



**THE COOPERATION OF THE CITIZEN TO THE OPERATION  
OF THE POLICE – COMMUNITY RELATIONS PROGRAM  
IN THE METROPOLITAN POLICE DIVISIONS 6, 7, 8 AND 9**

**SURASEN INCHAN**

อธิบดีพนักงาน

จาก

บัณฑิตวิทยาลัย มหาวิทยาลัยมหิดล

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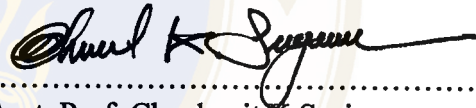
.....

Pol. Capt. Surasen Inchan  
Candidate



.....

Asst. Prof. Nop Kanjanagunti, M.S.  
Major-advisor



.....

Asst. Prof. Chankanit K. Suriyamanee, M.A.  
Cert. in Social Justice.  
Co-advisor



.....

Asst. Prof. Juan Chaisuwan, M.S.  
Cert. in Social Justice.  
Co-advisor



.....

Asst. Prof. Prakairat Sukumalchart, M.S.  
Acting Dean  
Faculty of Graduate Studies



.....

Asst. Prof. Chankanit K. Suriyamanee, M.A.  
Cert. in Social Justice.  
Chairman  
Master of Arts Programme  
in Criminology and Criminal Justice  
Faculty of Social Sciences and Humanities

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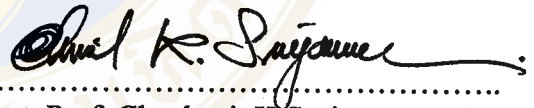
October 25, 2000



.....  
Pol. Capt. Surasen Inchan  
Candidate



.....  
Asst. Prof. Nop Kanjanagunti, M.S.  
Chairman



.....  
Asst. Prof. Chankanit K. Suriyamane, M.A.  
Cert. in Social Justice.  
Member



.....  
Miss Pornpen Rinswat, Ed.D.  
Member



.....  
Asst. Prof. Juan Chaisuwan, M.S.  
Cert. in Social Justice.  
Member



.....  
Asst. Prof. Prakairat Sukumalchart, M.S.  
Acting Dean  
Faculty of Graduate Studies  
Mahidol University



.....  
Assoc. Prof. Suree Kanjanawong, Ph.D.  
Dean  
Faculty of Social Sciences and Humanities  
Mahidol University

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OPERATION OF THE POLICE-COMMUNITY RELATIONS PROGRAM IN THE  
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The objectives of this study were to study the cooperation of citizens in the operation of the Police –Community Relations Program and factors affecting cooperation of citizens in the program. The population of the study was 204 police officers in the Metropolitan Police Divisions 6, 7, 8 and 9. The data was collected through questionnaires from the whole population. The findings of the study were as follows :

1. Most of the police officers in the Police – Community Relations Program were 31-40 years of age, married and high school graduates. Most of them had been working in Police – Community Relation Program for more than 4 years and had high level of knowledge and understanding of Police – Community Relations especially the Crime Informing Program

2. Most of the police officers felt that people gave cooperation to Police – Community Relations Program at high level, as a whole.

3. The most important problem and obstacle to crime informing of the members of Police – Community Relations was the negative experience with some police officers.

4. In hypothesis testing, it was found that years of service, knowledge and understanding of Police – Community Relations, interest in the importance of the program, the acquaintance with people in the area, the geographical feature that facilitates Police – Community Relations work and the problem and obstacles to the cooperation of the citizen to the project had a relationship with the cooperation of citizens in the operation of the Police – Community Relations Program. It is recommended in the study that the police officers should improve their relationship with the community.

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(อาชญาวิทยา และงานยุติธรรม)

สรุเสณ อินทร์จันทร์ : ความร่วมมือของประชาชนที่มีต่อการปฏิบัติงานของเจ้าหน้าที่ตำรวจในโครงการตำรวจชุมชนสัมพันธ์ในเขตกองบังคับการตำรวจนครบาล 6, 7, 8 และ 9 : ศึกษาเฉพาะกรณีโครงการสมาชิกแจ้งข่าวอาชญากรรม (THE COOPERATION OF THE CITIZEN TO THE OPERATION OF THE POLICE-COMMUNITY RELATIONS PROGRAM IN THE METROPOLITAN POLICE DIVISIONS 6, 7, 8 AND 9) คณะกรรมการควบคุมวิทยานิพนธ์ : นก กาญจนกันติ, M.S., ชาญคณิต ก. สุริยะมณี, ศค.ม., จวน ไชยสุวรรณ, M.S., 118 หน้า ISBN 974-664-768-7

การวิจัยครั้งนี้ มีวัตถุประสงค์เพื่อศึกษาความร่วมมือของประชาชนที่มีต่อการปฏิบัติงานของเจ้าหน้าที่ตำรวจในโครงการตำรวจชุมชนสัมพันธ์ และเพื่อศึกษาปัจจัยที่มีความสัมพันธ์กับความร่วมมือของประชาชนในโครงการดังกล่าว ประชากรในการวิจัย ได้แก่ เจ้าหน้าที่ตำรวจที่ปฏิบัติงานในโครงการตำรวจชุมชนสัมพันธ์ในเขตกองบังคับการตำรวจนครบาล 6, 7, 8 และ 9 จำนวน 204 ราย เก็บรวบรวมข้อมูลโดยใช้แบบสอบถามจากประชากรทั้งหมด โดยไม่มีการสุ่มตัวอย่าง ผลการวิจัยสรุปได้ดังนี้

1. เจ้าหน้าที่ตำรวจที่ปฏิบัติงานชุมชนสัมพันธ์ส่วนใหญ่มีอายุอยู่ในช่วงระหว่าง 31 - 40 ปี สมรสแล้วมีการศึกษาระดับชั้นมัธยมศึกษาเป็นเจ้าหน้าที่ปฏิบัติการชุมชนสัมพันธ์มาแล้วมากกว่า 4 ปี มีความรู้ความเข้าใจในงานชุมชนสัมพันธ์ โดยเฉพาะโครงการสมาชิกแจ้งข่าวอาชญากรรมเป็นอย่างดี

2. เจ้าหน้าที่ตำรวจส่วนใหญ่มีความเห็นว่า ประชาชนให้ความร่วมมือในโครงการตำรวจชุมชนสัมพันธ์โดยรวมอยู่ในระดับสูง

3. ปัญหาและอุปสรรคในการแจ้งข่าวอาชญากรรมของประชาชนในโครงการตำรวจชุมชนสัมพันธ์ที่สำคัญได้แก่ประชาชนมีประสบการณ์ไม่ดีกับเจ้าหน้าที่ตำรวจในอดีต

4. ในการพิสูจน์สมมติฐาน พบว่า อายุราชการ ความรู้ความเข้าใจเกี่ยวกับงานชุมชนสัมพันธ์ ความสนิทสนมคุ้นเคยกับประชาชนในพื้นที่ของเจ้าหน้าที่ตำรวจ ลักษณะพื้นที่ที่เอื้ออำนวยต่อการปฏิบัติงานชุมชนสัมพันธ์และปัญหาและอุปสรรคของความร่วมมือของประชาชนมีความสัมพันธ์กับการได้รับความร่วมมือจากประชาชนในโครงการชุมชนสัมพันธ์

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## Chapter I

### Introduction

#### 1.1 Background and Significance of problems

As being aware that rapid change of social and economic situation of country and economic crisis in IMF era during 1-2 years ago caused various kinds social problems such as problem of poverty, unemployment, wandering juvenile, prostitute, drug, auto thief, larceny, snatching, robbery and gang robbery. Most of these problems are dealing with safety of lives and properties which increase more and more. Especially the problem of drug like mad medicine (Amphetamine) begins to spread over every area of country. All of these problems then are under responsibility of Government to control, prevent, suppress and solve in order for peacefulness and safety of lives and properties of people. The police officer is the officer of state as well as of primary justice process who has mission and duty to prevent and suppress the mentioned problems to be relieved or be exterminated from the country.

However, prevention and suppression of crime are the major mission and duty of police officer that have been continued as from the past up to present with various kinds of strategies and tactics are implemented. Beginning with the concept of crime prevention through environmental design of Ray Jeffery (1971:64) that had an influence in Thailand about 1-2 decade ago along with the concept on Police Community Relations or PCR that had played a role in United States since 1950 (President's Commission on Law Enforcement and Administration of Justice 1967 : 100). This influence becomes a part that makes changes to crime prevention and

suppression method of police from traditional way of deterrence to the concept of PCR. This preventive method requires cooperation and participation of people as a main concept that is in compliance with the concept of Sir Robert Peel who ever stated that "Police is people, people is police" (Fyfe and others,1997 : 589).

As from 1987 the Royal Thai Police Department and the Ministry of Interior has worked on community relations or as called "Community and Mass Relations" which consists of various activities or projects implemented up to present. Especially in a part of the Metropolitan Police Bureau, there are many important projects or activities such as youth relations project, crime informing program, training program for public motorcycle driver in preventing crime, neighborhood alert program, safety strengthen program etc.

As stated from the beginning, implementation of community relations activity requires people cooperation at high level in order to get an accomplishment, especially on the task of crime prevention and suppression. However, it is still unclear that how much cooperation people have been giving to these projects. Consequently, the researcher then made a study of people cooperation given to various projects under community relations activity, especially the project of neighborhood alert, managed by the metropolitan police officers. This study may allow us to know the level of cooperation obtained from people as well as other factors which are problems and obstacles to the mentioned cooperation to find the way to improve and solve problems of community relations activity by the Metropolitan Police Bureau .

## 1.2 Objectives of the study

1.2.1 To study people cooperation in Police - Community Relations Crime Informing Program; managed by police officers in the Metropolitan Police Division 6, 7, 8 and 9.

1.2.2 To study factors affecting people cooperation in Police - Community Relations Program.

## 1.3 Scope of the study

This research is made in order to study people cooperation in Police - Community Relations Program (Crime Informing Program) managed by police officers in 40 police stations under control of Metropolitan Police Division 6, 7, 8 and 9 in year 2000.

## 1.4 Definition of Terms

1. *Police Community Relations Program* is a project that encourages people cooperation and self-protection through in the project launched by "Crime Informing" of the Metropolitan Police Bureau in accordance with National Economic and Social development Plan, Issue 8 (B.E.2540-2544), Ministry of Interior Plan, Issue 6 (B.E.2540-2544) and Master Plan of the Royal Thai Police, Issue 3 (B.E.2540-2544).

2. *Metropolitan Police Officer* refers to the community relations team from 40 metropolitan police stations, which consists of 1 sub-inspector as the chief of

working team and 4 police officers on crime prevention and suppression as members of working team.

3. *People refers to* persons who live in the area where 40 Metropolitan Police Stations are located and where community relations activity is employed.

Factors that are problems and obstacles to people's cooperation refers to related factors dealing with people such as knowledge and understanding in community relations work, attitude/idea towards police officer, satisfaction on efficiency police performance, necessity economic reason, way of living and the lack of consciousness etc.

4. *People cooperation* means assistance and support, coordination as well as news informing and discussion on the performance of police officers on community relations work.

5. *Getting cooperation* means the frequency of giving assistance and support, as stated in item 5, of people to the performance of police officer in Community Relations Project.

*Permanent* Community policing requires community policing officers permanently to defined beats, so that they have the time, opportunity, and continuity to develop the new partnership. Permanence means that community policing officers should not be rotated in and out of their beats, and they should not be used as “fill-ins” for absences and vacations of other personnel.

*Place* All jurisdictions, no matter large, ultimately break down into distinct neighborhoods. Community policing decentralizes police officers, often including

investigators, so that community policing officers can benefit from “owning” their neighborhood beats in which they can act as a “mini-chief”, tailoring the response to the needs and resources of the beat area. Moreover, community

## **1.5 Variables of the study**

### **1.5.1 Independent Variables**

- 1) Personal background factors which are age, years of service, position, rank, education level, marital status and the duration of community relation work.
- 2) Social and circumstance factors which are knowledge and understanding in police community relation, the acquaintance with people in the area, the geographical feature of the working area that facilitates community relation work and the problem and obstacles to public cooperation.

