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**ROLES AND BEHAVIORS OF FOUNDATION VOLUNTEERS IN ASSISTING SOCIETY AS PERCEIVED BY METROPOLITAN INVESTIGATION POLICE**

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**A THESIS SUMMITTED IN PARTIAL FULFILMENT OF THE REQUIREMENTS FOR THE DEGREE OF MASTER OF ARTS (CRIMINOLOGY AND CRIMINAL JUSTICE) FACULTY OF GRADUATE STUDIES MAHIDOL UNIVERSITY**

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Thesis  
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**ROLES AND BEHAVIORS OF FOUNDATION VOLUNTEERS IN  
ASSISTING SOCIETY AS PERCEIVED BY METROPOLITAN  
INVESTIGATION POLICE**



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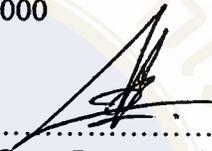
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IN ASSISTING SOCIETY AS PERCEIVED BY METROPOLITAN  
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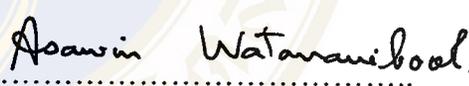
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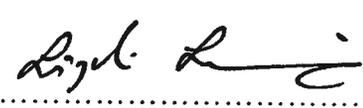
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Police Captain Jatuporn Arunlerktawin

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JATUPORN ARUNLERKTAWIN (ROLES AND BEHAVIORS OF FOUNDATION VOLUNTEERS IN ASSISTING SOCIETY AS PERCEIVED BY METROPOLITAN INVESTIGATION POLICE). THESIS ADVISORS: SOMBAT SUPPACHAI, M.A., ASAWIN WATANAIBOOL, M.A., PORNCHEI KHANTEE, Ph.D. 88 p. ISBN 974-664-208-1

The objectives of the study were to examine the perception of the investigation officers in the Metropolitan Police Bureau towards the roles and behaviors of the foundation volunteers in assisting the society and the factors affecting the perception. The subjects were 270 investigation officers in the Metropolitan Police Bureau. The Data were collected through questionnaires. The results of the study were summarized as follow:

1. The perception in responsibility of the foundation volunteers perceived highly were; rapidity of reaching the accident, turning on the hazard lights and assisting in bringing the cars to police stations.
2. The perception in personality of the foundation volunteers perceived highly were; to talk with polite speech and gesture, willingness in helping people, behaving politely and controlling their moods and emotions.
3. The perception in human relation of the foundation volunteers perceived highly were; feeling of sympathy to the wounded, getting in touch with people and having good human relation with police.
4. The perception in performance behaviors of the foundation volunteers perceived highly were; arriving the incident rapidly, being trustworthy for their job and having knowledge of first aids

The author recommended that the volunteers should be trained for working together with the rescue team of the hospital for the safety of the wounded when a car accident occurred. The knowledge of practice in holding the wounded should be instructed to the volunteers. In some cases, the performance of the volunteers made the situation of the wounded worse because of the lack of knowledge of accurate human anatomy. In the case of disasters such as building fall-down, fire in the building, natural disaster, the rush activity of the volunteers by intention of helping the people without realizing the situation might make the situation worse. The performance of the volunteers should be taken under supervision of the experts. Among the foundation volunteers, there may be some profit-disguised persons that may take advantage from the properties of the victims. Special supervision should be responsible by the chief of the volunteer team or the authority that were in charged. There should be training for the drivers and mobile teams of the foundation volunteers to realize that they were auxilliary function for the work of rescue and law enforcement not the main authority.

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จตุพร อรุณฤกษ์ถวิล : บทบาทและพฤติกรรมของเจ้าหน้าที่มูลนิธิในงานบริการสังคมในความคิดเห็นของพนักงานสอบสวน ในเขตกองบัญชาการตำรวจนครบาล (ROLES AND BEHAVIORS OF VOLUNTEERS IN ASSISTING SOCIETY AS PERCEIVED BY METROPOLITAN INVESTIGATION POLICE) คณะกรรมการควบคุมวิทยานิพนธ์ : สมบัติ สุพัตตชัย, สค.ม., อัครวิน วัฒนวิบูลย์, สค.ม., พรชัย ชันดี, Ph.D. 88 หน้า ISBN 974-664-208-1

การวิจัยนี้มีวัตถุประสงค์เพื่อศึกษาการรับรู้ของพนักงานสอบสวนในเขตกรุงเทพมหานคร ต่อบทบาทและพฤติกรรมของอาสาสมัครมูลนิธิในการปฏิบัติงานบริการสังคมและปัจจัยที่มีผลต่อการรับรู้ นั้น กลุ่มตัวอย่างเป็นพนักงานสอบสวนในสถานีตำรวจนครบาล จำนวน 270 นาย โดยการเก็บข้อมูลโดยใช้แบบสอบถาม ผลการศึกษาสรุปได้ดังต่อไปนี้

1. การรับรู้ต่อความรับผิดชอบในงาน เรียงตามลำดับจากมากไปหาน้อย คือ ความรวดเร็วในการมาถึงที่เกิดอุบัติเหตุ การปฏิบัติงานติดตั้งไฟฉุกเฉิน ในที่เกิดเหตุ และการช่วยเหลือนำรถที่เบียดอุบัติเหตุมาสถานีตำรวจ
2. การรับรู้ต่อบุคลิกภาพของอาสาสมัคร เรียงตามลำดับจากมากไปหาน้อยคือ การใช้วาจาและท่าทีที่สุภาพ ความเต็มใจในการช่วยเหลือประชาชน การแสดงออกอย่างสุภาพ และการควบคุมความรู้สึกและอารมณ์ได้
3. การรับรู้ต่อการมีมนุษยสัมพันธ์ เรียงตามลำดับจากมากไปหาน้อยคือ การรู้สึกเห็นอกเห็นใจผู้ประสบเคราะห์กรรมและบาดเจ็บ การติดต่อสัมพันธ์กับประชาชน และการมีมนุษยสัมพันธ์ที่ดีกับเจ้าหน้าที่ตำรวจ

4. การรับรู้ต่อพฤติกรรมการทำงาน เรียงตามลำดับจากมากไปหาน้อย คือ การมาถึงที่เกิดเหตุอย่างรวดเร็ว ความซื่อสัตย์และไว้วางใจได้ต่องานที่รับผิดชอบ และความรู้ความสามารถในการปฐมพยาบาลเบื้องต้น

ผู้วิจัยเสนอแนะให้มีการอบรมอาสาสมัครของมูลนิธิในการปฏิบัติงานร่วมกับชุดช่วยเหลือทางการแพทย์ของโรงพยาบาลเพื่อความปลอดภัยของผู้บาดเจ็บเมื่อมีอุบัติเหตุทางรถยนต์เกิดขึ้น การอบรมวิธีการดูแลผู้บาดเจ็บ โดยไม่ทำให้ผู้บาดเจ็บต้องมีอาการทรุดหนักลงจากการช่วยเหลือที่ไม่ถูกหลักการสรีรวิทยาและการแพทย์ การควบคุมพฤติกรรมการมุ่งสู่ที่เกิดอุบัติเหตุร้ายแรง เช่น ตีกล่อม เพลิงไหม้ หรือภัยธรรมชาติ ซึ่งอาจก่อให้เกิดอุบัติเหตุอื่น ๆ และก่อความเดือดร้อนแก่ผู้อื่นได้ อันอาจทำให้สถานการณ์วิกฤติเกิดเลวลง ผู้วิจัยยังเสนอแนะให้ควบคุมและดูแลอาสาสมัครบางคน ซึ่งอาจมีจุดประสงค์ในทางทุจริตเกี่ยวกับทรัพย์สินของผู้ประสบเคราะห์กรรม ควรจะมีการอบรมให้หัวหน้าชุดปฏิบัติงานของอาสาสมัครทำความเข้าใจต่ออาสาสมัคร ในความรับผิดชอบต่อบทบาทและหน้าที่ของตนเองในการเป็นผู้ช่วยเหลือร่วมกับเจ้าหน้าที่ที่มีหน้าที่รับผิดชอบ รวมทั้งไม่ปฏิบัติตนเป็นผู้มีอำนาจในสถานการณ์หรือเป็นผู้บังคับใช้กฎหมายเสียเอง ซึ่งอาจทำให้เกิดการเผชิญหน้ากับประชาชนผู้ไม่พอใจได้

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## **CHAPTER I**

### **INTRODUCTION**

#### **1.1. Nature and Significance of the problems**

Crimes in the society concerned various parts of tasks involved, not only the sectors of the Criminal Justice System as Police, Prosecutors, the Courts, Private lawyers and the Correctional Agents, but also the relevant governmental and private sectors such as social welfare units, probation units, community correction units, youth welfare, and the non-governmental volunteer foundations.

Police was one of the most important sectors of the country. Police must preserve subtle society to be sustainable, protect good people in maintaining their lives within the laws and the social order. Main duty of police is to prevent and suppress crimes by patrolling, arresting criminals and protecting country by accompanying with the army. Additionally, police had to find out and gather all evidences concerning a crime for the criminal justice process.

