

ABSTRACT

THESIS : Factors Affecting the Effectiveness of the Work of the
Investigators at the Police Stations under the Metropolitan
Police Division

BY : Pol.Maj Surapong Muanpawpong

DEGREE : Master of Arts (Social Development)

MAJOR : Social Development Management

ACADEMIC YEAR : 1997

.....

The three major objectives of the research were : (1) to study the effectiveness of the work of the investigators, (2) to identify the factors related to the effectiveness of their work, and (3) to find out their work problems and obstacles in order to recommend some ways to solve these problems more efficiently. The data were collected from 289 investigators at the police stations under the Metropolitan Police Division. A questionnaire was employed as an instrument.

FINDINGS

1. The investigators' work at the police stations as a whole was found to be "highly" effective ($\bar{X} = 3.011$, $SD = 0.205$). There were five work procedures and the effectiveness of each varied. That is, the acceptance of the crime report and the investigation were found to be "moderately" effective ($\bar{X} = 2.905$ and 2.705 , respectively), while the concluding procedure, the submission of the investigative data, the judicial proceedings of the prosecutors and these of the court were found to be "highly" effective ($\bar{X} = 3.547$, 3.397 , and 3.383 , respectively).

2. The investigators' educational background was significantly related to their effectiveness in work at the 0.05 level, those with a higher degree than a Bachelor's degree and Thai barristers worked less effectively than those with a Bachelor's degree.

3. The cooperation from the public and from related agencies was found to significantly affect the investigators' effectiveness in work at the 0.05 level. The group that received cooperation worked more effectively than its counterpart.

4. The investigators were faced with many obstacles for various causes which could be ranked in order of importance and urgency as inadequacy of personnel, insufficiency of welfare, especially housing, scarcity of work resources such as vehicles for patrol. They were more likely to get disciplinary punishment or to be sued than those with other responsibilities.

RECOMMENDATIONS

1. More police officers with at least a Bachelor's degree who are expert in investigation and work in the general management division should be sent to work at different police stations in order to solve the manpower problem. These would help lessen the workload of the present investigators, enabling them to have enough rest and thus to work more efficiently.

2. Some activities to promote a good relationship between the police, people in general and related agencies should be held so as to receive mutual cooperation. The police should realize the importance of receiving good cooperation from people and other related agencies, which makes them work efficiently.

3. The Police Department or other agencies concerned should find some measures to tackle the work problems and obstacles of the investigators. These problems could be ranked from the most important to the least as follows : (1) supplying adequate resources, such as patrol vehicles and providing enough welfare, such as housing, (2) providing the investigators more chance to get more than a raise, (3) reducing their chance of undergoing disciplinary punishment as a result of performing their investigative duty.

4. The Police Department should set standard criteria to evaluate the investigators' work performance. It should set up a policy to improve or develop its personnel. It should also set up standard work procedures for investigators in all divisions to follow. Training courses should be held to upgrade their investigative knowledge and skills.