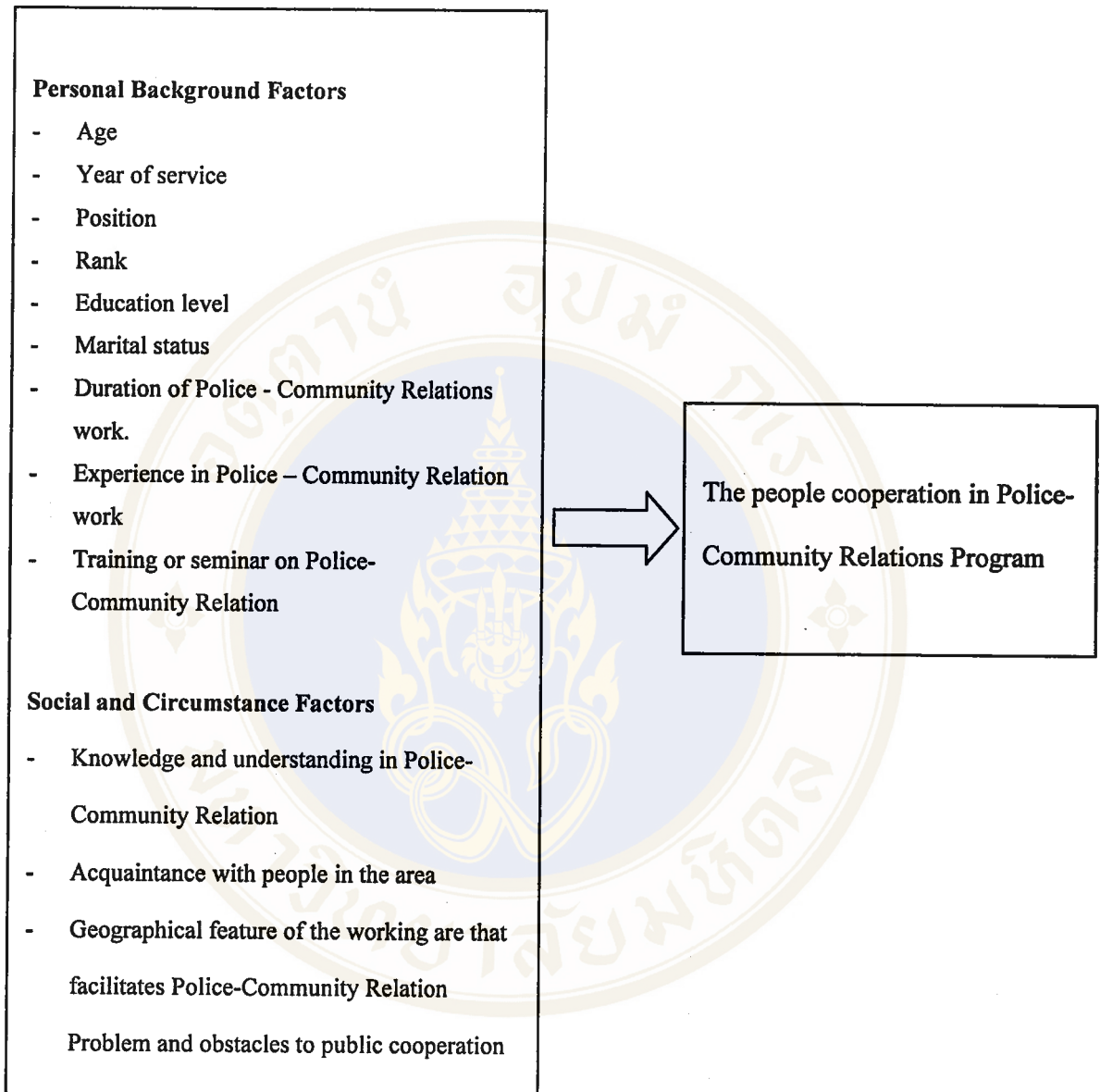
1.5.2 Dependent variable is the people cooperation in Police Community Relation Program.

**1.6 Variable and measurement level**

Variable	Measurement Level
<b>Independent Variable</b>	
<b>Personal Background Factors</b>	
- Age	Nominal / Interval
- Year of service	Nominal / Interval
- Position	Nominal
- Rank	Nominal
- Education level	Nominal
- Marital status	Nominal
- Duration of Police - Community Relations work.	Nominal / Interval
- Experience in Police – Community Relations work	Nominal
- Training or seminar on Police-Community Relations	Nominal
<b>Social and Circumstance Factors</b>	
- Knowledge and understanding in Police - Community Relations	(Likert Scale) Interval
- Acquaintance with people in the area	Interval

Variable	Measurement Level
<ul style="list-style-type: none"> <li>- Geographical feature of the working are that facilitates Police-Community Relations</li> </ul>	Interval
<ul style="list-style-type: none"> <li>- Problem and obstacles to public cooperation</li> </ul>	Interval
<b>Dependent Variable</b>	<b>(Likert Scale)</b>
<ul style="list-style-type: none"> <li>- The people cooperation in Police Community Relations Program.</li> </ul>	Interval

### 1.7 Conceptual Framework



## **1.8 Hypothesis of the study**

1.8.1 The Police officers of different backgrounds got different level of public cooperation in Police-Community Relation Program.

1.8.2 Knowledge and understanding in community relation, the acquaintance with people in the area, the geographical feature of the working area that facilitates community relation work and the problem and obstacles to public cooperation had the relationship with the public cooperation in Police - Community Relation Program.

## **1.9 Benefits of the study**

1.9.1 This study will allow us to know the level of people cooperation upon the implementation of Metropolitan police officer in Police - Community Relation Program.

1.9.2 This study will allow us to know problems and obstacles to people cooperation in Police - Community Relation Program.

1.9.3 This study will allow us to know the trend to improve and solve deficiency due to cooperation of people along with its problems and obstacles occurred to Police – Community Relation Program.

1.9.4 This study will be applied as a guideline to make the same kind of research in the future.

## Chapter II

### Literature Review

#### 2.1 Community Policing

##### 2.1.1 Basic Definitions

Community policing is a philosophy and an organizational strategy that promotes a new partnership between people and their police. It is based on the premise that both the police and the community must work together to identify, prioritize, and solve contemporary problems such as crime, drugs, fear of crime, social and physical disorder, and overall neighborhood decay, with the goal of improving the overall quality of life in the area.

Community policing requires a department-wide commitment from everyone, civilian and sworn, to the community policing philosophy. It also challenges all personnel to find ways to express this new philosophy in their jobs, thereby balancing the need to maintain an immediate and effective police response to individual crime incidents and emergencies with the goal of exploring new proactive initiatives aimed at solving problems before they occur or escalate.

Community policing also rests on establishing community policing officers as decentralized “mini-chiefs” in permanent beats, where they enjoy freedom and autonomy to operate as community-based problem solvers who work directly with the community-making their neighborhoods better and safer places in which to live and work.

### 2.1.2 A Concise Definition : The Nine P's of Community Policing

Community policing is a **philosophy** of full service **personalized policing**, where the same officer **patrols** and works in the same area on a **permanent** basis, from a decentralized **place**, working in a **proactive partnership** with citizens to identify and solve **problems**.

**Philosophy.** The community policing philosophy rests on the belief that contemporary challenges require the police to provide full-service policing, proactive and reactive, by involving the community directly as partners in the process of identifying, prioritizing, and solving problems including crime, fear of crime, illicit drugs, social and physical disorder, and neighborhood decay. A department-wide commitment implies changes in policies and procedures.

**Personalized.** By providing to community its own community policing officer, community policing breaks down the anonymity on both sides—community policing officers and community residents know each other on a first-name basis.

**Policing.** Community policing maintains a strong law enforcement focus; community policing officers answer calls and make arrests like any other officer, but they also focus on proactive problem solving.

**Patrols.** Community policing officers work and patrol their communities, but the goal is to free them from the isolation of the patrol car, often by having them walk the beat or rely on other modes of transportation, such as bicycles, scooters, or horses.

**Permanent.** Community policing requires assigning community policing officers permanently to defined beats, so that they have the time, opportunity, and continuity to develop the new partnership. Permanence means that community policing officers should not be rotated in and out of their beats, and they should not be used as “full-ins” for absences and vacations of other personnel.

**Place.** All jurisdictions, no matter how large, ultimately break down into distinct neighborhoods. Community policing decentralizes police officers, often including investigators, so that community policing officers can benefit from “owning” their neighborhood beats in which they can act as a “mini-chief,” tailoring the response to the needs and resources of the beat area. Moreover, community policing decentralizes decision making, not only by allowing community policing officers the autonomy and freedom to act, but also by empowering all officers to participate in community-based problem solving.

**Proactive.** As part of providing full-service policing, community policing balances reactive responses to crime incidents and emergencies with a proactive focus on preventing problems before they occur or escalate.

**Partnership.** Community policing encourages a new partnership between people and their police, which rests on mutual respect, civility, and support.

**Problem Solving.** Community policing redefines the mission of the police to focus on solving problems, so that success or failure depends on qualitative outcomes (problems solved) rather than just on quantitative results (arrests made, citations issued—so-called “numbers policing”). Both quantitative and qualitative measures are necessary.



### 2.1.3 The Ten Principles of Community Policing

These ten principles should inform all policies, procedures, and practices associated with community policing. Many groups use them as a guide when writing their plans, referring to specific principles as justification for or explanation of certain decisions or actions.

**1. Philosophy and Organizational Strategy.** Community policing is both a philosophy (a way of thinking) and an organizational strategy (a way to carry out the philosophy) that allows the police and the community to work closely together in new ways to solve the problems of crime, illicit drugs, fear of crime, physical and social disorder (from graffiti to addiction), neighborhood decay, and the overall quality of life in the community. The philosophy rests on the belief that people deserve input into the police process, in exchange for their participation and support. It also rests on the belief that solutions to today's community problems demand freeing both people and the police to explore creative, new ways to address neighborhood concerns beyond a narrow focus on individual crime incidents.

**2. Commitment to Community Empowerment.** Community policing's organizational strategy first demands that everyone in the police department, including both civilian and sworn personnel, must investigate ways to translate the philosophy of power-sharing into practice. This demands making a subtle but sophisticated shift so that everyone in the department understands the need to focus on solving community problems in the creative, new ways that can include challenging and enlightening people in the process of policing themselves. Community policing implies a shift within the department that grants greater

autonomy (freedom to make decisions) to line officers, which also implies enhanced respect for their judgment as police professionals. Within the community, citizens must share in the rights and responsibilities implicit in identifying, prioritizing, and solving problems, as full fledged partners with the police.

**3. Decentralized and Personalized Policing.** To implement true community policing, police departments must also create and develop a new breed of line officer who acts as a direct link between the police the people in the community. As the department's community outreach specialists, community policing officers must be freed from the isolation of the patrol car and the demands of the police radio so that they can maintain defined beat area. Ultimately, all officers should practice the community policing approach.

**4. Immediate and Long-Term Proactive Problem Solving.** The community policing officers' broad role demands continuous, sustained contact with the law-abiding people in the community, so that together they and explore creative new solutions to local concerns, with private citizens serving as supporters and as volunteers. As law enforcement officers, community policing officers respond to call for service and make arrests, but they also go beyond this narrow focus to develop and monitor broad-based, long-term initiatives that can involve all elements of the community in efforts to improve the overall quality of life. As the community's ombudsman, the community policing officer also acts as al link to other public and private agencies that can help in a given situation.

**5. Ethics, Legality, Responsibility, and Trust.** Community policing implies a new contract between the police and the citizens they serve, one that offers

hope of overcoming widespread apathy while restraining any impulse of vigilantism. This new relationship, based on mutual trust and respect, also suggests that the police and serve as a catalyst, challenging people to accept their share of the responsibility for the overall quality of life in the community. Community policing means that citizens will be asked to handle more of their minor concerns themselves, but, in exchange, this will free police to work with people on developing immediate as well as long-term solutions for community concerns in ways that encourage mutual accountability and respect.

**6. Expanding the Police Mandate.** Community policing adds a vital, proactive element to the traditional reactive role of the police, resulting in full-spectrum police service. As the only agency of social control open 24 hours a day, seven days a week, the police must maintain the ability to respond immediately to crises and crime incidents, but community policing broadens the police role so that they can make a greater impact on making changes today that hold the promise of making communities safer and more attractive places to live tomorrow.

**7. Helping Those with Special Needs.** Community policing stresses exploring new ways to protect and enhance the lives to those who are most vulnerable--juveniles, the elderly, minorities, the poor, the disabled, the homeless. It both assimilates and broadens the scope of previous outreach efforts such as crime prevention and police-community relations.

**8. Grass-Roots Creativity and Support.** Community policing promotes the judicious use of technology, but it also rests on the belief that nothing surpasses what dedicated human beings, talking and working together, and achieve. It

invests trust in those who are on the front lines together on the street, relying on their combined judgment, wisdom, and experience to fashion creative new approaches to contemporary community concerns.

**9. Internal Change.** Community policing must be a fully integrated approach that involves everyone in the department, with community policing officers serving as generalists who bridge the gap between the police and the people they serve. The community policing approach plays a crucial role internally by providing information about and awareness of the community and its problems, and by enlisting broad-based community support for the department's overall objectives. Once community policing is accepted as the long-term strategy, all officers should practice it. This could take as long as ten to fifteen years.

**10. Building for the Future.** Community policing provides decentralized, personalized police service to the community. It recognizes that the police cannot impose order on the community from the outside, but the people must be encouraged to think of the police as a resource that they can use in helping to solve contemporary community concerns. It is not a tactic to be applied and then abandoned, but a new philosophy and organizational strategy that provides the flexibility to meet local needs and priorities as they change over time.

#### **2.1.4 What Community Policing is not**

To understand what community policing is also requires knowing what it is not.

- **Community policing is not a tactic, technique, or program.** Community policing is not a limited effort to be tried and then withdrawn but instead is a new way of delivering police service to the community.
- **Community policing is not public relations.** Improved relations with the community is a welcome by-product of delivering this new form of decentralized and personalized service to the community, rather than its primary goal, as is the case with a public relations effort. Unlike police-community relations personnel, community policing officers are held directly accountable by the community.
- **Community policing is not anti-technology.** Community policing and benefit from new technologies, such as computerized call-management systems, if they problem solving. Moreover, community policing officers often benefit from access to computer terminals, cellular phones, telephone answering machines, fax machines, and other technological advancements.
- **Community policing is not “soft” on crime.** Community policing officers answer calls and make arrests like any other line officers, but, in addition, they involve the community in short-term and long-term proactive initiatives designed to reduce problems in the future. The distinction is the community policing considers arrest as an important tool in solving problems, not as the primary yardstick of success or failure.

