

The independent study on this topic has 4 main objectives which are: 1) To learn about the levels of satisfaction of the public towards the performance of patrol police of Phupingrajanivej police station, Chiang Mai province; 2) To learn about work satisfaction among patrol police of the said police station; 3) To learn about factors affecting the levels of public satisfaction towards the performance of patrol police of the said police station; and 4) To learn about the ways to correct problems, obstacles and difficulties in performing the duties of patrol police. Data and information are gathered by questionnaire field research. The study's samples are divided into 3 groups, which are: The first group is local residents of the 4 jurisdiction areas of Phupingrajanivej police station, total 200 samples. The second group is 32 patrol police of Phupingrajanivej police station. The third group is 10 supervisors of government organizations that situated within the 4 jurisdiction of Phupingrajanivej police station.

The study finds that: The first group of samples who are local residents have medium level of satisfaction towards patrol police performance on the system and the process in catering police services and on the patrol police themselves. As for factors affecting level of public satisfaction towards the performance of patrol police, it is found out that local residents, who have different levels of education and different service status, have different levels of satisfaction at 0.05 statistical significance. As for local residents,

who have differences in sex, age, status, occupation and levels of income, have no differences in satisfaction at 0.05 statistical significance, which is the denial of this hypothesis.

From the second group of samples, it is found out that patrol police have low satisfaction towards their remunerations but have medium levels of satisfaction towards the nature of work, superiors, peers and work conditions. High levels of satisfaction are found on work accomplishment, career advancement and public acceptance. The overall work satisfaction is found to be at medium level.

From the third group of samples, work supervisors are satisfied with the police performance.

The study recommends that in order to improve the performance of patrol police, an orientation on work performance and duty consciousness should be given to patrol police in order to instill needed qualifications such as work readiness, work diligence, work maturity, work ethics, and sufficient knowledge in law and relevant subjects.