, deceased persons, and so on.

## Concept of the Innovative and Information Technology

Based on a study of concepts and theories about the acceptance of innovation and information technology, Acceptance of technology is one of the most accepted theories and one of the most widely used theories in describing technology adoption behavior, particularly in information systems. And applied in business processes, communications and system software.

Aggelidis & Chatzoglou (2016) says that one person adopts technology is based on two main factors: 1) perceived benefits and 2) perceived ease of use. Because of the benefits. Perceived ease of use was associated with computer acceptance behaviors. And it is linked to attitude to use. Computer and computer use and attitudes towards the use of technology by any person influences the intention to use the technology. Perceive usefulness refers to the attitudes of the individual. The use of any technology or system. To enhance the work of the person. It is the belief or perspective to analyze and realize the value or benefits expected from technology. If the benefits of technology meet the needs of the individual, it will lead to acceptance. And use that technology anyway.

Junadi (2015) give the means of perceiving the usefulness of technology (perceive usefulness) that individuals believe in using information technology. It will increase the performance and efficiency of work more. Individuals perceive that the technology they use brings benefits and is a valuable alternative. Perceive Ease of Use: Perceive Ease of Use Demand for technology trials And when it comes to the use of

technology functions in a variety of dimensions. The benefits of using the technology. And awareness of the benefits of technology.

From the study of innovative ideas from Sarna Achara Chai (2561), it was found that innovation from routine was to create new ideas. The new ideas have been accepted and used.

### **Security job of Securitas Thailand Securitas (Thailand) by Technology**

According to the study, Securitas Thailand provides integrated security services. Technology is used in the work. contain with Electronic Security Systems Techniques Physical Security Measures To support in counseling. To provide security services, for example, a multipurpose control system. Which can control the lock. And time and attendance records for payroll. CCTV and CCTV Which can alert you to GPS navigation tracking vehicles. And warning about heavy brakes. Speed too Quick turn Comes with automatic control switch. "Stop" the use of vehicles, etc.

### **Theory of the Efficiency Operation**

7 Habits are characteristic of a person who is productive in his or her work. If employees practice seven traits, they can be used in the long run. The seven habits are the basis of a person's personality. Helping people to be effective in solving problems and encouraging people to have continuous learning to develop themselves continuously.

Stevenson (Stephn Covey, 1990) defines performance. Is the balance of output (production) And the ability to produce is when the organization needs employees to work for the organization effectively. The organization must take care of the employees in the work place, giving importance to the employees' morale. Efficient workflow occurs.

Dr. Jirasak Swanaram said at a seminar at Ubon Ratchathani University, by talking about Steven Covey, a famous writer. "The 7 Habits of Highly Effective People," the best seller, has given the concept and practice that We will increase efficiency in sesame and daily use. It very good If we were able to manage seven significant habits.

### **The 7 habits are summarized in the following.**

1. Be Proactive : We have the right to choose what we think is right. And our way of life.
2. Begin with the end in mind : Start with everything with the image or goal that we think will be successful first.
3. Put first things first Do what we think is important first :Do things in the right way. And support with our goals first.

Steven Covey has given the idea. If we create and administer the first 3 habits, we have a private victory for ourselves, independence, creation and administration of choice. And spend time in practice. Life is more valuable and challenging.

4. Think win-win views and ideas in which to live with others. It is important to live. We should be able to maintain our position (end-in mind) while at the same time harmonizing our perspective with others to create a more coherent concept

5. Seek first to understand, then to be understood. Steven Covey advises that we should have the observation and listening to others in full detail before expressing quickly in our thinking as a character. Important to help to win together (Win-Win).

6. Synergize the synergies and conceptualization. To create more power than we do. As a comparison,  $1 + 1 > 2$  is an advantage to combine. Coordination and ideas need to be important.

7. Sharpen the saw is what we need to find time and ways to make changes in living. At the same time, if the management staff of the entire organization can manage their seven habits in a consistent manner. It will increase the efficiency of the task.



Pic.1: Seven Habits by Stephen Coveys

### The concept of using KM tools to optimize performance.

Thitiwat Sudpum, a computer science student. Of Burapha University Create excellent academic services with knowledge management tools. (BAR-DAR-AAR) is a "great exemplary practice"

In summary, the point is. "Exemplary practices are great.

1. Use knowledge management tools, such as Before Action Review (BAR), After Action Review (DAR) and After Action Review (AAR), to improve service procedures,

2. Participation of personnel in academic services and other departments within the computer room.

3. Set best practices for the various departments within the computer lab

## Conclusion

From concept to theory Proactive security agencies in every organization focus on optimization. With the introduction of forensic, innovative and information technology. As well as tools. Knowledge management (KM) plays a role in the development of security. This makes it possible to perform the task accurately and promptly. Physical Security Measures Interesting system And applied to EGAT is the use of multi-purpose control system. It can control and monitor the time-out at work time. GPS navigation vehicle tracking. To be notified about the heavy brakes. Driving speed is too high. Quick turn This results in more confidence and trust in the security work.

## Suggestion

1. The safety department of EGAT can take the results from various case studies. To improve and develop proactive security task. To be able to support the implementation of the national strategic plan for 20 years.

2 . Use the Forensic Science, Innovative and Information technology ,KM tools to improve the performance with KM tools, Continuous development to enhance the security of the Task.

3. Educate workers in various fields such as Forensic Science, Information Technology, KM tools and Innovations as well as optimization work by creating 7 Habits to occur in the workplace. To be more effective in security.

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