According to the roles and duties of the police, the Royal Thai Police Headquarter had to preserve society and country to be peaceful especially the safety in lives and properties of people. The Royal Thai Police Headquarter was an organization that tried to preserve fairness to the people on the basis of the rightness. Police officers had to perform the duties with their full ability for being the most useful to people. However, if police officers took care of people slowly and unfairly, it would make people be got rid of his rights and freedom. In order to accomplish the objectives of the Royal Thai Police Headquarters, the police officers had to perform the law enforcement duty seriously, fairly, and equally as possible as they could. These officers were the investigation officers.

The main duty of the investigation officers was to take care of all criminal cases in the responsible area. They were responsible from the information of compliants, the gathering of the evidence, the coordination with invovled organization

to the proposal all reported to the prosecutors to consider to charge or not charge a criminal, including all performance that laws gave authority, such as the warrant of arrest, etc.

The investigation was a part of the criminal justice process that officers had to have special expert because it involved with laws and orders of the Royal Thai Police Headquarters. The investigation officers were vital persons of the Royal Thai Police Headquarters of the police stations in the criminal justice process. They were the first persons in the criminal justice process who gathered evidences to get all information to prove the guilty of the criminals. If the first person did not perform his job well enough, it might be difficult to get through the whole criminal justice process fairly. For this reason, the performance of the investigation officers largely effected people both positively and negatively. Eventually, if the investigation officers performed their jobs intentionally on the basis of laws, fairness and equity, people involved in the case would be protected by the laws. On the other hand, if the investigation officers performed their jobs with bias, criminals might be got rid of their rights and freedom. In order to perform investigation effectively, it depended on many factors, such as knowledge, ability, technique, performance and the situation of the case. Generally, the performances of the investigation officers did not fully succeed and the satisfactions of people were still ambiguous in the change of society, economy and politics.

Nowadays, there were many charity foundations that had voluntary members that help the investigation officers to finish the investigation job. In Bangkok Metropolitan area, there were two major foundations; Pohkteung and Ruamkatunyoo foundations. The volunteers from these two foundations helped the investigation officers in many ways. In recent years, accidents in Bangkok Metropolitan area had risen sharply. The 1997 statistics showed 14,492 injuries from accidents at Royal Thai Police Hospital and 24,295 injuries at Siriraj Hospital. Most of them were injured from road accidents (4,731 people at Royal Thai Police Hospital and 7,248 people at Siriraj Hospital. When an accident took place, volunteers from the foundations would arrive the place to help people in the accident and took care of traffic by moving accident cars that might block the traffic flow. Sometimes, an investigation officer went to the accidental place but the cars were moved already. It's very difficult to

judge the situation. Therefore, the case might not be judged fairly and might be obstructed by the volunteers' performances. In a murder case, for example, the foundation volunteers went to the crime scene and confused the things which might destroy the suspected's fingerprints.

This study intended to inspect the perception of the investigation officers in the Metropolitan Police Bureau towards the roles and behaviors of foundation volunteers concerning their tasks in assisting the society. The author anticipated that the results of this study would recommend to both Royal Thai Police Headquarters and volunteers of the social foundations in coordinating with each other for the succession of the criminal justice process.

## **1.2. Objectives of the study**

1.2.1. To study the perception of the investigation officers in the Metropolitan Police Bureau towards the roles and behaviors of foundation volunteers in assisting the society.

1.2.2. To study factors affecting the perception of the investigation officers towards the roles and behaviors of the foundation volunteers in assisting the society.

1.2.3. To find recommendations for the suitable course of action in solving the problems and obstacles in the performance of foundation volunteers in assisting the society.

## **1.3. Scope of the study**

The study intended to find the perceptions of the investigation officers in the Metropolitan Police Bureau towards the roles and behaviors of the foundation volunteers in assisting the society from 270 investigation sub-inspectors in the police stations in metropolitan police division 1-9.

## **1.4. Definition of terms**

**Background factors** meant economic and social factors: age, official service duration, education level, rank, marital status, duration in investigation task, salary, experience in the investigation, experience in task accompanying with foundation volunteers, and coordination to the foundation volunteers.

**Roles** meant the determined performance and duty which might be different. These roles would control behaviors of involved people. In this study, roles were measured from 4 sides; responsibility, personality, human relation and performance behaviors.

**Behaviors** meant all interactions or actions of lives, both noticeable and non-noticeable. These behaviors included both internal and external behaviors such as opinion, belief, feeling, pleasure, interest etc.

**Foundation** meant social assisting foundation that was established to assist society and investigation officers in succeeding their tasks. There were two foundations in Bangkok Metropolis; Ruamkatunyoo and Pohtekteung foundations

**Foundation volunteers** referred to members of both Ruamkatunyoo and Pohtekteung that assist investigation officers.

**Investigation officer** meant a commissioner police officer positioned in sub-inspector who performed his duty in police stations in the Metropolitan Police Bureau as the one who was responsible for a criminal case evidence gathering and case statement for presentation of guilty of any accused in court.

**Investigation** meant a gathering of evidence and all performances followed the laws which investigation officers had done concerning a criminal case to get facts or to proof guilty and to charge crime commitment of suspected or criminals.

**Duration in investigation** meant the length of time that an officer performed his duties as investigation officers.

**Relation with in foundation volunteers** referred to personal relation with the foundation volunteers whether during job performance or during personal time as peers or relatives.

**Experience in performance with foundation volunteers** meant experience of investigation officers to the assistance of foundation volunteers in cases of traffic accident and murder.

**Personality of foundation volunteers** meant characters of volunteers both internal and external. In this study, it referred to dressing behaviors, actions, speech, appearance in doing duty of the volunteers, wishfulness to assist injured and dead people, patient, emotional control, reaction against situation, intention in performing the duty and braveness in confrontation against dangerous situation.

**Volunteer human relation** referred to social interaction and relation between foundation volunteers and investigation officers to create cooperation between them.

**Behaviors of foundation volunteers in doing their jobs** meant all performances in fairly assisting investigation officers, performance following the foundation objectives, honesty, kindness and rapidity in helping injured person.

### 1.5. Variables in the study

There were 2 groups of variables in this study:

1.5.1. **Independent variables** consisted of personal backgrounds; age, official service duration, rank, duration of investigation task performance, education level, marital status, salary, investigation training, experience in performing job with foundation volunteers, relationship with the foundation volunteers.

1.5.2. **Dependent variables** were perception of the investigation officers in the Metropolitan Police Bureau towards foundation volunteers' roles and behaviors in assisting society consisted of behaviors in responsibility, personality, human relation and performance in doing job of foundation volunteers.

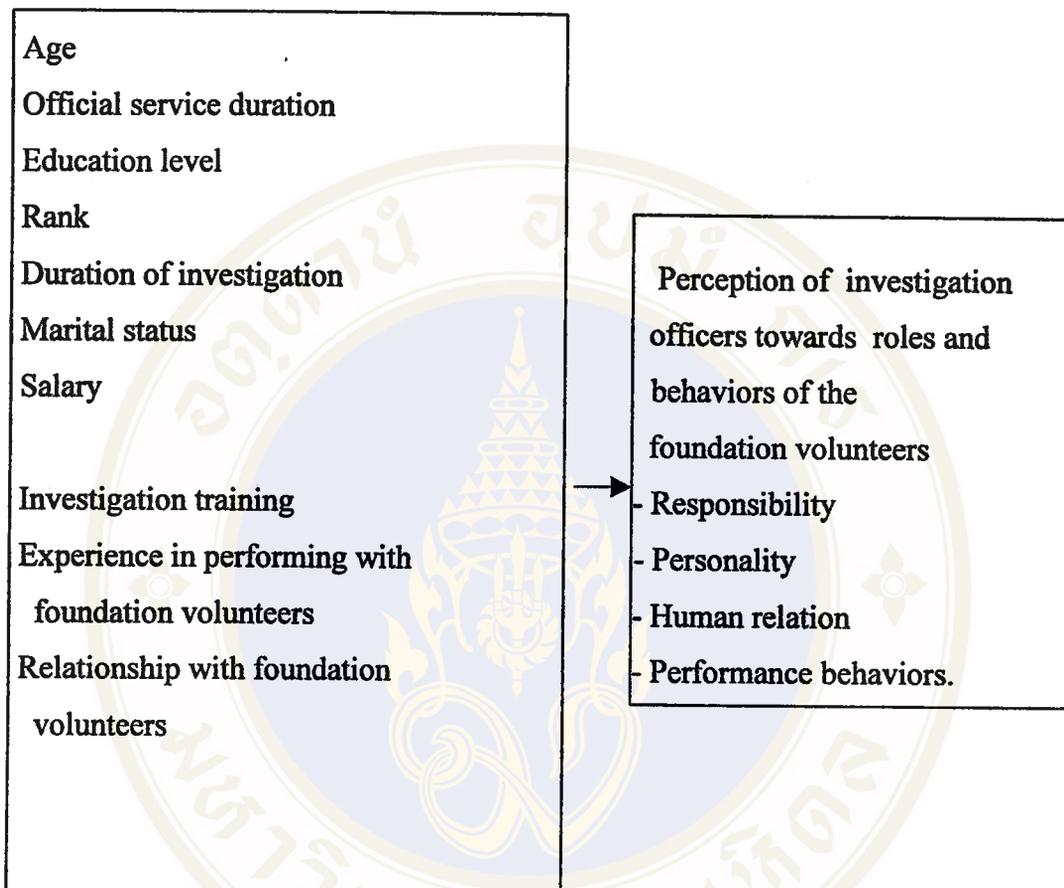
**1.6. Variables and Measurement**

<b>Variables</b>	<b>Level of Measurement</b>
Age	Interval
Official service duration	Interval
Education level	Ordinal
Rank	Ordinal
Duration of Investigation	Interval
Marital Status	Nominal
Salary	Interval
Investigation training	Nominal
Experience in performing with foundation volunteers	Nominal
Relationship with foundation volunteers	Nominal
Responsibility	Interval
Personality	Interval
Human relation	Interval
Performance behaviors	Interval

### 1.7. Conceptual framework

#### Independent Variables

#### Dependent Variables



### 1.8. Hypothesis of the study

1.8.1. The investigation officers with different backgrounds had different perception towards the roles and behaviors of the foundation volunteers in responsibility aspects.