- **Community policing is not flamboyant.** Dramatic, SWAT-term actions make headlines, but community policing complements such efforts by tackling chronic problems community a better and safer place in which to live and work.
- **Community policing is not an independent entity within the police department.** While community policing officers and often the most visible symbol of the new commitment to community policing, these officers must to part of an overall strategy to from a new partnership with the community. The goal is also to make community policing officers a resource that others within the department use for information and intelligence about their beats.
- **Community policing is not cosmetic.** Community policing deals with real problems : serious crime, illicit drugs, fear of crime. It does so by addressing the entire range of dynamics allow such problems to fester and grow.
- **Community policing is not top-down approach.** Community policing shifts more power, authority, and responsibility to the line level by requiring that everyone in the department find ways to express the philosophy in their jobs. Community policing officers in particular must be given the freedom and autonomy to operate as “mini-chiefs” in their beats.
- **Community policing is not just another name for social work.** Helping to solve people’s problems has always been an integral part of police discretion, informally is not formally. Community policing

merely formalizes and promotes community-based problem solving, while maintaining a strong law enforcement component.

- **Community policing is not elitist.** The goal is to ensure that the police do not stand apart from the community, but that they become a part of the community. Community policing requires the support and/or direct participation of all the Big Six, with average citizens playing an equal role.
- **Community policing is not designed to favor the rich and powerful.** Some have argued that community policing extends the same courteous, respectful, responsive, and caring police service that the rich and powerful enjoy to other social classes. However, community policing also implies empowering the disadvantaged, thereby providing them greater clout in securing their fair share of a variety of public services.
- **Community policing is not “safe.”** By challenging the status quo and encouraging risk-taking, community policing implicitly includes allowing for failure and embarrassing mistakes.
- **Community policing is not a quick-fix or panacea.** While creative, community-based problem solving can yield immediate successes, community policing also invests in longer-term strategies designed to solve problems and improve the overall quality of life over time. Especially because of its emphasis on positive

intervention with juveniles, the full extent of community policing's impact on the community may take years to become fully evident.

- **Community policing is not just another name for other police initiatives such as crime prevention, police-community relations, or problem-solving/problem oriented policing.**

*Crime Prevention.* Crime prevention is compatible with community policing—and many department use their crime prevention officers as resource personnel for community policing initiatives—but there are differences in both their structure and their intent. Crime prevention officers are staff specialists whose duties include disseminating information on preventing crime. Community policing instead requires line-level personnel to engage in community-based problem solving that includes a strong focus on preventing crime, but which also addresses a host of the problems that can otherwise contribute to perpetuating an environment conducive to crime.

*Police-Community Relations.* As noted above, community policing improves relations between the police and the community, particularly minorities, as a by-product of delivering this new form of decentralized and personalized service, whereas police-community relations focuses exclusively on the goal of improving relations with the public. As is

the case with crime prevention, police-community relations relies on staff specialists, and their duties usually concentrate on networking with formal leaders of communities. The philosophy of community policing instead asks line officers to express sensitivity and attention to citizens' concerns as part of delivering a full range of police service, and community policing's organizational strategy allows officers to be held directly accountable for their behavior by the people in their beats.

*Problem-Solving/Problem-oriented Policing.* Community policing and problem-solving / problem-oriented policing are often used interchangeably, but there are differences and distinctions. Community policing always involves using creative problem-solving techniques to address a broad range of community concerns. In contrast, problem-solving/problem-oriented policing does not always require involving the community in all aspects of the problem-solving process. Indeed, a concern with some approaches to problem-solving/problem-oriented policing is that it is applied in ways that maintain the police as the "experts," without the requirement that the community be allowed input in the process of identifying, prioritizing, and solving problems on a long-term basis. In addition, the problem-solving officers often do not work out of a decentralized office, have a permanent presence in the

neighborhoods, or survey residents on an ongoing basis to determine if the problems have been solved on the long term.

As the foregoing attests, community policing has precise meanings, and just because there is police problem solving in the community, this does not necessarily mean that it meets the criteria for community policing.

### **2.1.5 The Theoretical Basis for Community Policing**

The question often arises whether community policing is based on accepted theory. Recent research (Trojanowicz, S., 1992) proposes that community policing is based on two social science theories : normative sponsorship theory and critical social theory.

**Normative Sponsorship Theory.** Normative sponsorship theory postulates that most people are of good will and that they will cooperate with others to facilitate the building of consensus (Sower, 1957). The more that various groups share common values, beliefs, and goals, the more likely it is that they will agree on common goals when they interact together for the purpose of improving their neighborhoods.

**Critical Social Theory.** Critical social theory focuses on how and why people coalesce to correct and overcome the socioeconomic and political obstacles that prevent them from having their needs met (Fay, 1984). The three core ideas of critical social theory are :

**Enlightenment.** People must become educated about their circumstances before they can lobby for change.

**Empowerment.** People must take action to improve their condition.

**Emancipation.** People can achieve liberation through reflection and social action.

## 2.1.6 A Background of Community Policing

### Early Foot Patrol Experiments

Community policing's contemporary roots extend back to the foot patrol experiments that began in Flint, Michigan and Newark, New Jersey in the late 1970s. In both cases, research showed that not only did people in areas with foot patrol officers feel better about the policing, but they also felt safer—even when, as was the case in Newark, there was no statistically significant reduction in crimes likely to be influenced by a foot patrol approach. (Flint did show a significant reduction in target crimes.)

As the researchers pondered these results, they noted that Newark had employed “undirected” foot patrol, whereas in Flint, foot patrol officers received training in how to enlist the community in creative problem solving, and the officers were given extraordinary latitude in exploring new ways to address a host of issues beyond a narrow focus on individual crime incidents.

Was foot patrol merely a “feet-good” effort that made people safer even if they were not demonstrably safer than before? Or did the comparison between Flint

and Newark suggest that Flint's "directed" foot patrol in particular had merit beyond providing reassurance of a visible deterrent to crime?

During the early years there were a number of experiments that attempted to replicate elements of the Flint and Newark experiments. While initial results on crime reduction were mixed, pre-implementation and post-implementation surveys regularly showed a reduction in fear of crime, reduction in disorder, enhanced perceptions of personal safety, and improved relations between police and the community—particularly in minority neighborhoods. Officer perceptions of improved safety and increased job satisfaction also occurred.

**A Growing Trend.** As a result, more police departments were willing to experiment with what would come to be called community policing. Community policing picked up steam as it moved toward being adopted as a comprehensive new way of delivering police services. In the early years, the focus was on encouraging departments to establish community policing officers in beats, allowing them the opportunity to show what they could achieve. As anecdotal and research evidence confirmed the contribution that community policing officers were making, the focus shifted to finding ways to confront two emerging problems : external and internal backlash.

**External Backlash.** Community policing has periodically come under fire from the business community and from middle-income and upper-income taxpayers, especially in jurisdictions where community policing officers service only high-crime neighborhoods, and particularly if deploying community policing officers

necessitated cutting the level of service that the broader community previously enjoyed. Departments faced with the challenge of finding the resources to deploy new community officers often cut costs by :

- Instituting a slower response on non-emergency calls
  - Reducing or eliminating patrols in business districts
  - Reducing, eliminating, or assimilating special units, such as crime prevention and police-community relations
  - Charging for services that were previously free (such as security for parades and special events, and repeat calls due to false burglar alarms)
  - Taking more crime reports by phone
  - Asking people involved in “fender-benders” to go the station to make a report rather than sending an officer to the scene
  - Eliminating “niceties” such as retrieving keys locked in cars and checking the homes of vacationers

Some citizens in the community may resent such changes. Consider, for example, the owners of small businesses who find that foot patrol officers who patrolled in front of their stores have been reassigned as community policing officers in high-crime residential neighborhoods. Or the parent that returns home after work to find he child’s bicycle stolen, but learns that policy changes to free up resources for

community policing officers now mean that it may be hours (or even days) before an officer will stop by.

Time and again, departments that adopt community policing piecemeal find themselves called by those who think of themselves as “solid citizens,” those who rarely, if ever, call police for help, to explain why they are being asked to pay more in taxes for less in service. Again, if community policing officer are primarily assigned to high-crime, low-income, often minority neighborhoods—where police often spend a disproportionate amount of their time—more affluent groups may begin to feel that the police are not serving their needs.

**Internal Backlash.** Even in those early days of the Flint experiment, internal friction was a serious problem, particularly backlash from motor officers. Some of the resistance stems from the normal reluctance of any organization to change. But much of the backlash stems from the perception that community policing implies a total rejection the status quo—that community policing is an insult and a threat to police officers who see themselves as the “thin blue line” protecting “us” from “them.” For those who view the job as answering calls, making arrests, issuing citations, and following orders, a shift to community policing can be perceived as changing the rules in the middle of the game—that they are being asked to do a job far different than the one they joined the force to perform. Community policing does not totally reject the past but attempts to build upon it. Community policing recognizes that the vase majority of officer have performed admirably in their traditional roles.

Turnover among police chiefs also contributes to internal backlash, since veterans who have “outlived” three and four chiefs during their career may feel that they can “wait out” a community policing chief who asks them to change. As one sergeant has commented, echoing many of his peer, “I’ve seen chiefs come and go. Why should I buy into community policing when the chief could be gone tomorrow?”

Unfortunately, the sergeant is right. During the past decade, the average tenure of police chiefs in major jurisdictions dropped from 5.5 years to between 3.5 and 4.5 years. And noted community policing chiefs, such as Drew Diamond in Tulsa and Betsy Watson, who took over for Lee Brown as chief in Houston, have been forced from their jobs. (Robert Trojanowicz, 1999 : p2 – 11)

### **2.1.7 What Community policing officers Do not the Job**

Because community policing is a philosophy, not a program, many of the intangibles involved in the job cannot be captured on paper. Community policing officers need to be receptive to input and ideas from citizens, and they must be creative and innovative in translating that input into actions that help to solve the problems that the community faces. Community policing officers also need freedom and autonomy—including the freedom to fail.

The job also requires flexibility in scheduling. Community policing officers often organize community events that bring the neighborhood together, and coordinating such events typically requires working during regular business hours. Yet the officer may need the freedom and flexibility to work in the evenings, such as when there is a crack house to be raided. This requires a great deal of trust between

community policing officers and their supervisors. Trust is essential, since that officer must have the freedom to do what is best for the neighborhood, although it may not fit exactly into traditional scheduling patterns.

Thus community policing is a mindset and not just an officer doing on foot what is normally done in an automobile. For example, consider the following description used by the Michigan State University Police :

Community policing is the philosophy of involving a police officer in a specific section of the community, with ownership, on a long-range basis. The key element is geographic ownership. The community policing officer works to organize the resources of the community, the police department and other agencies to reduce crime and meet the appropriate needs of the community.

Community policing is a philosophy of caring, working with people and helping people. This often means helping people informally when the formal systems do not seem to work.

#### **2.1.7.1 General Duties and Activities**

Several years have been spent collecting information on what community policing officers do. The following list represents the general categories of duties and activities :

**Law Enforcement.** The community policing officer performs general duties common to all police patrol assignments.

**Directed Patrol.** Though increased visibility on the street is an added plus, the main reason for removing the community policing officer from the patrol car is to allow the officer the time and opportunity to work behind the scenes, involving the community in efforts to make beat a better and safer place in which to live and work.

**Community Involvement.** The community policing officer attempts to build an atmosphere of mutual respect and trust, so that average citizens and community leaders form a new partnership the police, to address the problems of crime, drugs, fear of crime, and social and physical disorder, including neighborhood decay.

**Identifying and Prioritizing Problems.** The community policing officer works with community residents to identify and prioritize problems.

**Reporting.** The community policing officer shares information, including information about problems in the beat, with officers who are part of the team and also with the rest of the department, including special units (such as narcotics).

**Problem Solving.** Because of the knowledge that the community policing officer has of the neighborhood and the people who live there, he so she can be the catalyst to develop creative solutions to problems that do not focus exclusively on arrest.

**Organizing.** The community policing officer rapidly move beyond organizing activities such as Neighborhood Watch to organizing a number of

community based initiatives and activities aimed at specific problems and at enhancing the overall quality of life in the community.

**Communicating.** The community policing officer gives formal and informal talks to individual and group to educate people about crime prevention techniques and to discuss problems in the beat. He or she also employs writing skills to communicate with residents in the beat and may also be empowered to communicate directly with the media.

**Conflict Resolution.** The community policing officer mediates, negotiates, and resolves conflicts formally and informally (and challenges people to begin resolving problems on their own).

**Referrals.** The community policing officer refers problems to appropriate agencies : code enforcement, social services, drug treatment, animal control, sanitation, and so on.

**Visiting.** The community policing officer maker home and business visits to acquaint individuals in the beat with community policing, to enlist their help, and to educate them about crime prevention.

**Recruiting and Supervising Volunteers.** The community policing officer must solicit, train and supervise paid and/or unpaid community volunteers, ranging from individuals who assist with clerical duties to people who are working with juveniles in the neighborhood.

**Proactive Projects.** In addition to efforts that focus on solving immediate problems, the community policing officer works with the community on short-term and long-term efforts to prevent problems and enhance the quality of life.

**Targeting Special Groups.** Part of the community policing office's mandate is to protect and assist groups with special needs—women, juveniles, the elderly, the disabled, and the homeless, as well as to target other groups such as youth gangs for special attention.

**Targeting Disorder.** Unlike traditional police officers, the community policing officer's mandate includes emphasis on developing solutions to problems of social and physical disorder and neighborhood decay.

**Networking with the Private Sector.** The community policing officer contacts and solicits the active participation of business, ranging from donations of goods from small business to broad corporate support for new initiatives.

