

3636518 SHC/M : MAJOR : CRIMINOLOGY AND CRIMINAL JUSTICE:

M.A. (CRIMINOLOGY AND CRIMINAL JUSTICE)

KEY WORDS : PERFORMANCE ROLE / EXPECTATION / OFFICERS OF THE
CRIME SUPPRESSION DIVISION

THIPON ATCHARIYAPRADIT : EXPECTATION ON PERFORMANCE ROLE
OF THE OFFICERS OF THE CRIME SUPPRESSION DIVISION : A SPECIFIC STUDY OF
THE PEOPLE WHO COMPLAIN OFFENSES. THESIS ADVISORS : SOMBAI
SUPPACHAI, M.A., PORNCIAL KUNTEE, Ph.D., THATCHAI PHANEELABOOT, Ph.D.,
80 p. ISBN 974-

The objectives of the study are to examine the degree of expectation concerning the
role performance of the officers of the Crime Suppression Division as perceived by complainant.
The study also examines the factors which affect the degree of expectation. The data were
collected from 244 people who came to complain offenses at the division during the month of
January, 1999. The results of the study are summarised as follow.

1. The expectations of the subjects were very high concerning all the aspects of the
role performance. The expectations, from highest to lowest score, were about the responsibility of
the officers, the personality of the officers, the human relationships of the officers, and the task
behavior of the officers.

2. The expectations of younger subjects were higher than those of the older ones.
The scores of expectation decreased as the subjects' age increased.