1.8.2. The investigation officers with different backgrounds had different perception towards the roles and behaviors of the foundation volunteers in personality aspects.

1.8.3. The investigation officers with different backgrounds had different perception towards the roles and behaviors of the foundation volunteers in human relation aspect.

1.8.4. The investigation officers with different backgrounds had different perception towards the roles and behaviors of the foundation volunteers in performance behavior aspect.

### **1.9. Advantages of the study**

1.9.1. Know the perception of investigation officers in the Metropolitan Police Bureau towards the roles and behaviors of the foundation volunteers in assisting society.

1.9.2. Know the factors affecting the perception of the investigation officers in the Metropolitan Police Bureau towards the roles and behaviors of the foundation volunteers.

1.9.3. The Royal Thai Police Headquarters and the Metropolitan Police Bureau might use the findings in this study to improve the performance of the foundation volunteers' roles to be more acceptable for the police and the people in assisting the society.

1.9.4. To be accordingly useful for further study.

## Chapter 2

### Literature Review

This chapter was a review of the history and operation of the foundation. Also, the theories of roles, expectancy and performance were reviewed in order to enhance the understanding of behaviors of foundation volunteers in assisting society.

#### 2.1. Role Theory

Most role theories were under micro level. They came from symbolic interactionism that stated that a man behaved or acted to each other after he interpreted every symbol of the others during interactions. Role theories emphasized that man would show his role following his opinion, attitude to the expectancy of his position. In other word, role was a result of psychological factors such as opinion, feeling and social factors. Role was very important in both psychological and social aspects

Allport (1987:196-198) stated that people's roles depended on 4 factors:

1. Role Expectancy was a role following to the expectancy of other people, institute or social agent. It was the expectancy that anticipated people to perform following to rights and duties in their positions.

2. Role Perception – was a perception in our own roles to know how to perform ones' roles and how we saw our roles in that perception (Received Role). This perception involved with our desires that depended on our life goals and values.

3. Role Acceptance – occurred from the relation of both role expectancy and role perception that was about the understandings between social interaction and that person. This was because people did not accept all roles even they were controlled or pressured by society to accept status roles. If that role or position caused them to be disadvantage or oppose to their desires and values, people would try to avoid that role.

4. Role Performance – was actual role that would perform following to social expectancy, perception or own expectancy.

### **Meanings and Ideas about Role**

Role was duty and behavior that were determined by society. (English-Thai Dictionary,2524)

Chaiporn Wichita (2521:96) stated that role was rights and duties in person performance to other people following to his own position.

Tittaya Suwanchot (2508:103) stated that role was behaviors that followed to determined rights and duties.

Broom and Selznick(1963:36) stated that role was composed of 3 characteristics.

1. The Socially Prescribed or Ideal Role – was role in the ideology that was determined by rights and duties of society.
2. The Perceived Role – was role that each person believes that he should perform to his position. This role might clipper from ideal role and from the others.
3. The Performed role – was role that person actually performed that depended on his beliefs, expectancy, and perception including social pressurc, opportunity and person's experience.

In conclusion, role meant person's performance to rights and duties of his position that might be different to others. This determined role helped people to have efficient behavior.

## **2.2. Ideas and theory of the expectancy**

### **2.2.1 Meaning of Expectancy**

There were different ideas about expectancy: Fink and Wagnall (1963:239) said that the expectancy of actions or situation was the confidence in forecasting of any thing.

In Webster's Dictionary (Collin 1975:268), the expectancy was anticipation of anything that should happened by considering the necessary of status and position.

Clay (1988:252) stated that the expectancy of action or situation is forecasting of good future or probability of anything that we had anticipated.

Sons (1988:281) said that expectancy was hope of something that would happen or the confidence that something should or might happen.

Oxford Dictionary (Oxford University, 1989:281) stated that the expectancy was psychological condition that was feeling or ideal of people in forecasting that something should be or should happen.

According to the mentioned ideas, expectancy was psychological condition of person about forecasting that something should be or should happen following to the significance of position or situation.

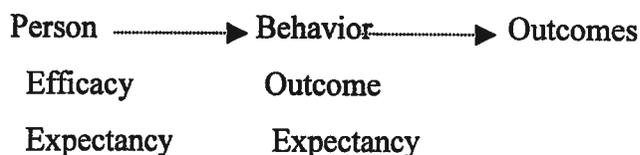
### 2.2.2 Expectancy Theories

Psychologists were interested in human expectancy and had presented some different theories, such as learning theory of Bandura. This theory proposed that any thing that person had learned were relationship between everything. Clearly, person had learned the relationship between event and event, behavior and consequence. According to learning, it became beliefs that controlled a person's behaviors. When people faced with any situation they used their experience to decide and choose to perform. (Chaiporn, 2526:23)

There were two types of expectancy that affected to the consideration to perform or not to perform behavior:

1. Outcome Expectancy was the estimation of person to consider that what behaviors would result to what outcomes.
2. Efficacy Expectancy – was the estimation of person's ability in performing behavior that resulted to anticipated outcomes.

The two expectancies could be shown in the figure:



According to the figure, person would decide to perform or not to perform any behaviors depended on the expectancy that he would get the results he wanted and whether he had ability to do. The ability of people was different because there were many limitations. For example, in the scholarship examination, a qualified student who thought that he did not have enough ability tended not to apply for a scholarship to avoid disappointment.

Bandura (1977; 84-85) proposed that characters of efficacy expectancy of people into three dimensions; magnitude, generality, and strength. Magnitude dimension stated that efficacy expectancy was difference from the others. Generality dimension stated that efficacy expectancy might spread from one situation to another situation. Additionally, some experience might not cause efficacy expectancy to spread to other situation. Strength dimension showed that if the strength of efficacy expectancy was less it would cause people to have less confidence. On the other hand, if people had strength in efficacy expectancy they tended to have confidence even their experience might not be related to expectancy.

Murray stated that the expectancy was behavior that was one component of one's motivation. People might expect that they should get something that respond to their satisfaction and could manage their lives to get pleasure without any abstractions

Han Gorse stated that inflamer of person expectancy made that person be in trusted and perform behave to get what he wanted. Person would not do anything when it was above his desire.

Sierra stated that when people expected that they would get or face with something that made them pleased they would perform their behavior to get that thing. The frequency of their action would depend on the thing that motivated their expectation.

Wivatchai Kulamart stated that expectation caused enthusiasm and emotion to thing above expectation. Disappointment caused people to act or perform. It affected their confidence and resulted to psychological health in surviving with other people in the society. (Wivatchai 2526, 149).

### **The Expectancy Theory**

Present psychologists in cognitivism group Believed that a man was a creature that used intellectual to decide to perform behaviors to achieve his/her goals. With the belief, there were some assumptions:

1. Human behaviors were determined by both drives from human and from environment.
2. Each human had different desires, wishes, and goals.

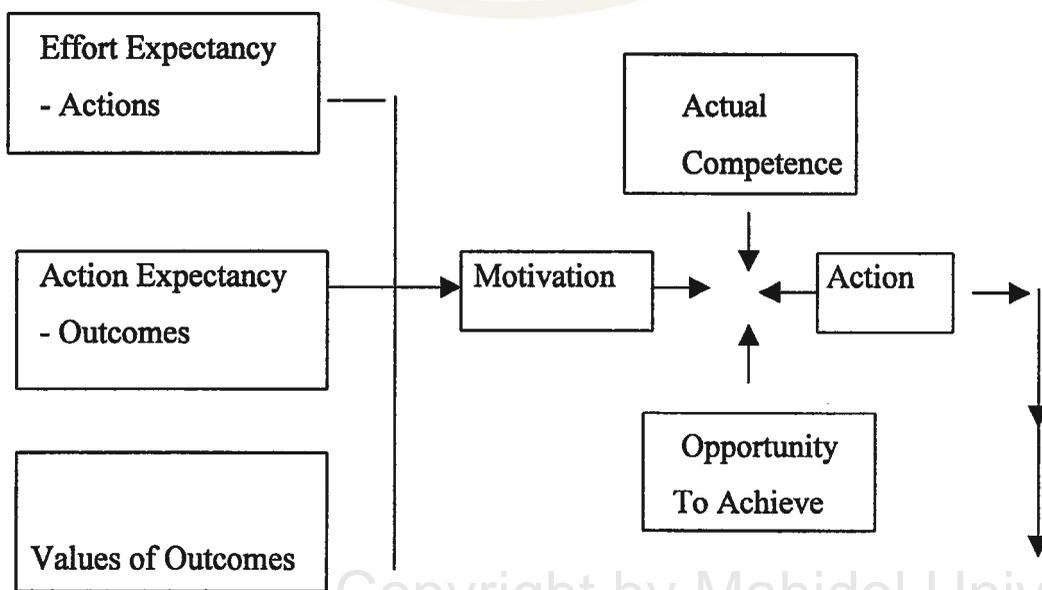
3. Person decided to perform many behaviors from looking at expectancy in the results of performing that behavior.