**Networking with the Non-Profit Agencies.** The community policing officer acts as both liaison and facilitator with non-profit agencies, ranging from food banks to the Boy Scouts and Girl Scouts.

**Administrative/Professional Duties.** The community policing officer participates in training, roll call, and officer duties (answering mail, phone call, reports).

The information above describes general duties and activities, but community policing officers need more specific reference points so that they can tell whether they are performing to expectations of both the department and the

community. A job description not only offers the officer much-needed guidance, but the also provides supervisors the basis for assessing the officer's performance.

Without a clear job description, community policing officers can stray across dangerous lines without realizing that they are doing so. In one department where there was no job description for community policing officers, an officer became actively involved in partisan voter registration campaign initiated by an ambitious candidate seeking to dislodge the incumbent. Needless to say, the incumbent, his political party, city hall, and police officials were furious—and the entire community policing effort was halted.

It is very important that prior to assigning a community policing officer or a beat that he or she be given a job description. The job description should not be so specific that it stifles creativity, but it should be specific enough so that it provides guidance. The following is an example of a workable job description.

#### **2.1.7.2 Sample Specific Job Description**

The community policing officer will be responsible for a variety of duties that will include, but not be limited to, the following :

- Perform the duties of a police officer assigned to the Uniform Patrol Bureau as necessary.
- Gather and report intelligence-related information in reference to the officer's assigned neighborhood.
- Provide a sense of security for businesses and citizens within the assigned neighborhood.



- Become acquainted with the merchants, businesses, and citizens within the neighborhood and assist them in identifying problem areas or concerns.
- Enforce when available to all calls for service within the assigned neighborhood.
- Respond when available and investigate report of criminal offenses within the assigned neighborhood.
- Be responsible for building security, where applicable—particularly vacant or temporarily closed business and residences.
- Develop and conduct speaking presentations on topics that have been identified as concerns and/or problems within the neighborhood.
- Research and develop materials for preparing outlines, newsletters, and citizen training program, as well as in-service training programs.
- Conduct interviews with representatives of the media.
- Serve as member of various organizations and committees at the direction of the administration.
- Conduct security surveys, complete crime risk reports, and provide follow-up contacts on commercial/residential burglaries and armed robberies that occur within the assigned neighborhood.
- Prepare and coordinate the tasks to be accomplished within the neighborhood on a weekly basis.

- Prepare weekly evaluation reports describing task accomplishments related to program goals and objectives.
- Coordinate the services of various governmental and private agencies in an effort to resolve identified problems within the neighborhood.
- Organize resources of the community, the police department and other agencies to reduce crime and meet the appropriate needs of the community.
- Due to the nature of the assignment, it is anticipated that the officer selected will have to work a flexible schedule of 40 hours per week with variable leave days. Authorized functions or activities above 40 hours will be compensated as overtime.

### **2.1.7.3 Community-Based Problem Solving**

The list of general duties and activities and the specific job description together provide a basic picture of what community policing officers do and what is expected of them. However, most community policing officer candidate still want examples of community-based problem solving.

### **2.1.7.4 Example of Community-Based Problem Solving**

Since creativity is an essential ingredient in community-based policing and because all initiatives must take into account the needs of the community, there is simply no way to provide an exhaustive list of examples. Offered instead are some ideas, grouped by various kinds of common problems and concerns, Keep in mind that some of these examples can also be applied to other circumstances.

**Problem Identification.** These initiatives can help community policing officers introduce themselves to the community, so that they and begin to build the rapport necessary for the community to share their concerns.

- Door-to-door drop-off of business card/flyer with telephone number of community-based office.
- Use of community survey to learn about unreported crime and other problems
- Attendance at local meeting, church activities, and social events.
- Use of transportation that makes community policing officers aware of the environment and easily approachable, such as bicycles, all-terrain vehicles, horses, and golf carts.
- Involvement in established activities such as Special Olympics.
- Use of the media to provide safety tips, especially at special times of the year such as Halloween.

**Disorder.** Community policing officers can employ various approaches to identify and deal with disorder.

- Surveillance (with or without a camera) at peak times of disorder.
- Promote enactment of loitering laws; post “No Parking of Standing” signs; enforce park restrictions on hours and alcohol.
- Community cleanup of vacant lots that attract drug dealers and prostitutes.

- Work with code enforcement to tear down abandoned buildings that can become havens for problem people.
- Work with churches, business, and volunteers to provide secure shelter for the homeless, to gather donated clothes, to help at soup kitchens.
- Identify absentee landlords and hold them accountable for code violations and unkempt lots.
- Tow abandoned vehicles used by prostitutes.
- Supervise offenders on probation and parole and those sentenced to community service.

**Anti-Drug Initiatives.** Community policing officers can be a catalyst in addressing street-level drug problems.

- Organize and supervise groups to patrol streets where drug dealers operate.
- Work with landlords and attend apartment showings to discourage dealers from moving in.
- Establish drug hotlines for anonymous tips.
- Use forfeiture laws against landlords who cater to drug dealers.
- Remove pay telephones (or limit them to outgoing calls) to discourage use by drug dealers.
- Connect addicts, particularly priority addicts such as pregnant women, with drug treatment facilities (cutting red tape where possible).

- Post lists of jobs available in the community-based office and warm known dealers to find other work of face arrest.
- Provide positive alternative activities/groups for youngsters at risk of joining gangs.
- Work with apartment managers/private security of establish a resident I.D. system to keep drug dealers/customers out of problem facilities.

#### **At-Risk Youths.**

- Organize activities/classes designed to instill self-esteem.
- Work with recreation personnel and volunteers to expand after-school and summer sport activities.
- Recruit volunteers for tutoring and post a list in the community-based office.
- Encourage schools to stay open late—and recruit volunteers—so that youngsters have a place to socialize other than the street.
- Educate youths on their legal rights and responsibilities.
- Initiate conversations about child abuse to uncover hidden problems. Be alert for signs of abuse. Organize classes for parents of dealing with stress.
- Encourage schools/churches to provide “quiet rooms” where youngsters can do their homework.
- Involve parents in enforcing curfews.

- Work with area business/residents on providing safe havens for children.
- Encourage churches to develop an exchange program so that urban youth can visit rural/suburban areas and vice versa.
- Enlist university arts/literature department to establish classes so that youngsters can express themselves.

#### **Women.**

- Conduct rape prevention classes.
- Establish a volunteer escort service to accompany women at night.
- Make a concerted outreach to inform women about services and facilities.

#### **The Elderly.**

- Provide information on “cons” aimed at the elderly.
- Recruit volunteers to accompany and assist them on shopping trips.
- Enlist older citizens as volunteers to work with at-risk youths.

(Robert Trojancwicz, 1999 Pp. 79 – 81.)

## **2.2 Metropolitan Police Bureau**

The Metropolitan Police Bureau (MPB) is an agency of The Royal Thai Police Headquarter. There are 13 divisions and one special sub-division (Juvenile Sub-Division) :

- General Staff Division
- Traffic Police Division
- Patrol and Special Operation Division
- Police Fire Brigade
- Metropolitan Police Division 1-9

There are 89 police stations responsible for the Bangkok area.

### **2.2.1 Tasks**

Bangkok is 1568 square kilometers with a population of 12 million.

The tasks of the MPB are as follows :

#### **Normal Tasks**

1. Crime prevention and crime suppression
2. Traffic management and traffic safety
3. Investigation of criminal cases
4. Public services

#### **Special Tasks**

1. Provide security to H.M.S. The King, The Royal Families, and  
VIPs
2. National security maintenance and anti-terrorism
3. Pace-Keeping and public safety

## 2.2.2 Policies and Operations

1. Raise the efficiency and reputation of the Metropolitan Police to increase public acceptance and admiration.
2. Foster unity and cooperation among police to insure public safety.
3. Develop good and understanding relationship between police and the public. Improve police services and encourage public participation in helping society.
4. Improve disciplinary measures of the Police to insure public satisfaction.

## 2.2.3 Roles

### 1. Crime prevention and suppression

Bangkok, as the capital city of Thailand and the center of many developments, has to face many problems about overpopulation, unemployment, traffic congestion, pollution, and a decline in public morals which are correlated to crime occurrence.

The MPB realizes the seriousness of crime in Bangkok which is unique and different from crime in other places. Therefore, the development and improvement of crime control strategies are necessary to successfully cope with crime.

## **2. Criminal Investigation**

Criminal investigation plays a vital role in crime suppression. After the arrest, effective and prompt investigation is necessary for evidence gathering in order to turn to case over to the court.

## **3. Traffic Control**

Traffic congestion in Bangkok is one of the most serious problems of the country. The MPB continues to work closely with government department and appropriate private agencies in taking measures to improve road designs and traffic signs in order to enhance law, order and public safety on the roads.

## **4. Public Services**

The MPB performs many public service activities throughout the 89 police stations. Each police officer assigned to the police station makes every effort to provide quick and friendly service to the people at all times.

## **5. Community Policing**

Community police plays an important role in providing safety and maintaining a trouble-free community.

The MPB has worked hard to promote and maintain good communication and understanding between the police and the public.

The MPB has established many police-public jointed committees called "Community Relations Police Committee" to coordinate useful programs such as Youth Relations Program, Criminal Information Program or Crime Informing Project and Volunteer Patrol Program.

### 2.3 Police Community Relations in Bangkok

Police Community Relation (PCR) concepts were introduced to Thailand, specially in Bangkok, about 26 year ago. Home visiting was the first program which was established by the Metropolitan Police Bureau in 1974. Patrol officers were assigned to visit crime victims' house where were located within their patrol beats. The officers spent 20-30 minutes to talking with the crime victims and collecting more information about crime incidents.

By the late 1970's the Royal Thai Police Department established the polity of the PCR using around the country. There were 3 main concepts of the PCR :

1. To create the good relationship between Police and Community
2. To search for the good cooperation from community in order to cope with crime problems
3. To improve the Police Service by using the public relation methods

The PCR policy has been accepted by police officers because the policy can be help do decrease crime problems in many areas and also to create the good image of police. By the 1980's community policing teams were set up in every police stations. The team consisted of 10 police officers who were well trained for working with community. The team were assigned to visit community for introducing crime prevention and crime report to police. Many documents about crime prevention were published and distributed to public by the teams. Thai Government started to support some budget for The PCR programs.

By the 1990's the PCR concept has been well know among public because of hard working by the PCR teams. The PCR policy has been implied, many PCR programs have been established. The concept of the PCR team has not been limited within 10 police officers but every police in police stations has been trained to be as community policeman. The PCR programs have been planned along with groups, areas, and crime situations.

The target groups of the PCR programs can be classified as follows :

1. The Youth Group : This program is set for children who are voluntary to joy with police youth club. The children are trained to be good citizen, to know crime report method, to protect themselves from crime, and to understand traffic laws. This training course takes one week. Now the MPB get more than 40,000 children to be the member of the MPB youth club.
2. The female Group : This program is aimed to protect females from rape criminal. Instructions of safe living for female are printed in form of folder and distributed to The Female Association, Female Public schools, and some resident areas. Some lectures about female protections are provided to the universities, schools, colleges by the PCR teams.

High crime rate's areas, business areas, residential areas, downtown areas, and shopping areas are targets in The PCR programs. The PCR teams including patrol officers usually are assigned to discuss with the people who live in those areas in order to create some measures for fighting with crime together. Some agreements of self protection for the area has been occurred following the principles of "Safer

Community Together”, “Together we can make our areas safer”, and “Help us build a safer areas”.

“Neighborhood Watch Program” (NWP) has been one of good PCR example programs. The NWP is the foundation of people learning to live happily and safely together in a community. It is a group of people banding together to achieve what they cannot achieve alone. When one caring household becomes a band of ten caring households, side by side with another band is to raise community awareness, revive community spirit, and become more caring and responsive to each other. For the beginning of the program, a PCR team advise people who live in selected area about how to start the programs. The guidelines of how people know and work together are as follows :

- Contract the people in your area in person by phone or by leaving them a note in their letter boxes.
- Advise them of the purpose of meeting, the time and date and where it is to be held. Give about a week’s notice prior to the meeting. The meeting may be as casual or informal.
- At the meeting get their resolution to establish crime prevention’s groups.
- Each group is co-ordinated by a group co-ordinator chosen from the group itself.
- Group co-ordinators :
  - (a) act as liaison with the PCR team of the local Police and advise the Police of any crime problems in their area.

- (b) Ensure that each member has the names, addresses and phone numbers of their group members.
- (b) They should meet from time to time to discuss crime problems and crime prevention.
- (c) They should make contact with any new resident in there are.

At the initial meeting the people should perhaps also discuss :

- Possible future group activities.
- Future meeting and dates of their frequency.
- What action the group will take in the event of any signs of emergency, suspicious behavior, or other ways of helping each other.
- Agree to respond at all times to such signs of emergency as cries for help, such as thumps on the wall, a window breaking, or whatever their decide upon.
- Agree to let each other know if one is going to be away so others undertake to keep an eye on your place, take in mail, ect. Do the same for them.
- In the event of a emergency, first contact the local police, then contact the group co-ordinate.

In Bangkok, there are many PCR program established the MPB such as Crime Informing Program, Crime Reporter, PCR Mobile unit, School visit, Crime Prevention Festival, Home Police, Co-Operation Between Police and Private security, Crime Prevention For Banks, Police Shows on TV., ect.

The MPB believe that the PCR programs are good tools for reducing crime in Bangkok society. The PCR programs create the good relationship between police and people, the symbol of this relation is represented by a mascot named "COMPO" (COMMUNITY & POLICE) which has been using by the MPB since 1993.

