

## Abstract

The Study, "Peoples' Satisfaction with Police Interrogation work at Metropolitan Police Bureau Division 7 : Cases of Property Crime" has its objective to study public satisfaction on the operation of investigation officers, to study the factors related to public satisfaction on the operation of investigation officers in the case concerning property, and to study the operators' operation in suppression with crime prevention policy with questionnaires to collect data. The sampling used in this study are 358 people who petition in the case concerning property to the investigation police under the Metropolitan Police Bureau Division 7. Statistic used in this research is percentage, mean, standards deviation and chi-square to find relationship between variables. The data are analyzed with computer program SPSS that can be assumed below:

On the study, found that, most of the people petitioned to the police investigators under Metropolitan Police Bureau Division 7 are male between 18-25 years of age with their education lower than beachelor's degree, private company staff, for their monthly salary of ₪ 5,000-10,000.- single status. Furthermore, it is found that they had 1-time experience of petition to the police investigator at Metropolitan Police Bureau Division 7 concerning property case and they petitioned to Bangplud Police Station the most. Most of them, at the time of petition, had not been would since they thought that at the time of petition, all injured must be sent to have medical check immediately at the hospital. They also did not want to change the investigator because the previous one had done good work. In public conclusive satisfaction to the operation of police investigators is in much level with mean 3.90; satisfaction to effectiveness and activeness of operation of the police investigators in much level with mean 3.95 and 3.70 respectively, while the effectiveness of police investigator's operation found that all of evidence collection, witness protection, modern material and equipment, knowledge and ability concerning laws and regulations of police investigators, are of public satisfaction in much level, as well as, working activeness with immediacy, clear, transparency and justice, people are satisfied in much level. The first 3 most public satisfaction on the investigators' operation are modern material and equipment,

knowledge and competent of laws and regulations of investigators on duty and the witness protection while the least public satisfaction is the police investigators took too long time of investigation. Upon the time of petition at the police station, it is found that the investigators had had too much work over their responsibility already that people had their satisfaction in medium level. Furthermore, it is also found that, people's career, evidence collection, witness protection, modern material and equipment, knowledge and competent of laws and regulations of investigators, activeness, clear, transparency and justice relating to satisfaction of the investigators' operation of property case are statistically significant at 0.05. For sex, age, education, income, status and experience in consuming the service do not relate to public satisfaction to police investigators' operation in the case of property.

On the result of this study, may we suggest that: the efficiency of service of investigators under Metropolitan Police Bureau Division 7 is still needed some development in working potential Metropolitan Police Bureau Division 7 should be aware of the importance of investigation better by increasing more number of police investigators into the police station where has had too many cases to relieve the load of responsibility as well as to decrease the investigation steps unnecessary with individual discrimination of the investigator. In addition, the practical officer's education should be enhanced with training and gaining better skills continuously to make them professional investigators that be able to be of public service quicker and more convenient.