According to the assumptions, Arum, Leveler and Porter, psychologists, had proposed a theory that their definitions could be understood:

1. Effort- Performance Expectancy – meant the expectation that if a person performed his behavior with full competence, opportunity or probability he would achieve.
2. Performance-Outcome Expectancy – meant person anticipation about future before he performed any behavior. If he performed that behavior, how he would get advantages or disadvantages.
3. Valence – meant values or pleasure of outruns that made a person perform behaviors.

Following to the assumptions, they stated that to motivate any person to perform behavior, it could be achieved when a person believed that the behavior would have outcomes that had high value to him. Also, he believed that he had an ability to perform that behavior. However, he also had to use actual competence and opportunity to perform that behavior, showed in the Expectancy Theory figure (Sanguan Stilertarun, 2523:168-170)

**The Expectancy Theory figure**



Expectancy was a part of attitude. In order to accomplish the expected goals, attitude of people was also important. Therefore, we should understand about the people's attitude. Most psychologists accepted that attitude was personality of people that tended to be on any side and expected to perform the behavior that responded to that side. For example, they could show on their bodies, flutings or speech.

### **2.3. Meaning of Behavior**

Somchit Supunnatus (2527:97) stated that behavior was all actions or activities of lives both noticeable and non-noticeable that was inside or outside.

Propane Susan (2527:155) stated that behavior was all activities of human, both noticeable and non-noticeable, that could be measured by special equipment and could be informed whether t had or not, such as ideal, belief, feeling, pleasure, and interest.

Suppurates (2527:275-280) proposed on ideals about causes of behavior:

1. Physical desire was notation to have behavior.
2. When person had optimal drive he would perform behavior.
3. What person performed behavior depended on his wants and feeling.
4. Knowledge, understanding, and expectation aroused person's behavior.
5. Behavior was controlled by motivation such as achievement and desire.

#### **Behavior change**

Person's behavior had changed by his development that he had developed all his life. Behavior would change into 3 characteristics;

Behavior changed because of identifying something or someone for instance, to imitate parents, teachers, or movie stars.

Behavior changed because a person accepted that it was good. This change connected to his ideal or value, so he accepted it to be his own way to solve problems.

#### **Factors that affected Behavior Change**

1. Heredity – Heredity was one of the most important factors that affected behavior change. It was a result that changed in ideal and profound the

intellectual that came from heredity that he had got from parents and ancestors.

2. Environment – Environment was an influence to change behavior. For example, drug addicts were influenced by familial environment and friends who are addicts. Drugs could change person's behavior.
3. Maturity – Maturity was natural development of human-being that influenced human behavioral change. When maturity changed, behavior also changed.
4. Learning - Learning was a vital factor that affected a person's behavior. Learning was main factor composed of many sub-factors: such as physical drives, rewards, punishments, repetitions, attitudes, values, groups, news and motivations.

Bloom (1975:65-197) stated that behaviors were all activities of people, both observable and non-observable, that could be divided into three parts.

1. Cognitive Domain. This behavior had steps of ability of knowledge, thinking and intellectual development that could be divided from easy to difficult as such:

- 1.1 Knowledge was primary behavior of memory and remembering.
- 1.2 Comprehension was the understanding that was behavior that came from knowledge. This understanding could be shown in interpretation and forecasting.
- 1.3 Application was the ability to apply theories and ideal into everyday life.
- 1.4 Analysis was a step that person had ability or skill in analyzing event and realizing how each part was interrelated. Moreover, he could tell what the problems were in a situation.
- 1.5 Synthesis was the ability of person in collecting details into new whole structure that was clear and had high quality.
- 1.6 Evaluation was the ability to decide or consider everything by fluctuated rules or standards.

2. Affective Domain. This behavior meant interest, feeling, posture, pleasure in value, or value adoption that was not easy to be described. It happened inside person's mind. To have affective domain, there were some steps respectively.

- 2.1 Receiving or Attending - Person was motivated to receive or to be interested to know event and happy to do it.
- 2.2 Responding was a step that person was stimulated to have “burden” and try to respond to the motivating thing. This behavior was composed of consent, willing and pleasure to respond.
- 2.3 Valuing was a step that a person would accept something to be valuable for him and took it to adapt his behavior, it was called “value”. Value was composed of acceptance, pleasure and tightening the value into himself.
- 2.4 Organization was a step that people manage the systems of values to their groups by considering these values. Organizing was composed of ideals about values and managing value system.
- 2.5 Characterization by a value complex. In this behavior step, person must have many values and protege these values in order. These values would control a person’s behavior. The behavior in this step was composed of determining guidelines of performance and showing symbol to perform following to the determined guideline.

3. Psychomotor was behavior that uses an ability to show out a physical gesture including performance was a situation or forecasting to perform behavior in the following opportunity. This behavior was the last one that uses intellectual, knowledge, thought and attitude to be components. This behavior had to use time and many steps in consideration.

#### **2.4. Concept of Police Job Performance**

Wilson and McAllen (1972:21) stated about primary objectives of policing as such;

1. To preserve social peace.
2. To protect life and property.
3. To enforce criminal laws and control person behavior in society.

Kenny and William (1968:19) stated that police had general duties as such;

1. **Crime Control** – meant to suppress criminals including all activities of police that aimed to control actions of crime. Role of police in taking criminal to be charged in court was also crime control.

2. **Crime Prevention**-was all abilities that aimed to get rid of desire of people to commit crime and to cooperate with other agents in preventing society from crimes.

3. **Control or Regulation Conduct**-meant police activities to enforce social rules and orders that were determined to set standard performance of people in society.

4. **Provision of Service**-meant activities that police officers perform to assist people or governmental agencies. Most of these duties were ordered from government.

According to criminology and penology, police authority was divided into 6 types (Chai Sewikul, 2511:130-133)

1. Police must enforce laws.
2. Police must preserve social peace.
3. Police must protect people lives and properties.
4. Police must investigate all crimes.
5. Police must serve public.
6. Police also had other special duties such as to protect and preserve peace during war.

Prasert Rujirawong (2506:3) stated that characters of duties that police should perform could be divided as such;

1. Crime Prevention
2. Crime Suppression
3. People Safety Protection
4. National Safety Preservation
5. General Public Service

According to Royal Thai Police Order Part 1 Character 1 chapter1, Police had many duties imprinted in laws and orders, that in conclusion could be stated as such;

1. Police, as peace preserver, had duties in preserving peace of society.
2. Police, as law enforcement person, had duties to prevent law violation and to investigate and suppress crimes.

3. Police, as public servants, had duties both determined by Interim Department and some as public servants, also must preserve unity and help soldiers.

4. Police, as governmental agents, had duties to keep people happy.

5. In unusual situation, police had duties to protect people and fight against enemy and also to preserve peace that was ordered by government.

## **2.5. Personality Thoughts**

Personality came from the word "Persona" in Latin meant masks that actors in Roman wore to told audience of the different characters (Lazarus, 1971).

Carter (1965:25) said that personality was thing that told one person what he would talk, think or do when he was in a situation.

Allport (1937) stated that personality was system of body and mind that determined characteristics of person in adapting himself to environment.

Wood and Marquis (1947) stated that personality of each person would clearly show from habit in thinking and expression including attitude, interest, manner, and philosophy in living of person.

According to the definitions, personality did not mean only external characteristics that could be observed but also all conditions that were components of human, characters of thought that affect on actions of person in situations including the development and role of the characters. In short, personality meant behavior characters and consciousness of person. Personality was the person's identity.

## **2.6. Meaning of Investigation Officer**

Investigation officer meant an officer who was authorized by laws to investigate, that was to gather all evidences and all activities following to Procedural Criminal Laws that officer had done in a case to know facts or to proof a crime. (Procedural Criminal Laws unit 2(6) and (11) ). This authority could not be delegated to other officers.

## 2.7. Principles of Investigation

According to Procedural Criminal Law unit 2(11), the investigation had vital components as such,

1. To manage criminal cases following these steps respectively.

1.1. Case Consideration. When a complaint came to inform a case to an investigation officer, he must tell about all events that involved accusation including his damages from the case. Investigation officers had to consider that charge or unit that case was. (Procedural Criminal Law Unit 123)

1.2. Complaint and witness testimony record. Investigation officers had authority to record complaint and witness testimony about the case (Procedural Criminal Law Unit 133)

1.3. Suspect Testimony Record. Investigation officers might have suspect testimony as evidence. They had to inform to the suspect that any testimony could be used to insist him in a court. (Procedural Criminal Law Unit 134)

1.4. Evidence Collection. To collect all evidences was one duty of investigation officers. They must collect all three types of evidence; witness, document, and material. Additionally, they authorized to examine complaint, suspect, things, finger print and to take photograph of crime scene or to draw it. Moreover, they had authority in warrant of searching a place to get things that were illegal and were to violate laws and had a summon for an owner. (Procedural Criminal Law Unit 132)

1.5. To get all facts or proof guilty of the suspected. Investigation officers must use all evidences; witness, document, material, experts, etc. to consider the case about the focus to prove the suspected's guilty.