## **2.4 Crime Informing Project of the Royal Thai Police Department**

### **1. Principles and reasons**

In current situation, problem of safety in lives and properties, as fundamental problem of people, tends to increase more. Although the Royal Thai Police Department has already put strong effort to mobilize existing power and other resources in order to suppress these problems seriously, it appeared that such effort shows the outcome at some level, especially information and news about the criminal, hiding place, vicious place or criminal plan, which are not enough for the Police Department to investigate, arrest, prevent or suppress the crime with efficiency. One important cause of this is an inadequate cooperation of people in informing the mentioned news.

From the above problems, the Police Department then considered that structures of crime informing project should be improved in the same way and should have explicit system as well as pattern of implementation in order that implementation of each work in this project will not overlap to each other. Therefore, the crime informing project has been set up at every police station in order to meet the specified objective and target.

## **2. Objectives**

- 2.1 To allow people to comprehend role and duty of police and to participate in the activity of the police.
- 2.2 To allow people to realize the duty of good citizen and to encourage people in protecting lives and properties of themselves as well as of others.
- 2.3 To increase efficiency in searching for news for crime prevention and suppression of the police.
- 2.4 To encourage cooperation in making good relations between people and police.

## **3. Main Duty of Crime Informer/member**

1. When any member knew or found suspicious conduct that has offender or will be crime committed as well as be other serious events which may cause danger to public either fire, storm, traffic accident or other kinds of accidents, the matter of which have to be urgently informed to the police officer.
2. Member should behave as good citizen by means of observing or watching any unusual behavior or person or group of people that seem to be dangerous for the whole society. Then the member has to report such information to the police officer as well as give comments or suggestions that should be advantage for prevention of crime in community.
3. Every member of crime informing project will have the right to call for benefit or refer to privilege of being member of this project and will not search for any unlawful benefit for themselves or for others.

#### **4. Training course and presenting the crime informing member card**

1. Prior to presenting the member card to member, police station must provide the training course for members which will offer various kinds of knowledge such as criminal situation, modus operandi of criminal, birthmark/appearance of criminal, security measures provided for tourists, reporting or informing news to police. This course will be made within 1 day (details of curriculum stated in Appendix A)

2. Chief of police station presents the voluntary member card for crime informing project to the trainees on the training day as well as provide personnel record book and member identification number in order to follow up member's implementation. Every member has to bring 2 photos of 1" size to be stuck on member card and on personnel record.

#### **5. Qualification of crime informing member**

1. Have hometown or career within police station zone when he/she is member of project.

2. Not to be a made person or disable person or drug addicted or undesirable person of society.

3. Not ever been punished by criminal case except that such wrongdoing is made by carelessness or is a misdemeanor.

4. Do lawful work and be selected from group of important person such as member of Voluntary Radio club and/or member of foundation, security staff, chief of community or housing estate, instructor, parents of educational institute situated within responsible zone, chief of local.

## **6. Member identification card and performance record**

1. Member identification card of crime informing project is a 1 year temporary card which divided into 2 types

Type 1 - A card will have silver strip placed crossing from lower left corner to upper right corner.

Type 2 - A card will have gold strip placed crossing from lower left corner to upper right Corner.

2. Chief of police station or his deputy will record the performance of member together with his initial on the card. Specific crime that is informed by members and be taken into action by police officer will be recorded on the member card which are

- Violent crime gets 10 marks/case arrested.
- Sexual crime gets 5 marks/case arrested.
- Crime on property gets 5 marks/case arrested.
- Other interesting crimes get 5 marks/case arrested.
- Case that cause damage to the State gets 5 marks/case arrested.

Besides recording the merit making of members on the card, work performance of members will also be recorded at each police station as an evidence.

1. Change of member card or give special merit will depend on following principles :-

- At the beginning, member will get member card of first type.
- Then when accumulative marks of member's work performance is over 50, he/she will have a member card changed to the second type.

- In case that accumulative mark of member is under 50, but his/her work performance of member is related to significant case, his/her member card then will be changed to the second type. But if accumulative mark of member is over specified level, such as 100 or over 150 marks, member may be considered to get special compensation or reward such as prestige declaration or plaque.

- In case that member got any harmful accident due to work, such member may get compensation for his/her merit making and sacrifice according to relevant rules and regulations.

#### **7. Membership of crime informing member**

Membership of person who is recruited to be member of crime informing project will be terminated according to the following causes :-

1. Death
2. Resignation
3. Chief of police station asked for the return of member card and the membership of member is terminated when he/she behaved badly or committed violent crime or was unable to perform his/her duty.

#### **8. Supervision**

Police Bureau or Provincial Police will supervise the performance of police station under its control to get success as planned and then make a report on its progression to Metropolitan Police Bureau every 3 month as well as submit its evaluation to the Royal Thai Police Department (passing through the Office of Planning and Budget).

## **9. Operating Budget**

Apply normal budget of unit and those which are supported by the Royal Thai Police Department. (details of budget shown in Appendix B)

## **10. Target**

Apply this project in every police station at Provincial Police regions 1-9 of the Metropolitan Police Bureau and at the Central Investigation Bureau.

## **11. Expected Advantages**

1. Member of crime informing project will have recognition and responsibility upon the whole society by means of cooperating rendered to the police in crime prevention and suppression.
2. People may help observing, giving news, comments or advantage suggestions for crime prevention and suppression.
3. Community Relations of police station will be expanded to cover the whole area under responsibility.
4. Create close relations between police and people.
5. Link people from various occupation to join in group for solving problems of crime.
6. Increase efficiency of police in crime prevention and suppression.

## **12. Follow up and Evaluation**

The Metropolitan Police Division 1 - 9 and the Central Investigation Bureau will summarize the report and then submit it to the Royal Thai Police

Department (passing through the Office of Planning and Budget) on the 10<sup>th</sup> of next month in every 3 month. The first report will be submitted within 10 July 2001.

The Office of Planning and Budget will summarize the result of report and then submit it to the Royal Thai Police Department every 6 month.

## 2.5 Related Researches

*Metropolitan Police Bureau* (1986:12) - had made a study on the ideas of people who reside in Bangkok Metropolitan toward the performance of the Metropolitan police office. The study indicated that in community relations activity, people require more visit from the police as well as more dissemination of other activities apart from the press conference on arresting of criminal. People suggest that police relations organization should be set up and this organization may join activity with local people with the leader of group acting as member of organization.

*Research and Planning Division, the Royal Thai Police Department* (1988:9) - had made a study on attitude of people toward the performance of police officer in community relations activity. The study indicated that people in the area where community relations activity was implemented got positive feeling toward the officer. They felt sympathy and needed to support the performance of police. They believed that police can give help when they are in trouble and they did not think that visiting of police will bring trouble to them.

*Talerngpong Wangkaew and team (1989:33)* - had made a study on idea of people toward work of community policing relations. The study indicated that people satisfied with many projects of community policing relations. They thought that this activity is beneficial to community, can solve drug problem, can reduce criminal problem and creates well understanding to people. Visiting people of the police is satisfied.

*Adul Talunpet (1989:105)* - had made a study on attitude of police officer toward community relations activity. It was found that police officer had an attitude toward basic preparation of operating team at moderate level such as operating personnel selection, system management, organization management, target area preparation, data preparation, coordination, advance planning. For an achievement, it was found that police officer did not believe that their superior will have real understanding on target policy and performance of community relations activity as well as welfare of officer.

*Metropolitan Police Bureau (1988:25)* - had made a study on idea of police official toward the policy of community relations activity. It was found that good relations among police and people, children and youth for cooperation can affect efficient performance of police in various projects, can make the activity be success as planned and create good image to people.

*Anuchai Lekbumrung (1990:123)* - had made a study on factors relating to participation of police officer in community policing relation project of the Metropolitan Police Bureau. It was found that police officers in the project of community policing relations seldom participated in the activity. From the outcome of

this study, it was found that contacting with other person and rank of officer had correlation with level of participation. Age, educational level, marital status, year of work experience, knowledge and comprehension about project had no correlation with level of participation in community policing relations project.

*Somchai Vanichsaynee (1990:114)* - had made a study on policy of the Royal Thai Police Department, specific case study on community policing relations project of the Metropolitan Police Bureau. The study had put the focus on the difference between communities that had community relations project and those that did not have this project. It was found that people in community where the project was operated got positive understanding and attitude. They had good relations with the police as well as gave support and participation in crime prevention and suppression of police

*Pralong Sirikul (1993:97-100)* - had made a study on problems and obstacles of police officer who worked in the community relations project in Bangkok. It was found that community policing relations activity can help preventing and suppressing crime, solving problems of traffic congestion, drug abuse, crime committed by children and youth, fire and harmful incident, creating well acquaintance and close relations to people as well as creating good image of police. Community relations activity faced lots of problems and obstacles and its implementation cannot get success enough as expected. Background of police officer in this activity did not have correlation with problems and obstacles in performing work. Problems found in this study involved in budget and administration such as tools and equipment for implementation, vehicle, allowance and welfare of officers.

**Prayat Nala (1993:74)** - had made a study on performance of community policing relations, case study on Chanasonkram Police Station , with comparison made between target area and other areas where community policing relations activity was organized. It was found that community policing relations can reduce problems of crime, temptation, children and youth, traffic congestion and fire. Moreover, it may encourage good understanding between police and people.

**Disanai Puripchote (1994:78-79)** - had made a study on factors affecting cooperation of people in community policing relations project in Metropolitan Police Bureau of Thonburi region. The study indicated that

1. Male will give more cooperation than female. People at age between 26-40 years old will give more cooperation than those of over 40 years old and of lower than 26 years old respectively. People of agreeable attitude will give cooperation higher than those who have disagreeable attitude and uncertain attitude respectively. Those who have low comprehension toward the project will give cooperation more than those who have high comprehension toward project. No indicator showed that which group of people among those who are under graduate, graduated and over graduate level will give cooperation higher than one another.

2. Factors affecting cooperation of people toward community policing relations project are sex, age, attitude, educational level and comprehension did not show any impact upon cooperation rendered to this project.

From the hypothetical test in studying factors affecting cooperation of people in community policing relations project in Metropolitan Police Bureau of



## Chapter III

### Research Methodology

#### 3.1 Population and sample

##### 3.1.1 Population

The population of this study is 204 police officers working under Police-Community Relation Program in the police stations of the Metropolitan Police Division 6, 7, 8 and 9.

##### 3.1.2 Sample

The whole population served as the subjects of the study, thus, there was no random sampling. The subjects were from 40 police station in the Metropolitan Police Division 6, 7, 8 and 9.

The Metropolitan Police Division 6 has 8 police station including : Plupplachai 1, Patemmwan, Yannawa, Bangrug, Jakkawat, Prarajchawang, Samranraj and Plupplachai 2 police station.

The Metropolitan police Division 7 has 11 police station including : Bangkoknoi, Bangkokyai, Bangsaotong, Thapra, Bawornmongkd, Bangplub, Bangyeekun, Talingchum, Tammasala, Saladang and Bangkunnon police stations.

The Metropolitan Police Division 8 has 11 police stations including : Bangyeereu, Talapiu, Bupparam, Somdejchoapraga, Samrae, Bukkalo, Rajburana, Bangmod, Temgkru, Bangkorlam and Pagklongsarn police stations.

The Metropolitan Police Division 9 has 10 Police stations including :  
Thakam, Bangkuntien, Pasicharoen, Laksong, Nongkam, Petchkasem, Bangbone,  
Nangkanplu, Sameadam and Tientalae police stations.

The total number of population are 204 police officers.

### **3.2 Research Instrumentation**

The instrument used in this study is questionnaire as a tool in collecting data which the author has designed is developed by :

#### **3.2.1 Questionnaire development**

3.2.1.1 Study literature reviews about Community Policing and Police – Community Relations.

3.2.1.2 Study social research methodology and questionnaire design techniques.

3.2.1.3 Take thoughts from literature review to design questionnaire and determine questions.

3.2.1.4 3 Professionals are assigned to proof questionnaire to get content validly.

3.2.1.5 Improve questions and test with 30 police officers working under Police – Community Relation Program in Metropolitan Division 5 to search for reliability.

3.2.1.6 Take improved questionnaire to be used with actual population

### 3.2.2 The Questionnaire

The questionnaire is divided into 3 part :

3.2.2.1 Questionnaire concerning general backgrounds of the subjects.

3.2.2.2 Questionnaire concerning the cooperation of public in Police Community Program.

3.2.2.3 Questionnaire concerning the problem and obstacles to public cooperation in Police Community Relations Program (Crime Informing Program).

The scoring method of the answers are in rating scale is used in answering part 2 – 3 questionnaire which in divided into 5 level.

1. Very high = 5 points
2. High = 4 points
3. Moderate = 3 points
4. Low = 2 Points
5. Very low = 1 points

### 3.3 Data Collection

The questionnaires were sent to the target subject in each police station and waiting for reply within a day.

### **3.4 Data Analysis**

- 3.4.1 Running numbers of the questionnaires were made for reexamination of the answers and the data in case of suspicion.
- 3.4.2 Encoding of the answers were made.
- 3.4.3 Take code data to record in computer to prepare analysis by using the program Statistical Package for the Social Sciences (SPSS/PC+)

### **3.5 Statistics Used**

- 3.5.1 Percentage, Means, Standard Deviations.
- 3.5.2 Analysis of variance, Multiple Classification Analysis and Correlation

## Chapter IV

### Results

In this study, the data was analyzed and presented in tables which consisted of four main topics as follows :

- 4.1 Backgrounds of the subjects.
- 4.2 Public cooperation in Police Community Relations Program.
- 4.3 Problems and obstacles to public cooperation in Police Community Relation Program.
- 4.4 Hypothesis testing.

