

ABSTRACT

Title of Research Paper : Police Superiors' Empathic Expression toward Their Junior Rank Officials Working in Narathiwat Province
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This research comprises 3 objectives, i.e., 1. to study the level of empathy expressed by the police superiors toward their inferior ones , 2. to study factors relating to the empathic ability and 3. to find out problems and obstacles in expressing the empathy and ways to correct them.

The samples for this study are 149 police commissioned officers working in various Tambon and District Police Stations under the supervision of Narathiwat Provincial Police Office. Questionnaire is used as a major instrument to collect data after which being analyzed statistically of percentage , mean , standard deviation and t-test for hypothesis testing.

The findings can be summarized as follows:

1. The level of the senior police officers' empathic ability toward their inferior ones , in general , is high. When consider separately , however , it appears that in the dimensions of understanding , solving problems together , giving advice and encouraging are in the high level while the concerned feeling is moderate.

2. A factor showing significant relation to the empathic ability is the level of agreeing with democratic type of leadership ; other factors , i.e. , age , education , position occupancy , and knowledge and understanding of good governance do not relate significantly to the empathic ability.

3. Problems and obstacles to the empathic ability expression are lack of leadership ability among senior officers , lack of psychology in supervision , lack of conscience among junior ranks and irresponsibility ; giving orders contradictory to the rules or regulations by the superiors , unclear rules/regulations , too much repetitive work.

Important recommendations emerged from this study are training to be good leaders , appropriate application of psychology in administration , encouraging conscience and responsibility among others.