1.6. To make a criminal be punished. Investigation officer could get a criminal to be charged in Criminal Justice Process by;

Warrant of Interrogation. (Procedural Criminal Law Unit 152)

Warrant of arrest (Procedural Criminal Law Unit 66)

Arrested by officers (Procedural Criminal Law Unit 89)

Suspected confess by themselves (Procedural Criminal Law unit 136)

Arrested by investigation officers (Procedural Criminal Law Unit 136)

Investigation officers must perform their duties following to Procedural Criminal Law and regulations of the Royal Thai Police Headquarters that could briefly be concluded as such;

1. Investigation officers must not be bias. In asking for testimony, they could not suggest suspected or witness to say anything they were unwilling. These people had to tell everything freely.

2. Investigation officers must interrogate complaint, witness and suspected suddenly. If they delayed, the facts might be distorted.

3. Investigation officers must request any authority from a judge suitably.

4. Investigation officers must offer witness for comfort.

5. It was investigation officers' duty to malice full report quickly.

6. If the investigation officers concluded a case to charge a suspected, they must follow up the case along with prosecutor to correct any fault. Investigation was a gate to the criminal justice process that was very important in order to protect rights and fairness for all involved people. Therefore, investigation officers must have good training and good qualifications such as hardworking, potent, intellectual, enthusiastic, good memory, and forecast ability.

### **Duties of Investigation Officers.**

#### **Investigation Inspector (Chief of Investigation Job)**

1. To be a chief responsible for investigation

1.1. Responsible for chief of investigation job.

1.2. Performance Planing

1.3. Delegate Jobs to sub-inspectors

1.4. Consider and order problematic job.

1.5. Auditing officers performance

1.6. Insulting, recommending and adopting officers performance.

1.7. Officers performance evaluation

1.8. Cooperate with other organizations

1.9. Training for officers competence.

1.10. Participating in a conference that was appointed to be number

1.11. Participating in conference with other organizations that chief of police station had delegated.

1.12. Solving obstacles or problem in doing job.

1.13. Answering about case

1.14. Other involved jobs.

2. Statistics concerning process and Using Techniques in the Investigation.

2.1. Statistics gathering. Having files of facts about case, result from prosecution, unable arrest, stolen property and characteristics, unknown criminal cases, criminal case reports that was in a period of time designed for terminated results.

2.2. Guidelines and investigation method, including result problems and obstacles

2.3. Collected data analysis.

3. Investigating all criminal cases

3.1. Having inspector and/or sub-inspector be on duty in a police station called “investigation police officer on duty” that had vital principles as such.

3.1.1. Having investigation inspector and/or sub-inspector be on duty in getting complaints and doing primary investigation for serving people comfortably and rapidly.

3.1.2. Having inspector and/or sub-inspector be responsible for taking suspected under custody

3.1.3. Having inspector and/or sub-inspector interrogate cases when they were in out of duty time.

3.1.4. Having inspector and/or sub-inspector to have standard in performing duty and time for relaxation.

3.2. Delegating investigation officer and/or sub-inspector be responsible for cases suitably following to expert, knowledge, ability and quantity of cases.

3.3. Interrogating violent or vital cases.

3.4. Cooperating with other investigation officer in important case.

3.5. Covering and protecting witness.

4. Criminal case finement.

5. Arresting criminals in cases of

- 5.1. Present Crimes
- 5.2. Suspected had tendency to escape unless sudden arrest.
- 5.3. Cooperating with crime prevention and suppression to arrest criminals.
6. Coordinating with other police station and other organizations to prevent and suppress crime.
  - 6.1. Having coordination between investigation inspector or sub-inspector and investigative officers in a police station.
  - 6.2. Informing all data considered as useful in preventing crime to involved officers.
7. Managing to get public cooperation
  - 7.1. Having good relationship with public to get cooperation to be witness
  - 7.2. Having case witness be conformable
  - 7.3. Covering and protecting witness seriously
8. Having officers training
  - 8.1. Having collection of laws, orders, regulations and all useful documents in the investigation.
  - 8.2. Having investigation inspectors and sub-inspectors know about investigation techniques, laws, rules, and orders.
  - 8.3. Trainig subordinates to get knowledge, ability, performance by police station or supporting form other organizations.
9. Other tasks involved.

### **Investigation Inspectors**

1. As a deputy of chief of investigation and perform duty delegated from a chief.
2. Arrest criminal in cases of
  - 2.1. Present crimes
  - 2.2. Suspected or criminals might escape
  - 2.3. Cooperating with crime prevention and suppression to arrest criminals.
3. Investigating all criminal cases, such as:
  - 3.1. Performing like sub-inspector as senior investigation officers
  - 3.2. Interrogating violent or vital cases by themselves or by delegation
  - 3.3. Cooperating with sub-inspector in suitable cases.

- 3.4. Criminal case finement.
- 3.5. Other jobs involved investigation
- 3.6. Other jobs delegated by supervisor.

### **Sub- inspectors**

1. Interrogating all crimes
  - 1.1. When someone informed crime case, having investigation rapidly
  - 1.2. When sub-inspector had been informed a case by phone, if necessary, should he go out to check the place. If a complaint could not come to the police station, an officer should go out to interrogate. In this case, investigation officer must put information in case record book unneeded coupling's signature.
  - 1.3. Reporting cases that rules had determined to report to suppression
  - 1.4. Having investigative sub-inspector to participate in a case when necessary.
  - 1.5. Having complaint note for a complaint for next connection
  - 1.6. Reporting to inspector after finishing "investigation officer on duty"
  - 1.7. During performing as investigation officer on duty, if it was not necessary, should not make any appointment with complaint or witness.
  - 1.8. Finish responsible cases in determined time.
  - 1.9. Coordinate with investigative officers if the case needed to be investigated after investigation
2. Study and collect data about investigation, prosecution, and techniques of investigation
  - 2.1 Collect involved statistics and report them to investigation inspector
  - 2.2 Assist inspector to study and collect statistics and. to use techniques in the investigation
3. Criminal cases finement.
4. Arresting criminals in cases of
  - 4.1. Present crimes
  - 4.2. Suspected or criminals might escape
  - 4.3. Cooperating with crime prevention and suppression to arrest criminals.
5. Coordinate with other job person in the police station and other organizations to prevent and suppress crime.

5.1. Having coordination between investigation inspector or sub-inspector and investigative officers in a police station.

5.2. Having Informing all data considered as useful in preventing crime to involved officers.

6. Managing to get public cooperation

6.1. Good relationship with public to get cooperation to be witness

6.2. Having case witness be comfortable

6.3. Covering and protecting witness seriously

7. Other jobs involved investigation.

8. Other jobs delegated by supervisor.

## **2.8. Organizations in the Metropolitan Police Bureau.**

The Metropolitan Police Bureau is divided into:

2.8.1. Child and Youth Welfare Sub-Division

2.8.2 . Staff Division, divided into 5 sub-divisions

2.8.2.1. Personnel sub-division

2.8.2.2. Information sub-division

2.8.2.3. Public serving sub-division

2.8.2.4. Planning sub-division

2.8.2.5. Supporting sub-division

2.8.3. Traffic Division, divided into 6 sub-divisions.

2.8.3.1. Staff sub- division

2.8.3.2. Sub-division 1

2.8.3.3. Sub-division 2

2.8.3.4. Sub-division 3

2.8.3.5. Sub-division 4

2.8.3.6. Sub-division 5

2.8.4. Fire Extinguish division, divided into 6 sub-divisions

2.8.4.1. Staff sub-division

2.8.4.2. Sub-division 1

2.8.4.3. Sub-division 2

2.8.4.4. Sub-division 3

2.8.4.5. Sub-division 4

2.8.4.6. Sub-division 5

2.8.5. Patrol and Special Task Unit Division; divided into 7 sub-divisions

2.8.5.1. Staff sub-division

2.8.5.2. Horse sub-division

2.8.5.3. Riot Prevention and Suppression sub-division

2.8.5.4. Information Center sub-division

2.8.5.5. Patrol sub-division

2.8.5.6. Canine sub-division

2.8.5.7. Guard and security sub-division

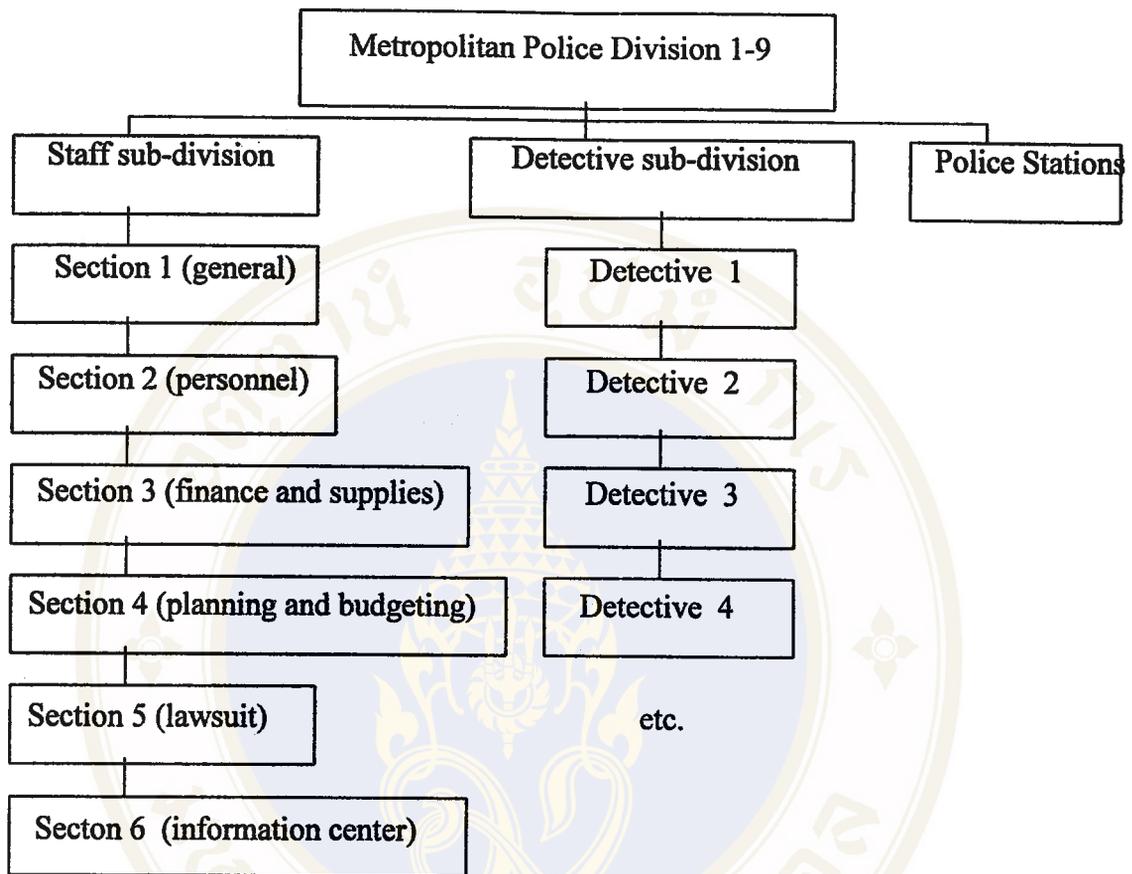
2.8.6 Metropolitan Police Division 1-9; divided into 2 sub-divisions and police stations.

2.8.6.1. Staff sub-division

2.8.6.2. Detective sub-division

2.8.6.3. Police Stations

**Structure of Metropolitan Police Division 1-9**



Metropolitan Police Division 1 was composed of Pyathai, Chanasongkram, Nanglerng, Makkasan, Dusit, Bangpoe, Dindaeng, Samsen and Huaykwang police stations.

Metropolitan Police Division 2 was composed of Kokkram, Suthisarn, Saimai, Kunnayao, Taopoon, Bangkhen, Prachacheun, Tungsonghong, Bangsue, Phaholyothin, and Donmuang police stations.

Metropolitan Police Division 3 was composed of Meenbnri, Nongjok, Lardkrabang, Romklao, Chalongkrung, Chorakeanoi, Nimitmai, Lamhin and Lampagkhee police stations.

Metropolitan Police Division 4 was composed of Huamark, Buengkoom, Ladprao, Pravet, Udomsook, Wangthonglang, Bangshan and Chokechai police stations.

Metropolitan Police Division 5 is composed of Wat Prayakrai, Lumpini, Thoongmahamek, Bangpongpan, Thonglor, Prakhanong, Bangna and Khlongton police stations.

Metropolitan Police Division 6 was composed of Plupplachai 1, Patumwan, Yannawa, Bangrak, Jakrawat, Prarachawaug, Samramraj, and Plupplachai 2 police stations.

Metropolitan Police Division 7 was composed of Bangkoknoi, Bangkokyai, Bangsaothong, Thapra, Bawornmangkol, Bangplad, Bangeekhan Talingchun, Tamnasala, Saladaneg and Bangkhunnon police stations.

Metropolitan Police Division 8 was composed of Bangeereu, Taladplu, Buppharam, Somdejchasopraya, Samray, Bukkhalo, Rajburana, Bangmod, Thoongkru, Bangkorlaem, and Pakklongsarn police stations.

Metropolitan Police Division 9 was composed of Takham, Paseecharoen, Laksong, Nongkhaem, Petchkasem, Bangborn, Nongkhangplu, Samaedam, and Tientale police stations.

## **2.9. History and Operation of Pohtekteung Foundation**

About 102 years ago (2439 B.E.), a Chinese named Beyimchien had taken Loungpoo Taihong replica from China to worship at his house closed to Wat Liab. Many people came to worship and decided to move him to Kwongsing Club, Charoenkrung road.

In 2475 B.E., Pra Anuwat Karnniyom (Hong Techawanich) and 11 millionaires had established Pohtekteung at 414 Plupplachai Road, Bangkok and took the replica to this place.

In 2480 B.E., they had registered for Houwchiew Pohteksiangteung Foundation that had the following objectives;

1. To help people who face with fire, flood, and other disasters.
2. To establish Houwchiew Hospital.
3. To establish educational institutes.
4. To help the remains of people without relative and build a cemetery.
5. To support activities in religion, literature, art and sciences.
6. To have general charity activities or determined by committee.

The Foundation was administrated by a committee that was divided into many sections. Public hazard alleviation was one section of the foundation.

Public hazard alleviation was to help people who faced with public hazard that was established in 2531 B.E. including to take injured people in accident to the hospital. In order to do this job, the foundation had trained volunteers and prepared lifeguard equipments as such,

1. To train about first aid to the volunteers.
2. To prepare equipment such as.
  - 2.1 Blockage destroying equipment such as pliers, iron-breaker, etc
  - 2.2 Vehicles
  - 2.3 Electricity generator

Public hazard alleviation was composed of

1. Alleviation Carson specific area, having one driver and one official.
2. Special alleviation unit, composed of driving official, iron breaker official, and fire extinguisher.
3. Doctoral unit from Houwvchiew Hospital

Responsible area of foundation was in Bangkok and suburb following to the Metropolitan Police Bureau that was divided into 9 areas such as

1. Metropolitan Police Division 1-9
2. Metropolitan Police Bureau

Additionally, the foundation was divided into 22 sub-areas included suburb:

Area 1: area in Jakrawat, Samranraj, Nanglerng, and Chanasongkram police stations.

Area 2: area in Pyathai, Dindaeng, Samsen, and Dusit police stations

Area3: area in Huaykwang, Suthisarn, Makkasan police stations, and Rachadapisek Road.

Area 4: area in Bangseu, Paholyothin, Chokechai police stations, and Vipawadee Rangsit Road.

Area 5: area in Prachacheun, Taopoon, and Prachaminate police stations

Area 6: area in Tungsonghong, Donmeung, Khukhot, and Lamlukka police stations.

Area 7: area in Bangkhen, Bangchum, Khannayao, and Kokkhram police stations.

Area 8: area in Huamark, Lardpraow, Beungkum, and Wangthonglang police stations.

Area 9: area in Nimitmai, Nongjok, Lamhin, and Suwinthawang police stations.

Area 10: area in Pagklongrungsit, Pathumthani, Klongluang and Thanyaburi police stations.

Area 11: area in Pakkred, Bangerimeung, Noppawong, Bangkruay, Sainoi, and Bangbuathong police stations

Area 12: area in Udomsuk, Lardkrabang, Chorakaynoi, and Romklao police stations.

Area 13: area in Thungmahamek, Bangpongpan, and Watprayakrai police stations

Area 14: area in Pathumwan, Lumpini, Yannawa, Plupplachai 1 and Pluppachai 2 police stations.

Area 15: area in Tonglor, Klongton, Prawate police stations and Exprees way1.

Area 16: area in Prakhanong, Bangna, Bangpli, North Samrong and South Samrong police stations.

Area 17: area in Paseecharoen, Samray, Bangpakok, Talardplu, and Bangyeereur police stations.

Area 18: area in Somdejchaopraya, Pakklongsarn, Bupparam, and Bangkokyai police stations.

Area 19: area in Talingchun, Bangplad, Bangyeekun, and Bangkoknoi police stations.

Area 20: area in Laksong, Nongkhaem, Nongklangplu, and Petchkasem police stations.

Area 21: area in Rajburana, Tungkhru, Bangkorlaem, and Prapradaeng police stations.

Area 22: area in Bangmod, Takham, Bangborn, Bangkhuntien, Samaedam, King-amphur Buddha Monthol, Sampran, Pokaew and Kratumban police stations.

### Responsibilities of Public Hazard Alleviation Unit

The Public hazard alleviation unit was responsible for area in the Metropolitan Police Division 1-9 and suburb by dividing into 22 areas. In order to do a job, the unit would shift area with Ruamkatanyoo every 24 hours. It was controlled by officers from Forensic Medicine Division and having auditor, car, special unit, and doctor unit.

The alleviation car was a pick-up car with a driver and a volunteer, communication radio, and etc. These officials were responsible to examine whether accident happened when they had been informed from police radio or Bangkok radio center or people. If there were any injured people they would give first aid and take them to hospital or ask for help from other organization when necessary. After having performed duty, they would conclude and report to Bangkok radio center and report to quit performance.