#### 4.1 Backgrounds of the subjects (Table 1)

- 4.1.1 From the whole subjects, 16.7% were under 30 years of age, 43.6% were 40 years of age and 39.7% were 41 years old up.
- 4.1.2 The Subjects whose years of service were less than 10 years were at 32.8%, those whose years of service were 11 – 20 years were at 29.9% and those whose years of service were 21 years up were at 37.3%.
- 4.1.3 From the whole Subjects, 20.1% were chiefs of working team while 79.9% were working staff.
- 4.1.4 All of the Subjects were Buddhism.
- 4.1.5 From the whole Subjects, 51% had educational level not higher than secondary school, 12.3% held diploma and high vocation school certificate and 36.8% got bachelor degree.

- 4.1.6 From the whole Subjects, 21.1% were single and 78.9% were married.
- 4.1.7 The Subjects whose duration of community relations work was less than 2 years were at 34.8%, 3 – 4 years were at 25.5% and 4 years up were at 39.7%.
- 4.1.8 From the whole Subjects, 9.8% had the highest level of knowledge and understanding about community relation, 55.4% had high level while 33.8% and 1% had moderate and low level respectively.
- 4.1.9 From the whole Subjects, 9.3% had the highest level of acquaintance with people in the area of their responsibility, 55.9% had high level, 32.8% had moderate level and 2% had low level.
- 4.1.10 From the whole Subjects, 5.4% worked in the area the geographical feature of which facilitates their work most, 47.1% much, 41.2% moderately and 6.4% little.
- 4.1.11 From the whole Subjects, 65.7% used to work on community relations while 34.3% never worked on community relations.
- 4.1.12 From the whole Subjects, 33.8% had been trained and participated in seminar or has on observation of community relations work while 66.2% had never done that.
- 4.1.13 From the whole Subjects, 26.5% had the most interest in community relations work of the Royal Thai Police, 55.9% had much interest, 16.7%, had moderate interest and 1% had little interest on the matter.



**Table 1** Numbers and Percentages of the subjects classified by personal and social backgrounds.

Personal backgrounds	Numbers (204)	Percentages (100)
<b>1. Age</b>		
30 years old or less	34	16.7
31 – 40 years old	89	43.6
41 years old up	81	39.7
<b>2. Years of service</b>		
10 years or less	67	32.8
11 – 20 years	61	29.9
21 years up	79	37.3
<b>3. Position in the working team on Police – Community Relations</b>		
Chief of the working team	41	20.1
Working staff	163	79.9
<b>4. Religion</b>		
Buddhism	204	100
<b>5. Education</b>		
Secondary School	104	51.0
High vocational school	25	12.3
Bachelor degree	75	36.8
<b>6. Marital status</b>		
Single	43	21.1
Married	161	78.9

**Table 1 (Continued)**

Personal backgrounds	Numbers (204)	Percentages (100)
<b>7. Duration of Community relation work</b>		
2 year or less	71	34.8
3 – 4 years	52	25.5
4 years up	81	39.7
<b>8. Knowledge and understanding about community relations, in particular, crime informing project</b>		
Most	20	9.8
Much	113	55.4
Average	69	33.8
Little	2	1.0
<b>9. The acquaintance with people in the area in Police – Community Relations Program</b>		
Most	19	9.3
Much	114	55.9
Average	67	32.8
Little	4	2.0
<b>10. The geographical feature of their working are felicitates community relation work</b>		
Most	11	5.4
Much	96	47.1
Average	84	41.2
Little	13	6.4

## **4.2 Cooperation of public in Police Community Relation Program.**

4.2.1 From the whole Subjects, 68.2% felt that public cooperation in monitoring the community to prevent violent incident, 31.4% felt this was fair and 0.5% felt this was not good at all.

4.2.2 The Subjects who felt that public cooperation in setting up the patrolling system in order to prevent violent incident was good were at 48%, fair were at 44.1% and not so good were at 7.9%.

4.2.3 The Subjects who felt that public cooperation in setting up the Neighborhood watched project in order to inform about violent incidents was good were at 57.9%, fair were at 31.4% and not so good were at 10.8%.

4.2.4 The Subjects who felt that public cooperation in taking note of birthmarks and description of criminals who committed crime in the community was good were at 44.6%, fair were at 42.6%, not so good were at 12.7%.

4.2.5 From the whole Subjects, 40.2% felt that public cooperation in taking note of the marks and description of weapons or equipment used by the criminals was good, 47.5% felt it was fair and 12.3% felt it was not so good.

4.2.6 From the whole Subjects, 44.7% felt that public cooperation in taking note of the marks and description of vehicles used by the criminals was good, 50.5% felt it was fair and 4.9% felt it was not so good.

- 4.2.7 From the whole Subjects, 63.7% felt that public cooperation in informing the whereabouts of offenders who committed crime in the community was good, 31.9% felt it was fair and 4.4% felt it was not so good.
- 4.2.8 From the whole Subjects, 64.2% felt that public cooperation in informing about potential violent incident or about crime that had already occurred was good, 31.4% felt it was fair and 4.4% felt it was not so good.
- 4.2.9 From the whole Subjects, 62.8% felt that the public co-operation in information about violent incident that had happened in the community was good, 33.3% felt it was fair and 3.9% felt it was not so good.
- 4.2.10 From the whole Subjects, 50.5% felt that the public co-operation in patrolling the area was good, 42.2% felt it was fair and 7.4% felt it was not so good.
- 4.2.11 From the whole Subjects, 45.1% felt that the public co-operation in seeking the criminal out in the community was good, 44.1% felt it was fair and 10.8% felt it was not so good.
- 4.2.12 From the whole Subjects, 48% felt that the public co-operation in pursuing and arresting criminals was good, 40.7% felt it was fair and 11.3% felt it was not so good.
- 4.2.13 From the whole Subjects, 30% felt that the public co-operation in being eye-witnesses in the scene of crime was good 51% felt it was fair and 19.1% felt it was not as good.

- 4.2.14 From the whole Subjects, 46.5% felt that the public co-operation in setting up the security check points was good, 43.6% felt that it was fair and 9.8% felt that it was not so good.
- 4.2.15 From the whole Subjects, 35.8% felt that the public cooperation in supporting the police on the matter of vehicles was good, 49.0% felt that it was fair and 15.2% felt that it was not so good.
- 4.2.16 From the whole Subjects, 34.8% felt that the public co-operation in supporting the police on the matter of accommodation during the pursuit of criminals, 47.1% felt that it was fair and 18.2% felt that it was not so good.
- 4.2.17 From the whole Subjects, 32.9% felt that the public co-operation in donating money for necessary supplies and equipment for crime prevention and suppression was good, 42.6% felt that it was fair and 19.1% felt that it was not so good.
- 4.2.18 From the whole Subjects, 45.4% felt that the public co-operation in donating money and devoting themselves to crime prevention and suppression projects was good, 37.7% felt that it was fair and 16.6% felt that it was not so good

**Table 2** Number, percentages and standard deviation of the public cooperation in Police – Community Relation Program classified in item.

Activities	Numbers (204)	Percentages (100)	$\bar{X}$	SD
1. Monitoring the community to prevent violent incident			3.78	.63
Excellent	22	10.8		
Good	117	57.4		
Fair	64	31.4		
Not so good	1	.5		
Not good at all	-	-		
2. Setting up patrolling system in order to prevent violent incident			3.48	.79
Excellent	18	8.8		
Good	80	39.2		
Fair	90	44.1		
Not so good	14	6.9		
Not good at all	2	1.0		
3. Setting up Neighborhood Watched in order to inform about violent incidents			3.58	.82
Excellent	22	10.8		
Good	96	47.1		
Fair	64	31.4		
Not so good	22	10.8		
Not good at all	-	-		

**Table 2 (Continued)**

Activities	Numbers (204)	Percentages (100)	$\bar{X}$	SD
4. Taking note of birthmarks and description or criminals who committed crime in the community			3.38	.83
Excellent	10	4.9		
Good	81	39.7		
Fair	87	42.6		
Not so good	20	9.8		
Not good at all	6	2.9		
5. Taking note of marks and description of weapons or equipment used by the criminals			3.30	.78
Excellent	8	3.9		
Good	74	36.3		
Fair	97	47.5		
Not so good	21	10.3		
Not good at all	4	2.0		
6. Taking note of marks and description of vehicle used by the criminals			3.42	.64
Excellent	5	2.5		
Good	86	42.2		
Fair	103	50.5		
Not so good	9	4.4		
Not good at all	1	.5		

**Table 2 (Continued)**

Activities	Numbers (204)	Percentages (100)	$\bar{X}$	SD
7. Information about the whereabouts of offenders who committed crime in the community			3.67	.72
Excellent	17	8.3		
Good	113	55.4		
Fair	65	31.9		
Not so good	7	3.4		
Not good at all	2	1.0		
8. Information about potential violent incident or crime that had already accrued			3.72	.79
Excellent	27	13.2		
Good	104	51.0		
Fair	64	31.4		
Not so good	6	2.9		
Not good at all	3	1.5		
9. Information about violent incident that had happened in the community			3.69	.71
Excellent	21	10.3		
Good	107	52.5		
Fair	68	33.3		
Not so good	8	3.9		
Not good at all				

**Table 2 (Continued)**

Activities	Numbers (204)	Percentages (100)	$\bar{X}$	SD
10. Assessing the police in patrolling the are in order to prevent and stop violent incidents			3.50	.77
Excellent	15	7.4		
Good	88	43.1		
Fair	86	42.2		
Not so good	13	6.4		
Not good at all	2	1.0		
11. Assisting the police in seeking the criminal out in the area			3.41	.82
Excellent	16	7.8		
Good	76	37.3		
Fair	91	44.1		
Not so good	19	9.3		
Not good at all	3	1.5		
12. Assisting the police in pursuing and arrest criminals			3.39	.78
Excellent	8	3.9		
Good	90	44.1		
Fair	83	40.7		
Not so good	20	9.8		
Not good at all	3	1.5		

**Table 2 (Continued)**

Activities	Numbers (204)	Percentages (100)	$\bar{X}$	SD
13. Being eye-witnesses in the seens of crimes			3.09	.82
Excellent	5	2.5		
Good	56	27.5		
Fair	104	51.0		
Not so good	31	15.2		
Not good at all	8	3.9		
14. Setting up the security check points as requested			3.44	.83
Excellent	18	8.8		
Good	77	37.7		
Fair	89	43.6		
Not so good	17	8.3		
Not good at all	3	1.5		
15. Supporting the police on the matter of vehicles used to prevent and suppress crime in the community			3.25	.87
Excellent	14	6.9		
Good	59	28.9		
Fair	100	49.0		
Not so good	25	12.3		
Not good at all	6	2.9		

**Table 2 (Continued)**

Activities	Numbers (204)	Percentages (100)	$\bar{X}$	SD
16. Supporting the police on the matter of accommodation during the pursuit of criminal			3.22	.85
Excellent	13	6.4		
Good	58	28.4		
Fair	96	47.1		
Not so good	34	16.7		
Not good at all	3	1.5		
17. Donating money for necessary supplies and equipment for crime prevention and suppression			3.191	.93
Excellent	11	5.4		
Good	67	32.8		
Fair	87	42.6		
Not so good	28	13.7		
Not good at all	11	5.4		
18. Donating money and devoting themselves to crime prevention and suppression program			3.36	.94
Excellent	20	9.8		
Good	73	35.8		
Fair	77	37.7		
Not so good	28	13.7		
Not good at all	6	2.9		

### **4.3 The problem and obstacles to public cooperation in Police – Community Relation Program (Crime Informing Program) (Table 3)**

- 4.3.1 From the whole Subjects, 30.9% felt that the lack of knowledge and understanding on the importance of crime informing was the problem and obstacles of the public cooperation in Crime Informing Program at high level, 56.4% at moderate level and 12.8% at low level.
- 4.3.2 From the whole Subjects, 28.4% felt that the lack of enthusiasm on crime informing was the problem and obstacles to public cooperation in Crime Informing Program at high level, 49.0% at moderate level and 26.6% at low level.
- 4.3.3 From the whole Subjects, 33.4% felt that negative attitude towards the police was the problem and obstacles to public cooperation in Crime Informing Program at high level, 36.3% at moderate level and 30.4% at low level.
- 4.3.4 From the whole Subjects, 36.8% felt that the experience with some police offices was the problem and obstacles to public cooperation in Crime Informing Program at high level, 40.2% at moderate level and 23.1% at low level.
- 4.3.5 From the whole Subjects, 26.5% felt that the idea that crime informing was none of one's business was the problem and obstacles to public cooperation in Crime Informing Program at high level, 36.8% at moderate level and 63.8% at low level.

**Table 3** Numbers, percentages, mean, standard deviation, of the problems and obstacles to people co-operation in Police-Community Relations Program .

