

Abstract

The study on “Roles and Problems of Traffic Police Officers of Bangrak Metropolitan Police Station” aims at studying the roles and problems relating to work of traffic police officers and factors influencing the problems. The sampling group of the study includes 63 traffic police officers of Bangrak Metropolitan Police Station. Data collection instrument is questionnaire, while Percentage, Mean, and Standard Deviation Statistics are applied for the analysis of data.

The study finds that the majority of Bangrak traffic police officers are Police Senior Sergeant Majors aged 40 years and over, with more than 10 years of service and income above 10,000 baht per month. Problems they are facing heavily are connected with their roles and responsibility, while problems relating to the nature of work is found minimal. Comparative analysis on different personal factors and the performance of roles and responsibility finds that difference in age, rank, and income does not result in difference in the performance of the traffic police officers, except for the difference in the duration of service. Problems found in overall 6 aspects are at a moderate level, as reflected in work security and work advancement aspects, while high level problems are reflected in the aspects of work performance, income and welfare, and low level problems are reflected in the aspects of relationship with the superiors, relationship with fellow police officers, and the nature of work. Comparative analysis on different personal factors and problems at work finds that the difference in age, duration of service, rank, and income does not effect in any way the difference in problems encountered by the traffic police officers.

The study recommends that modern technology should be introduced for traffic control and command to increase work efficiency, and training on knowledge and skill development should be organized. Position transfer should be fair and appropriate with the availability of criteria for merit rating and justified assignment. On the other hand, the traffic police officers themselves must seek necessary knowledge for self

development to cope with changing civil service system while coordination for integrated team work is needed.