When there were dead people, they would manage about traffic to prevent another accident, took picture of corpse and place, and waited until investigation police officer came. Then, they would take care of a body, printed fingerprints and took the body to Forensic Division. If a case happened in suburb, they would send a body to closely government hospital. Normally, the alleviation car would park in responsible area to get to accidental place quickly, in 15 minutes (Pichai, Charoenying, 2534:20)

Special alleviation unit was composed of driving official, iron-breaker official and fire extinguish official that was in public hazard alleviation unit. When people get struck in a car, the officials of alleviation car would ask for help to Bangkok in 30 minutes with special equipment such as iron-breaker, generator, sling, and etc.

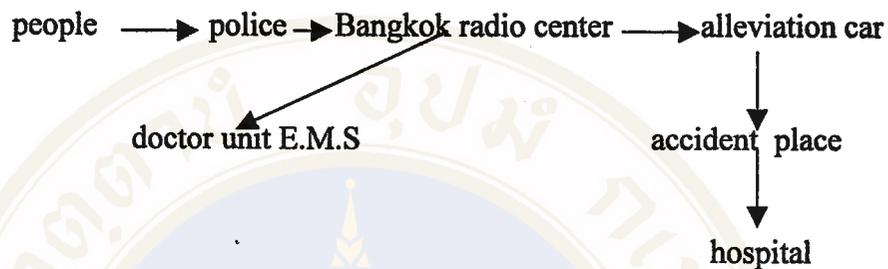
Huachiew hospital doctor unit was composed of one driver, one assisting nurse, one nurse, and one emergency ambulance that performed its duty with the alleviation car.

Moreover, the public hazard alleviation unit would send the doctor unit to support Narentorn center by having car official and nurse from Narentorn center at the center 24 hours.

The alleviation officers were divided into 2 shifts: day shift from 07:00 am – 19.00 Pm and night shift from 19:00 pm – 07:00 am. Additionally, they would change each other every 1<sup>ST</sup> and 16<sup>TH</sup> days of a month and had 4 vacation days a month.

The car officials would have a 3 digit call code, but volunteers would have a 4 digit call code.

When an accident happened, the cooperation was showed in this Figure.



### **Performance at accidental place**

When the officials in the alleviation car went to the accidental place they would perform their tasks respectively as such:

1. Parked their cars and turned on emergency light
2. Put warning signs at 200 meters before and after the place, in small case, distance could be reduced to 50-60 meters.
3. Turned off the engine of accidental cars and disconnected the battery.
4. Parked the accidental car.
5. To prevent another disaster, did not smoke.
6. Examined whether people were injured.
7. Tried to help the injured people.
8. Reported the situation about: accidental place, cause of accident, number of injured people and dead people, severity of injury, consciousness, bleeding from the victims, blokage, traffic condition, asked for assistant support, numbers of injured people and dead, the police officer who was in charged, hospital, and injured and dead lists.

These were roles and performance of Pohtekteung official that assisted injured people or dead for the society.

Roles of government about assisting people in accident.

Government had supported as such.

Government had established Emergency Medical Service (E.M.S.) such as Sending Back Center of Royal Thai Police Hospital. The center supported emergency

cars to transfer injured people to the closest hospital by having radio communication with public hospitals in Bangkok. The objective was to reduce dead and disability rate to 30%. Then, government established S.M.A.R.T = Surgical – Medical – Ambulance and Rescue Team at Wachira hospital. Next, Medical and Accident Institute had established E.M.S. at Rajwithi hospital called Narentorn Center. There were three hospitals in the project, Rajwithi, Nopparat Rachathani, and Lerdsin hospitals. Moreover, the center got ambulances, medical equipment and drivers from Pohtekteung and Ruamkatanyoo Foundations.

There were three governmental E.M.S. in Bangkok. They supported and assisted the alleviation cars and trained the foundation officials 1-2 times each year about how to assist the injured people.

From the last training, Nina Srichang development and training officer of Narentorn Center said that the center had trained Pohtekteung officials about general knowledge, ambulance service system, safety, first aid, physical body, injured people movement, practice, ect.

Emergency ambulance of E.M.S. had medical equipment as many as emergency with of hospital and equipment that could help injured people signal to ICU room of hospital.

According to above information, this aimed to study the assisting accidental people of Pohtekteung by having objectives to:

1. To study attitude in assisting accidental people.
2. To study steps in assisting accidental people.
3. To study problem and obstacles in assisting accidental people scope of the study.

## **2.10. History and Operation of Ruamkatanyoo Foundation**

### **Foundation Performance.**

The objective of the foundation was to help people who faced with public hazard, poor people and other public charity in Thailand.

Nowadays, Ruamkatanyoo Foundation had 40 alleviation cars with officials to perform duty 24 hours. Additionally, it had about three thousand volunteers in the



whole country. Moreover, the Foundation had ambulance, fire extinguishing cars with equipments, diving suits, iron-breakers and etc. that were ready to perform duties.

The foundation performance had been accepted by public and government agencies. The foundation had supported the Royal Thai Police by cooperation with Forensic Division. There was a police officer in every foundation car 24 hours.

When any incident happened, after the foundation officials had been informed, they would go to the incidental place. If they found injured people they would do the first aid and took them to closed hospital. If they found a body they would take it to Forensic Division, Ramathibodi hospital, or Siriraj hospital. Also, they would take pictures of body and place, and print body's fingerprint for police officer to be evidence in a case.

Additionally, the foundation had set ambulance to cooperate with Narentorn Center of Rajchawithi hospital, Lerdsin hospital and Wathira hospital in Bangkok and Sriwichai hospital in Nakornpathom.

Ruamkatunyoo Foundation had trained officials and volunteers in fire case to know how to help people in the incident, how to use equipment, and how to help people struck in building or house. The foundation would give food and things to that people on the next day.

The Foundation had helped people without any pays. All money came from donation, therefore, the officials had thought that "we've got from people we must serve people".

### **Coffin Donation**

Ruamkatunyoo had main activity to get coffin donation and to donate coffins to body without relative. People could request at the Foundation 24 hours. The Foundation would send to the place that people want and held a ceremony at Wat Sapan without any expense.

The places to ask and to donate coffin were every Foundation branches such as. Wat Hualampong branch, Rama V road (phone 235-4347-9), Kluaynamthai branch (phone: 249-6620, 249-4677, 249-3770) and Foundation headquarters at 19 Moo 13 (Bangna-Trad km 12) Bangpli Samutprakarn (phone: 751-0944-53).

### **Religion**

Ruamkatunyoo Foundation had policy to support activity of every religion when having requested. The Foundation had many activities to support religion such as.

- donated money for monks who came to study at wat Hualampong for food every year
- gave scholarship and equipment to Sunday Buddhist School
- prepared food for monks who came for religion conference
- had an almshouse (donation house) for Buddhist monks every year.
- had an almshouse in important religious days.

### **Education**

Ruamkatunyoo Foundation had supportable activities of youths and students in many educational institutes. The Foundation gave scholarships and equipment to students in rural areas. Additionally, in National Children day, the Foundation donated studying equipment and sports equipment and prepared food for Children every year.

### **Almshouse in vital days**

The Foundation believed in Buddhism that when one gave he would get prestige. Therefore, the Foundation would prepare almshouse for the public in the vital days without any regrets for the poor.

The Foundation would have almshouse for the public every year at Pramenin Ground (Sanam Luang) in vital days such as.

- King's Birthday Celebration
- Buddhism week (Wisakhabucha day)
- Ruamkatunyoo day
- May day
- Etc.

Moreover, when public or private agencies had requested, the Foundation would prepare food for social charity festival such as.

- walk rally charity of public agencies, police, army, and other associations.
- Red Cross Society Festival
- Others.

### **2.11. Related Literature**

Sekkasem Tammaprakai (2536:abstract) studied in “An Expectancy of People to Roles and Performance of Police officer: Case study in Pukhiew, Chaiyaphum” and found that experience and relationship between police officers and people were related to an expectancy of people.

Narong Supyen (2537:abstract) studied in “An Expectancy of Police Cadets to Roles of Police officer Commander in Morality” and found that Police Cadets with closed persons were police had expectancy about patient higher than those who did not have closed persons be police.

Kamron Boonlerd (2539: abstract) studies in “The Roles that People Expect from Police officer in Nakornpathom” and found that area was related to an expectancy of people to the role of police officers in responsibility and behavior of police officers.

Penchun Poonsiri (2542:abstract) studied in “The Assisting People in Accident of Foundation official.” and found that many officials did not understand how to assist people in accident that caused death and serious injury and they did not have enough equipment.

## **CHAPTER III**

### **RESEARCH METHODOLOGY**

This chapter described the research design and methodological process utilized to obtain and analyze the data. The chapter was organized into five sections: 1) population and samples, (2) research instrumentation, (3) data collection, (4) data analysis and (5) statistics used.

#### **3.1 Population and samples**

##### **3.1.1 Population**

The population of this study was investigation officers in the police station of the the Metropolitan Police Bureau which composed of Metropolitan Police Division 1-9.

##### **3.1.2 Samples**

The samples of this study were chosen randomly from the Metropolitan Police Stations through the following steps:

Step 1: The Metropolitan Police Bureau was divided into 9 divisions: the Metropolitan Police Division 1-9

Step 2: Chose samples of the 87 Metropolitan Police Stations by randomization in each Police Division. The Police Stations in each Police Division were chosen 3 police stations.