Problem and obstacles	Numbers (204)	Percentages (100)	$\bar{X}$	SD
1. The lack of knowledge and understanding of the importance of crime informing			3.23	.75
Most	11	5.4		
Much	52	25.5		
Avenge	115	56.4		
Little	25	12.2		
Least	1	.5		
2. The lack of enthusiasm in crime informing			3.08	.80
Most	7	3.4		
Much	51	25.0		
Avenge	100	49.0		
Little	44	21.6		
Least	2	1.0		
3. Bad attitudes towards the police			3.10	1.06
Most	24	11.8		
Much	44	21.6		
Avenge	74	36.3		
Little	53	26.0		
Least	9	4.4		

Table 3 (Continued)

Activities	Numbers (204)	Percentages (100)	$\bar{X}$	SD
3. Negative experience with some police offices			3.23	.99
Most	24	11.8		
Much	51	25.0		
Avenge	82	40.2		
Little	42	20.6		
Least	5	2.5		
4. The idea that crime informing is none of one's business			2.91	1.02
Most	15	7.4		
Much	39	19.1		
Avenge	75	36.8		
Little	62	30.4		
Least	13	6.4		

#### 4.4 Hypothesis testing

Two hypothesis were set as follows :

**Hypothesis 1**      The police officers of different backgrounds got different level of public cooperation in Police – Community Relation Program.

**Hypothesis 2**      Knowledge and understanding in community relations, the acquaintance with people in the area, the geographical feature of the working area that facilitates community relation work and the problem and obstacles to public cooperation had the relationship with the public cooperation in Police – Community Relation Program.

**4.4.1 The police officers of different backgrounds got different level of public cooperation in Police – Community Program.**

In the hypothesis testing, the statistics used were an analysis of variance and a multiple classification analysis. The variables were divided into 2 main types as follows.

**A. Independent variables** were backgrounds of the Subjects including age, years of service, position, rank, educational level, marital status, the duration of community relation work.

**B. Dependent variables** was the public cooperation in Police – Community Relations Program.

From an analysis of variance and a multiple classification analysis of the public cooperation in Police – Community Relations Project on the back grounds of the Subjects (Table 4 and 5) the results were.

There was insignificant difference in level of public cooperation amount the Subjects of different ages. Those who were under 30 years old got public cooperation at  $-1.32$  under mean (Grand Mean = 61.809), those who were 31-40 year old got public cooperation at  $-1.30$  under mean and those who were 41 years old up got public cooperation at  $1.98$  above mean Age variable had the relationship of 17% with public cooperation in Police – Community Relation Project (Beta = 0.17).

There was significant difference in the level of public cooperation at .05 level among the Subjects of different length of years of service. Those who had less than 10 years of service got the most public cooperation of all at  $3.14$  above mean (Grand Mean = 61.809) Those who had 11-20 years of service got public cooperation at  $1.64$  above mean and those who had more than 21 year of service got public cooperation at  $-4.08$  under mean year of service variable had the relationship of 34% with cooperation in Police – Community Relation Project (Beta = 0.34).

There was no significant difference in the level of public cooperation among the Subjects of different positions . Those who were heads of the working team got public cooperation at  $-1.31$  under mean (Grand Mean = 61.809) Those who were staff of working team got public cooperation at  $.33$  above mean position variable the relationship at 7% with cooperation in Police – Community Relation Project (Beta = 0.07).

There was no significant difference in the level of public cooperation among the Subjects of different ranks . Those who were commissioned officers got public cooperation at 3.81 above mean (Grand Mean = 61.809) Those who were non-commissioned officers got public cooperation at -.66 under mean Ranks variable had the relationship of 17% with public in Police – Community Relation Project (Beta = 0.17).

There was insignificant difference in the level of public cooperation among the Subjects of different educational level. Those who held high school certificate got public cooperation at 1.60 above mean (Grand Mean = 61.809) Those who held diploma got public cooperation at -2.37 under mean and those who earned bachelor degree and higher got public cooperation at -1.43 under mean. Education variables had the relationship of 18% with public cooperation in Police – Community Relation Project (Beta = 0.18).

There was significant difference in the level of public cooperation among the Subjects of different marital status. Those who were single got public cooperation in Police –Community Relation Project at 1.91 above mean (Grand Mean = 61.809). Those who were married got public cooperation at -.51 under mean. Marital status variables had the relationship of 11% with public cooperation in Police – Community Relating Project (Beta = 0.11).

There was significant difference in the level of public cooperation in Police – Community Relation Project among the Subjects of different duration of community relation work. Those whose duration of community relation work less than 2 years got public cooperation at -.42 under mean (Grand Mean = 61.809) Those

whose duration of community relation work was 3 – 4 year got public cooperation at  $-2.04$  under mean. Those whose duration of community relation work was 5 years up got public cooperation of  $1.68$  above mean. Duration of community relation variable had the relationship of 13% with public cooperation in Police – Community Relation Project (Beta = 0.16)

There was no significant difference in the level of public cooperation in Police - Community Relation Project among the Subjects of different experience in community relations work. Those who had experience in community relation work got public cooperation at  $-.85$  under mean (Grand Mean = 61.809) Those who did not have experience in community relations work got public cooperation at  $1.62$  above mean. Experience variable had the relationship of 13% with the public cooperation in Police – Community Relation Project (Beta = 0.13).

There was no significant difference in the level of public cooperation in Police - Community Relation Project among the Subjects. Those who had been trained or had on observation of community relation work got public cooperation at  $-.88$  under mean (Grand Mean = 61.809) Those who had never been trained or had any observation of community relations work got public cooperation at  $.45$  above mean. Training and observation variable had the relationship of 7% with public cooperation in Police – Community Relation Project (Beta = 0.07).

Independent variables all together had the relationship of 12% with dependent variables (Multiple R = 0.120) and all together can explain dependable variables at 34.6% (Multiple R Squared = .346)

Hypothesis 1 was confirmed.

**Table 4** An analysis of variance of people co-operations in Police-Community Relations Program classified by back grounds of the subjects.

Activities	Sum of	DF	Mean		Signif of F
	squares		Squares	F	
<b>Main Effects</b>	<b>2151.063</b>	<b>13</b>	<b>165.466</b>	<b>1.992</b>	<b>.023*</b>
Age	129.595	2	64.798	.780	.460
Years of service	509.244	2	254.622	3.066	.049*
Position	24.590	1	24.590	.296	.587
Rank	142.193	1	142.193	1.712	.192
Educational level	446.120	2	223.060	2.686	.071
Marital status	158.192	1	158.192	1.905	.169
Duration of communication relation work	351.976	2	175.988	2.119	.123
Experience in communication relations work	221.289	1	221.289	2.664	.104
Training and seminar on communication relations work	52.758	1	52.758	.635	.426
<b>Explained</b>	<b>2151.063</b>	<b>13</b>	<b>165.466</b>	<b>1.992</b>	<b>0.023*</b>
<b>Residual</b>	<b>15780.481</b>	<b>190</b>	<b>83.055</b>		
<b>Total</b>	<b>17931.544</b>	<b>203</b>	<b>88.333</b>		

**Table 5** A multiple classification analysis of people cooperation in Police – Community Relations Program classified by backgrounds of the subjects.

Variable + Category		N	Unadjusted Dev'n	Eta	Adjusted for Independents Dev's	Beta	Adjusted for Independents + Coveriates Dev'n	Beta
Grand Mean = 61.809								
Age								
30 years or under		34	1.04		-1.32			
31 – 40 years		89	-.48		-1.30			
41 years and above		81	0.9		1.98			
				.06			.17	
Year of service								
10 years or less		67	.30		3.14			
11-20 years		61	.91		1.64			
21 years and more		76	-.99		-4.08			
				.09			.34	
Position								
Chief of a working team		41	0.00		-1.31			
Working staff		63	0.00		.33			
				.00			.07	
Rank								
Commissioned police officer		30	0.82		3.81			
Non-commissioned police officer		174	-.14		-.66			
				.04			.17	

**Table 5 (Continued)**

Grand Mean = 61.809		Adjusted for Independents + Coveriates					
Variable + Category	N	Unadjusted		Adjusted for Independents		Adjusted for Independents + Coveriates	
		Dev'n	Eta	Dev's	Beta	Dev'n	Beta
<b>Educational Level</b>							
High school	104	1.10		1.60			
Diploma	25	-2.17		-2.37			
Bachelor Degree	75	-.81		-1.43			
			.13			.18	
<b>Marital Status</b>							
Single	43	1.84		1.91			
Married	161	-.49		-.51			
			.10			.11	
<b>Duration of Community relation work</b>							
2 years or less	71	-.22		-.42			
3-4 years	52	-2.02		-2.04			
5 years and more	81	1.49		1.68			
			.15			.16	
<b>Experience in community relation work</b>							
Yes	134	-1.14		-.85			
No	70	2.19		1.62			
			.17			.13	

**Table 5 (Continued)**

Variable + Category	N	Unadjusted		Adjusted for Independents		Adjusted for Independents + Coveriates	
		Dev'n	Eta	Dev's	Beta	Dev'n	Beta
Grand Mean = 61.809							
Adjusted for Independents							
Adjusted for Independents + Coveriates							
Training in community relation work							
Yes	69	-1.77		-0.88			
No	135	.90		.45			
			.13		.07		
<b>Multiple R Squared</b>					<b>.120</b>		
<b>Multiple R</b>					<b>.346</b>		

**4.4.1 Hypothesis 2** Knowledge and understanding in community relation work, the acquaintance with people in the area, the geographical feature of the working area that facilitates community relation work and the problem and obstacles to public cooperation had the relationship with the public cooperation in Police - Community Relation Program.

In the hypothesis testing, the statistics used was the correlation coefficients. The variables were divided into 2 main types as follows :

**A. Independent variable** was knowledge and understanding in community relation work, the acquaintance with people in the area, the geographical feature of

the working area that facilitate community relations work and the problem and obstacles to public cooperation.

**B. Dependent variable** was public cooperation in Police – Community Relation Project.

From the analysis of relationship in table 6, it was found that knowledge and understanding in community relation work, the acquaintance with people in the area, the geographical feature of the working area that facilitates community relations work and the problems and obstacles to public cooperation had the significant positive relationship at 0.05 level with public cooperation in Police – Community Relations Project. This means the higher level of knowledge and understanding in community relations work, the acquaintance with people, the geographical feature that facilitate community relations work the police officers had, the higher level of public cooperation they got.

Moreover, it was also found that problems and obstacles to public cooperation due to the negative experience with the police and the idea the crime informing is none of one's business had the negative relationship with public cooperation in Police – Community Relation at 0.05 level. This means is people had negative experience with police officers and had the idea that crime informing is none of their business, they would give low level cooperation in Police – Community Relation Project.

Furthermore, problems and obstacles to public cooperation in Police – Community Relations Project as a whole had the significant negative relationship with public cooperation in Police – Community Relation Project. This means if

people had problem and obstacles to taking part in police work at high level, the police would get low level of public cooperation. It is noticeable that problems and obstruction due to other factors had insignificant relationship with public cooperation in Police – Community Relation Project.

Hypothesis 2 was confirmed.



**Table 6** The relationship between cooperation in Police – Community Relations Program with knowledge and understanding in community relations work, the acquaintance with people in the area, the geographical feature of the working area that facilitates community relations work, the interest in the importance of community relations work, and problems and obstacles to public cooperation concerning various respects.

Social and Circumstance Factors	Correlation (r)	P
Knowledge and understanding of community relation work.	.2692	.000*
The acquaintance of people in the area.	.3268	.000*
The geographical feature of the working are that facilitates community relation work.	.3229	.000*
The interest in the importance of community relations work.	.4090	.000*
The obstacle concerning knowledge and understanding.	-.0238	.736
The obstacle concerning the lack of enthusiasm.	-.1107	.115
The obstacle concerning negative attitudes towards police.	-.1368	.051
The obstacle concerning negative experience with some police officers.	-.1857	.008*

Social and Circumstance Factors	Correlation (r)	P
The obstacle concerning the idea that crime information is none of one's business.	-2.444	.000*
The obstacle as a whole.	-.1802	.000*

\* P < .05



## Chapter V

### Discussion

From the study on cooperation of public given to police officer in Police – Community Relations Program in Metropolitan Police Division 6, 7, 8 and 9 case study on Crime Information Program, we found that the police officers of different length of years of service obtained different level of cooperation from citizen in Public Community - Relations Program with statistical significance. Police officer who had years of service over 10 years will obtain utmost cooperation from citizen while those whose years of service were between 11-20 years will get less cooperation from citizen. Consequently, police officer then must try to create good attitude and understanding in the eyes of people along with faith and trust upon the work of police officer. Especially, on Community Relations work, police officer must enter into community or responsible area in order to meet, visit and give suggestions to people such as Seminar on Relation Between Police and Citizen, Crime Informing Program, Sports Program etc. Therefore, although the mission of working team of Community Relations is not too much, it is the important duties which should be done regularly and continuously in long term. Especially, the police officer should create good relationship with people though it is difficult to do in limited time. Consequently, the working team of this project should get good health, be industrious, patient and have strong effort to create good relationship with people and as give help to them. Due to the length of years of service of not over 10 years, the police officer in this project then are ready to work efficiently in order to get progress. They can obtain good cooperation from people at high level. On the contrary, the police officer

whose years of service were over 21 years will not be active enough. Their physical and mental condition begin to get worse. Most of them have already go married and have children to take care, so they will be unable to devote themselves with full effort for work as the younger ones. The feeling of boredom also be the cause of inertness and cause dissatisfaction to people. Therefore, cooperation they got from them is low.

From the study we found that knowledge and understanding of Community Relations, the interested in an importance of Community Relation the with people in the area and facilitation of area given to work operation of project are all related to cooperation of people given to Police – Community Relations Program in positive way. It means that knowledgeable police officers who get well understanding toward the project and also be acquainted with people in the responsible area will bet good cooperation from people. They may apply their former knowledge and experience to their work according to their role and duty. This may satisfy the need of people and may be result to get cooperation from people in various activities dealing with Police – Community Relations Program and Crime Informing Program. In contrary, those who lack of knowledge and understanding on Community Relations work will not understand its principle and rationale as well as working procedures. As a result, they are unable to perform their duties according to an approach of the Royal Thai Police Department and the Metropolitan Police Bureau. Finally, this leads to inefficient work and lack of cooperation or get low cooperation from people to join in Police – Community Relations Program.

