

This research aims to evaluate problems confronted by Metropolitan Police Bureau traffic police officers in performing their everyday tasks. Based on interviews with 153 non-commissioned officers sampled from those working in congested areas throughout Bangkok, their backgrounds and work conditions are associated with level of their job performance. The study seeks to formulate remedial policy recommendations in order to cope with traffic congestion problems in the greater Bangkok metropolitan areas.

As the data indicate, approximately 51.6 percent of the traffic police officers reports considerably high level of problems in job performance. Further analysis in this study

reveals several interesting findings as follows :

First, the traffic officers with different social backgrounds, including organizational division and previous domicile, are more likely to have significantly different levels of problems in job performance. Furthermore, those working at the Northern Metropolitan Police Bureau division or those coming from the central region of Thailand tend to confront problems less than their counterparts.

Second, salary is found associated with level of officers' problems. Due to their marital status of being single and high willingness to perform their duty, the officers with low level of income tend to have relatively minimal problems.

Third, leadership of their supervisors, closeness of supervision, and behavior of the vehicle drivers have no association with problems in job performance. On the other hand, job willingness of their colleagues, traffic conditions, resource scarcity, and their discretion in traffic control appear to be the major determinants. Specifically, the traffic officers having reliable colleagues, who were very serious in performing their work, or working in desirable environment, or having adequate resources, or exercising very careful discretion in traffic control are more likely to have the least problems.

Derived from the research findings within the limitations of this investigation are policy implications and recommendations as follows :

(a) workload of the traffic officers should be reduced to conform with the acceptable standard for their better health and welfare.

(b) the traffic officers should have sufficient income worth of their risk due to possible traffic accident and physical and psychological deterioration from air pollution.

(c) the police force should provide the traffic officers adequate resources, such as motorcycle, gasoline, communication equipments and etc.

(d) there should be regular campaign in public relations to encourage drivers to comply with traffic regulations and provide better understanding of the traffic officers' working conditions.

(e) supervisors at the level of police station, including traffic inspector and their deputy inspectors should express their encouragement and provide moral support for their subordinates.