

## ABSTRACT

RESEARCH PAPER : People's Opinion of the Services of Investigator Police  
A Case Study of Bangna Metropolitan Police Station

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The main purposes of the study were: (1) to find out the people's opinion on the services at the Bangna Metropolitan Police Station (2) to study the factors affecting the people's opinion on the services of investigator police and (3) to apply the results from the study to improve the services of the police station as well as to solve the problem related to the services

The sample of the study were 249 people who came to get all kind of services at the Bangna Metropolitan Police Station. The tool utilized in the study was the questionnaires created by the researcher. The method utilized to obtain the information was the interviewing and answering the questionnaires. The statistical tool that be used to analysis the data such as :percentage, arithmetic mean, t-test and F- test.

The most respondents in the study were males. They were between 21-40 years old, married and completed educational high school level. Their homes were in Bangkok and the average regular incomes less than 5000 baht per month. The most of them had never came to visit and contact the police at this station before.

It was found that the people's opinion on investigator police's performance was at a moderate level. If consider in each item individually, they were found to be at moderate level for all items. In the item of the services of investigator police, the respondent was mean = 2.79. In the item of then crime notification acceptance, the

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respondent was at mean =2.73. And in the item of interrogations, the respondent was at mean=2.77 respectively.

There are some recommendations to improve the services of investigator police at the Bangna Metropolitan Police Station in the following aspects(1)It should be increase more amount of investigators police.( 2) It should be take a shorter procedure to operate in the service task or/and show the flowchart of the procedure clearly.(3)The superior should be support , take care and force the investigator police in the sending of crime notification on time and effectively. Moreover, it should be declare the research result that be obtained and should be do the research in this area every 2 years.