Operating team of Police – Community Relations that pay much in an importance of work will get much cooperation from people because they put strong effort and devote themselves for activities such as join in activities with people or visit people regularly in order for deficiency of work according to objective of Police – Community Relations Program or Crime Informing Program. Consequently, the officers will get much cooperation from people to join in the project. In contrary, the police officers who lack of interest in Police – Community Relations will get cooperation from people at low level because they do not understand the real substance of program and they may perform their duties and responsibilities without attention and conciseness. They do not devote themselves and do not expect any success or realize the objective of the project. Therefore, the officers may not be accepted by people as well as do not get enough cooperation from them.

Moreover, acquaintance with people in responsible area is also another important issue for the performance of police officer in Police – Community Relations Program. From the study, we found that police officers can get along well with people in their area. In contrary, the officers who lack of awareness about people in the area will get little cooperation from people.

People have good perception and friendship with police officers, therefore, they will be glad to join in activities of the police with willingness. This causes the Police – Community Relations Program get cooperation from people at high level in contrast with the police officers who are not acquainted with people will lack of

reliability from people in their area. As a result, they will get little cooperation from people.

The area that facilitates work to Community Relation of the police officer should be close to residence of police office and transportation as well as communication should be available. These things can facilitate work or activities of police in Police – Community Relations Program affecting to utmost cooperation obtained from people. However, some police officers have to be responsible for people in wide area or their responsible area is far from their residence. In addition, communications and transportation to such area is inconvenient and people usually reside separately, not in group. Consequently, activities provided for people will be seldom, lack of continuity. This causes cooperation obtained from people at low level.

Noticeably that problems and obstacles to get cooperation from people in the Police – Community Relation may be the cause of bad experience people got toward police officers. People thought that Crime Informing Program is not their business. The police officer gets negative relationship from people in obtaining cooperation with statistical significance. It means that the police officer will get cooperation from people in Police – Community Relations Program at low level if people still got bad impression toward the police and thought that Crime Informing Program is no their business. Bad experience in the past toward the police caused people hate and unreliable on the justice they will obtain from the police. Therefore, they do not want to join in any activities provided by the police, even the Police – Community



Relations. The more bad experience people got toward the police, the less cooperation the police will obtain from people. For Crime Informing Program, if people still thought that it is not their business, police officers will get less cooperation from them.



## Chapter VI

### Conclusion and Recommendation

The study on The Cooperation of Citizen to the Operation of the Police – Community Relation Program; Crime Informing Program in the Division 6, 7, 8 and 9 was aimed to study the people cooperation in Police – Community Relation Program and the problem and stades of people cooperation in the program.

The study was conducted to 204 police officer working under Police – Community Relations Program. The subjects were chosen by random sampling method. The statistics used were percentages mean, an analysis of variance, a multiple classification analysis and correlation coefficient.

#### 6.1 Conclusions

6.1.1 Backgrounds of the subjects. Most of the subjects were 31 – 40 years old, had more than 21 year of service, held high school certificate, got married, had worked in Police – Community Relation, for more than 4 years, had high level of Police – community relations, worked in the area that facilitated community relation work, had been trained, had attend seminar on community relation and had much interest in the importance of Police – Community Relation Program.

#### 6.1.2 People cooperation in Police – Community Relation Program

It was found that most of the subjects felt that people gave cooperation to Police – Community Relations Program at high level and cooperation in various activities from the most to the least as follows :

1. Monitoring the community to prevent violent incident.
2. Setting up the patrolling system in order to prevent violent incident.
3. Setting up the Neighborhood Watch Program in order to inform about violent incidents.
4. Taking note of birthmarks and description of criminals who comminuted in the community.
5. Taking note of the marks and description of weapons or equipment used by the criminals.
6. Taking note of the marks and description of vehicles used by the criminals.
7. Information about the whereabouts of offenders who committed crime in the criminals.
8. Informing about the whereabouts of offenders who committed crime in the community.
9. Informing about potential violent incident or about crimes that had already occurred.
10. Informing about the violent incident that had happened in the community.
11. Patrolling the area.
12. Seeking the criminal out in the community.
13. Being eye-witnesses in the scene of crime.
14. Setting up the security check points.
15. Supporting the police on the matter of vehicles.

16. Supporting the police on the matter of accommodation during the pursuit of criminals.
17. Donating money for necessary supplies and equipment for crime prevention and suppression.
18. Donating money and devoting themselves to crime prevention and suppression projects.

### 6.1.3 Problems and obstacles to people cooperation in Police – Community Relations Program ; Crime Informing Program.

#### Police – Community Relations Program; Crime Informing Program.

Most of the subjects felt that there were problems and obstacles to people cooperation at moderate level as a whole. The problems and obstacles to crime informing under Police – Community Relations Program were rated from the most to the least as follow :

1. People had negative experience with some police officers.
2. People lacked knowledge and understanding of the importance of crime information.
3. People had bad attitude towards the police.
4. People were not enthusiastic enough in informing crime.
5. People had the idea that crime informing was none of their business.

## **6.2 Hypothesis Testing**

6.2.1 The police officers of different backgrounds got different level of people cooperation in Police - Community Relation Program.

In hypothesis testing, it was found that the police offices of different length of years of service got different level of people cooperation in Police – Community Relations Program.

6.2.2 Hypothesis 2 knowledge and understanding in community relations, the acquaintance with people in the area, the geographical feature of the working are that facilitates community relations work and the problem and obstacles to peoples cooperation had the relationship with the public cooperation in Police – Community Relations Program.

In hypothesis testing, it was found that knowledge and understanding in community relations, the acquaintance with people in the area, the geographical feature of the working area that facilitates community relations work had the positive relation with the public cooperation in Police – Community Relations Program.

On the part of problem and obstacle to people cooperation, the lack of knowledge and understanding of the importance of crime informing, the lack of enthusiasm in crime informing, bad attitudes towards the police, the idea that crime informing was none of one's business, the problems and obstacles to people cooperation as a whole had negative relationship with public cooperation in Police – Community Relations Program.

### 6.3 Recommendations from the study

From the study on cooperation of people given to police officer in Police – Community Relations Program in Metropolitan Police Division 6, 7, 8 and 9 (a case study on Crime Informing Program), the author would like to give some recommendations as follows :-

6.3.1 It was found that working age of officer, knowledge and understanding on Community Relation, interest or putting importance on Community Relations, acquaintance with people in responsible area and facilitation of area given to work of Community Relation are all related to cooperation of people given to activities of Police – Community Relations Program with statistical significance. Therefore, the Royal Thai Police and Metropolitan Police Bureau should improve the outcomes got from this study.

#### Implementation Approach of Community Relation work

- 1) Recruit the police officer to be operating team of Community Relation Program with working age not over 10 years. It was found from the study that officer of not over 10 years of working age will obtain utmost cooperation from people.
- 2) Provide training course, seminar or official visit regularly and continuously for police officer in operating of Community Relations Program so that police officer will get more knowledge and understanding about work in this project and then can apply them correctly to activities. This may help creating consciousness of

officers to have more interest and put an importance on other group of police officers who lack of intent to Community Relations Program.

- 3) Promote and encourage the operating team of Police Community Relation to be more acquainted with people in responsible area. The superior should suggest an approach to the police officer in creating good relationship with people as well as giving support on expenses or allowance at sufficient amount for work performance of the police officers.
- 4) The superior should consider the nature of area of Community Relation Program to be suited to the number of police officers and other factors used to proceed work such as budget, vehicle etc.

6.3.2 We found from the study that most of people give cooperation to activities of Police - Community Relations Program at good level. But in contrary, people do not want to be an eye-witness for police officers. They give cooperation to police officers on this aspect at low level. So, lack of cooperation from people caused bad effect to crime prevention and suppression as well as criminal procedure. Therefore, the police officer should give knowledge and understanding to people on importance of being a witness in criminal case. They also have to improve measure and method to protect and give safety in life and property of individual who accepts to be a witness as well as his/her family.

#### **6.4 Recommendation for further study**

- 6.4.1 Further study should be made on cooperation of people given to performance of police officer in Police - Community Relations Program to be wider in every area or in every police bureau. Study should be made directly from people officers.
- 6.4.2 Make a study or role of participation of community's leaders such as headman, sub-district, officer, teacher in Police - Community Relations Program.
- 6.4.3 Study on morale and satisfaction of police officers who work in Police - Community Relations Program.

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## Questionnaire

**Title :** The cooperation of citizen to the operation of the Police – Community

Relations Program in Metropolitan Police Division 6, 7, 8 and 9.

**Section A :** Personal factors/Social Backgrounds

1. Age ..... year old
2. Year of service ..... years
3. Position in the working team on Community Relation
  - ..... Chief of working team                      ..... Working staff
  - ..... Others (identify) .....
4. Rank
  - ..... Community officer                      ..... Non-commissioned officer
  - ..... Others (identify) .....
5. Education
  - ..... Secondary school                      ..... High school
  - ..... Vocational/High vocation school                      ..... Bachelor degree
  - ..... Master degree                      ..... Others (identify) .....
6. Religion
  - ..... Buddhism                      ..... Christianity
  - ..... Islam                      ..... Others (identify) .....
7. Marital status
  - ..... Single                      ..... Married
  - ..... Widowed/divorce                      ..... Separated
  - ..... Others (identify) .....

8. Duration of Community Relation work ..... years
9. How much do you know or understand about Community Relation, especially Crime Informing Program ?
- ..... Most                      ..... Much                      ..... Average
- ..... Little                      ..... Least
10. How much are you acquainted with people in the area of your responsibility under the Community Relations Program? (Crime Informing Program)?
- ..... Most                      ..... Much                      ..... Average
- ..... Little                      ..... Least
11. How much does the geographical feature of your working area ? under the community Relation Program facilitate your work ?
- ..... Most                      ..... Much                      ..... Average
- ..... Little                      ..... Least
12. Have you ever worked on Community Relations before working in the present position ?
- ..... Yes                      ..... No
- ..... Others (identify) .....
13. Have you ever been trained, participated in seminar or had an observation of Community Relations work before working in present position ?
- ..... Yes                      ..... No
- ..... Others (identify) .....

14. How much interest do you have in Community Relations work of the Royal Thai Police ?

..... Most                      ..... Much                      ..... Average  
 ..... Little                      ..... Least

**Section B : People cooperation in Police – Community Relations Program**

Is the cooperation people give to the following activity	Best	Good	Fair	Not so good	Not good at all
1. Monitoring the community to prevent violent incident.					
2. Setting up the patrolling system in order to prevent violent incident.					
3. Setting up the Neighborhood Watch in order to inform about violent incident.					
4. Taking a note of birth marks and description of criminals who committed crime in community.					
5. Taking a note of marks and of description of weapon or equipment used by criminal to commit crime.					
6. Taking a note of makes and description of vehicles used by criminal to commit crime.					
7. Informing about whereabouts of offenders who committed crime in community to the police.					
8. Informing about potential violent incident or crime that have occurred in community to police officer.					

Is the cooperation people give to the following activity	Best	Good	Fair	Not so good	Not good at all
9. Informing about violent incidents that have happened in community other to related units.					
10. Patrolling the area in order to prevent and stop violent incidents in community.					
11. Seeking the criminal out in community.					
12. Pursuing and arresting criminals as requested.					
13. Being an eye-witness.					
14. Setting up the security checkpoint as requested.					
15. Assist and support the police on the matter of vehicles used for crime prevention and suppression in community.					
16. Assist and support the police officer on the matter of accommodation during the pursuit of criminals.					
17. Donate money for purchasing necessary supplies and equipment for crime prevention and suppression in community.					
18. Donate money and de vote yourself to crime prevention and suppression project in community.					

**Section C : Problems and obstacles public cooperation in Police – Community Relations Project (Crime Informing Project).**

How much can the following factors be problems and obstacles to the public cooperation program ?	Most	Much	Average	Little	Least
1. The lack of knowledge and real understanding on the importance of crime informing.					
2. The lack of enthusiasm on crime informing.					
3. Negative attitude toward the police.					
4. Negative experiences with some police officers.					
5. The idea that crime information none of one's business.					

**Section D : Other comments and suggestions (if any) .....**  
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## BIOGRAPHY

<b>NAME</b>	Pol. Capt. Surasen In-chan
<b>DATE OF BIRTH</b>	6 February 1962
<b>PLACE OF BIRTH</b>	Amphur Mung, Pijit Province
<b>INSTITUTIONS ATTENDED</b>	Sripratum University, Bachelor of Law (LL.B.) Mahidol University, 1998-2000 Degree of Master of Arts. (Criminology and Criminal Justice)
<b>POSITION AND OFFICE</b>	1992 – 1993 : Sub-Inspector in Crime Prevention Suppression, Chaibury Sub-District Provincial Police Station, Surajtani Province 1993 – 1995 : Sub-Inspector in Investigation Chaibury Sub-District Provincial Police station 1995 - 1997 : Sub-Inspector Section III Investigation and Interrogation Sub- Division, Southern Metropolitan Police Division 1997 – 1998 : Sub-Inspector Section III Investigation and Interrogation Sub- Division, Metropolitan Police Division 6 1998-Now : Sub-Inspector Section 1 Administration Sub-Division, Metropolitan Police Division 8