

Title	都市廃棄物マネジメントシステム向上のための知識基盤サービスモデルの研究
Author(s)	PITCHAYANIN, SUKHOLTHAMAN
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# Abstract

In the world's most advanced economies, over 70% of their gross domestic product (GDP) generates by service, which ultimately influences societal outcomes. According to the significance of service in global economy, a large number of questions have raised upon ways of having sustainable service leading to substantial outcomes for firms' success, well-being of consumers, and society. Fortunately, scholars and researchers have been focusing more on service study. Trends, challenges, or potential implementation processes of countless services have been researched. Regrettably, out of the vast amount of studies providing environmentally sustainable public service and emphasizing on enhancement of societal well-being through involvement of stakeholders has been slightly tapped on. It is undeniable that humans live in service economy; however, people have to admit that nowadays they also live in knowledge society. In any management systems, to be successful and effective, knowledge is essentially needed for well management. This is to make the right knowledge available to the right people at the right time. In other words, the making available process is universally known as knowledge management (KM).

In public service perspective, provided services such as sanitation, water supply, city planning, health care, and security are mostly overseen by government. Although it is a fundamental factor for well-being of society, public sector is unlikely to implement comprehensive sustainability performance evaluation. Therefore, it is important that government provide effective and sustainable service in an innovative co-creation way to increase the overall well-being of the society in this era that service and knowledge are ubiquitous. Being as one of the most profoundly important public services, municipal solid waste management (MSWM) is selected as the studied environmental service. It is in need that the provided MSWM service be sustainable and affordable by community.

An overwhelming amount of generated waste is a serious side effect of increasing consumption and production. The demand for more goods and services to meet human needs is creating a huge amount of waste that is being disposed of into the environment. Accordingly, the provided MSWM service does not go in the same pace with increasing amount of waste. As a result, ineffective of MSWM system has become a problem posing pollution to all mankind. Due to the inefficiency, along with more awareness of human health, environmental impacts, social problems, and depleted natural resources; these have created desires for strategies and techniques to enhance the performance of MSWM system and sustainably alleviate MSW related problems.

To enhance the effectiveness of MSWM service provision, this study adopts the combined essence of two important fields of concepts. The first field is sustainable service concepts, which are tripartite service concept and partnership concept. Therefore, this study aims to identify impacts of having relating stakeholders namely service providers, service recipients, and service ecosystem to corporately work together in providing MSWM service. The second field is KM concept. Through the interactions of all related stakeholders in the MSWM system, there is knowledge creation process. This study aims to shed the light on identifying co-created knowledge that can enhance the performance of MSWM service.

Through the multifaceted research methods, this study employs triangulation research method as the main research framework. This is to validate and increase credibility of the obtained data through cross verification from different sources of information. By integrating all analyzed results, influential factors that have impacts on MSWM

system are identified; possibility of partnership implementation, roles and responsibilities of involved stakeholders, together with potential service policies to be applied in MSWM are explained; needed knowledge and co-created values of adopting the combined concepts are discussed. In addition, the study proposes a knowledge based service provision conceptual model in the perspective of enhancing MSWM service performance.

The results reveal that applying service and KM concepts is explicable to alleviate the complexity of MSWM system and eventually enables the improvement of the management processes as a whole. This study provides comprehensive practicalities for researchers and practitioners to apply the knowledge based service provision approach through practicing or implementing the proposed knowledge based service provision model. Accordingly, the provision of MSWM service will be enhanced in a sustainable value co-creation way.

**Keywords:** Environmental service provision, municipal solid waste management, knowledge based service, tripartite service concept, value co-creation.