

ABSTRACT

RESEARCH PAPER : Factors Affecting Work Effectiveness of the Investigators :

A Case Study of Chacheongsao Police Stations

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The study was conducted for three main purposes :

1. To find out the work effectiveness of the investigators at Chacheongsao Police Stations.

2. To reveal the factors affecting their work effectiveness.

3. To identify their work problems and to make some recommendations to solve the problems.

A questionnaire was employed to collect the data from 60 police investigators. The findings were briefly stated as follows :

About half of the investigators were 30-39 years old and 31.7 percent were 40-49 years old. The average age was 39.8 (the oldest was 57 and the youngest was 21). The average number of working years was 18.05 (the highest number was 39 and the lowest number was 5). Most of the investigators, or 95 percent, had a Bachelor's degree and only 5 percent obtained a Master's degree. About 36.6 percent worked in the investigation line for 5-9 years and 36.6 percent worked in the investigation line for 10-14 years and about 30.0 percent for 15-19 years. More than half or 65 percent earned a monthly salary of 10,000-20,000 baht. The majority or 85 percent were married.

When the investigators' work effectiveness in five aspects were considered, the most effective was acceptance of notifications, followed by investigation, conclusion and submission of the investigation statements, prosecution and court judgment, respectively.

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The factors affecting their work effectiveness were the number of working years and their education. On the other hand, age, rank, marital status, monthly income, work experience, readiness of manpower, readiness of the place, facilities and equipment, supervision of the supervise, cooperation from the public, cooperation from related agencies, career advancement, and work obstacles, respectively.

As a whole, the work obstacles were inadequacy of equipment and personnel, lack of work morale and for many overlapped rules, regulations and directives.

Based on the findings, the following were recommended :

1. Enough qualified investigators should be recruited to meet the numbers of criminal cases in each area.
2. More equipment and other work supports, such as textbooks of laws and regulations, should be made available for the investigators to use in investigation. Also, additional cars should be provided for speed in inspecting the scene.
3. As cooperation from the public affects investigations to a large extent, good relationship between the police and local people should be built. Also, the nature of police work should be made known to the public, and there should be more coordination with local organizations in order to obtain financial assistance from them.
4. The root causes of the crimes should be identified. The investigators in the locality should find out what type of crimes were increasing. They should seek cooperation from related government agencies or organizations, such as schools, public health agencies, or private organizations.
5. The investigators should follow the outcome of court judgment in all the cases in order to improve their performance and use such information as a guideline for crime prevention and suppression.