The Metropolitan Police Division 1 had 9 Police Stations which were chosen by three police stations from: Pyathai, Chanasongkhram, Nanglerng, Makkasan, Dusit, Bangpo, Dindaeng, Samsen, and Huaykwang police stations.

The Metropolitan Police Division 2 had 11 police stations which were chosen by three police stations from: Kokkhram, Suthisarn, Saimai, Kunnayao, Taopoon, Bangkhen, Prachacheun, Tungsanghong, Bangseu, Paholyothin and Donmeung police stations.

The Metropolitan Police Division 3 had 9 police stations which were chosen by three police stations from: Romklao, Chalongkrung, Chorakaenoi, Nimitmai, Lamhin, Meanburi, Nangjok, Lardkrabang and Lampugchee police stations.

The Metropolitan Police Division 4 had 8 police stations which were chosen by three police stations from: Huamark, Beungkoom, Lardpraow, Prawate, Udomsook, Wangtonglang, Bangchun, and Chokeychai police stations.

The Metropolitan Police Division 5 had 8 police station which were chosen by three police stations from: Watprayakrai, Lumpini, Thungmahamek, Bangpongpan, Tonglor, Prakanong, Bangna, and Klongton police stations.

The Metropolitan Police Division 6 had 8 police stations which were chosen by three police stations from: Plupplachai 1, Pathumwan, Yannawa, Bangrak, Jakkrawat, Prarajchawang, Samranraj, and Plupplachai 2 police stations.

The Metropolitan police Division 7 had 10 police stations which were chosen by three police stations from: Bangkoknoi, Bangkokyai, Bangsaothong, Thapra, Bawornmongkhol, Bangplud, Bangyeekun, Talingchun, Tammasala, Saladaeng and Bangkunnon police stations.

The Metropolitan Police Division 8 had 11 police stations which were chosen by three police stations from: Bangyeereu, Taladplu, Bupparam, Somdejchaopraya, Samray, Bukkalo, Rajburana, Bangmod, Thungkru, Bangkorlaem, and Pagklongsarn police stations.

The Metropolitan Police Division 9 had 10 police stations which were chosen by three police stations from: Thakam, Bangkhuntien, Pasicharoen, Laksong, Nongkhaem, Petchkasem, Bangbon, Nongkhangplu, Samaedam, and Tientalae police stations.

Step 3: 10 investigation officers from each police station are chosen by simple random sampling which got samples:

1. The Metropolitan Police Division 1-9 police stations. Randomly 3 police stations, 10 officers each, equal to 30 officers
2. The Metropolitan Police Division 2, 11 police stations, randomly 3 police stations, 10 officers each, equal to 30 officers.
3. The Metropolitan Police Division 3, 9 police stations, randomly 3 police stations, 10 officers each, equal to 30 officers
4. The Metropolitan Police Division 4, 8 police stations randomly 3 police stations, 10 officers each, equal to 30 officers

5. The Metropolitan Police Division 5, 8 police stations randomly 3 police stations, 10 officers each, equal to 30 officers.
6. The Metropolitan Police Division 6, 8 police stations randomly 3 police stations, 10 officers each, equal to 30 officers
7. The Metropolitan Police Division 7, 10 police stations, randomly 3 Police stations, 10 officers each, equal to 30 officers
8. The Metropolitan Police Division 8, 11 police stations randomly 3 police stations, 10 officers each, equal to 30 officers
9. The Metropolitan Police Division 9, 10 police stations, randomly 3 police stations, 10 officers each, equal to 30 officers

The total number of samples were 270 investigation officers.

### **3.2 Research Instrumentation**

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

#### **3.2.1 Questionnaire development**

##### **3.2.1.1 Studying literature reviews**

3.2.1.2 Studying social research methodology and questionnaire design techniques

3.2.1.3 Taking thoughts from literature review to design questionnaire and determined questions

3.2.1.4 3 professionals were assigned to proof questionnaire to get content validity

3.2.1.5 Improving questions and test with 30 investigation officers in Nonthaburi Province to search for reliability

3.2.1.6 Taking improved questionnaire to be used with actual samples

#### **3.2.2 The Questionnaire**

The questionnaire was divided into 6 parts :

3.2.2.1 Question containing general backgrounds of the subjects: age, official service duration, education level, rank, duration of investigation, marital status, salary, investigation training, experience in performing with foundation volunteers, relationship with foundation volunteers.

3.2.2.2 Questions concerning perception of the investigation officers towards the roles and behaviors of the foundation volunteers on responsibility.

3.2.2.3 Questions concerning perception of the investigation officers towards the roles and behaviors of the foundation volunteers on personality.

3.2.2.4 Questions concerning perception of the investigation officers towards the roles and behaviors of the foundation volunteers on human relation.

3.2.2.5 Questions concerning perception of the investigation officers towards the roles and behaviors of the foundation volunteers on performance behaviors..

3.2.2.6 Recommendations of perceptions towards the roles and behaviors of the foundation volunteers of the investigation officers.

The scoring method of the answers were in rating scale was used in answering part2-5 of questionnaire which was divided into 5 levels

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

### **3.3. Data collection**

The questionnaires were sent to the target subjects 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 was made.

3.4.3 Taking coded data to record in computer to prepare analysis by using the program Statistical Package for the Social Sciences( SPSS/PC+ ).

### **3.5 Statisites Used**

3.5.1 Percentage, Means, Standard Deviations

3.5.2 Analysis of variance and Multiple Classification Analysis

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## CHAPTER IV

### RESULTS

The study brought the survey data to bear on an issue that was significant but seldom examined. The data of the study were analysed as follows:

- 4.1. Backgrounds of the subjects.
- 4.2. Perception of the subjects towards Foundation Volunteers' Responsibility.
- 4.3. Perception of the subjects towards Foundation Volunteers' Personality.
- 4.4. Perception of the subjects towards Foundation Volunteers' Human Relation.
- 4.5. Perception of the subjects towards Foundation Volunteers' Performance Behaviors.
- 4.6. Hypothesis Testing.

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

4.1.1. The subjects aged below 30 years old for 62.2%, aged between 30 to 40 years old for 33.3% and aged over 40 years old for 4.4%. The average age of the subjects was 29.37 years old.

4.1.2. The subjects had official service duration between 1 to 5 years for 50.4%, between 6 to 10 years for 29.3%, 11 to 15 years for 11.5% and over 15 years for 8.9%. The average official service duration was 7.21 years.

4.1.3. The subjects graduated at bechalor degree for 87.0% and master degree for 13.0%.

4.1.4. The subjects' ranks were from Pol. Sub Lt to Pol. Capt. for 85.2% and from Pol. Maj. to Pol. Lt. Col. for 14.8%.

4.1.5. The subjects had duration in Investigation practice between 1-5 years for 79.6%, between 6 to 10 years for 14.1%, between 11 to 15 years for 5.2% and over 15 years for 1.1%. The average duration in Investigation practice was 3.83% years.

4.1.6. The subjects were single for 73.3%, married for 23.3%, separated for 2.6% and divorced for 0.7%.

4.1.7. The subjects earned salary below 6,000 baht for 6.3%, between 6,001 to 12,000 baht for 83.7% and over 12,000 baht for 10.0%. The average salary of the subjects was 8493.54 baht.

4.1.8. The subjects had Investigation training for 49.3% and did not have for 50.7% after graduation.

4.1.9. The subjects had experience of performance with foundation volunteers for 85.2% and did not have for 14.8%.

4.1.10. The subjects had relationship with the foundation volunteers for 78.1% and did not for 21.9%.

**Table 1 Number and percentage of the subjects as classified by Backgrounds of the subjects**

	Number	Percentage
	270	( 100.0)
<b>1. Age</b>		
Below 30 years old	168	62.2
30-39 years old	90	33.3
40 years old and over	12	4.5
Average age = 29.37 years Standard Deviation = 6.16 years		
<b>2. Official service duration</b>		
1-5 years	136	50.4
6-10 years	79	29.3
11-15 years	31	11.5
16 years and over	24	8.9
Average official service duration = 7.21 years		
Standard Deviation = 5.56 years		
<b>3. Education level</b>		
Bachelor degree	235	87.0
Master degree	35	13.0
<b>4. Rank</b>		
Pol. Sub-Lt.-Pol. Capt.	230	85.2
Pol. Maj.- Pol. Lt. Col.	40	14.8

**Table 1 Number and percentage of the subjects as classified by Backgrounds of the subjects (cont.)**

	Number 270	Percentage ( 100.0)
<b>5. Duration of Investigation</b>		
1-5 years	215	79.6
6-10 years	38	14.1
11 to 15 years	14	5.2
16 years and over	3	1.1
Average duration = 3.83 years Standard Deviation = 3.61 years		
<b>6. Marital Status</b>		
Single	198	73.3
Married	63	23.3
Separated	7	2.6
Widowed/Divorced	2	0.7
<b>7. Salary</b>		
6,000 baht and below	17	6.3
6,001-12,000 baht	226	83.7
12,001 baht and over	27	10.0
Average salary = 8493.54 baht Standard Deviation = 2706.62 baht		
<b>8. Investigation training</b>		
Yes	133	49.3
No	137	50.7
<b>9. Experience with foundation volunteers</b>		
Yes	230	85.2
No	40	14.8
<b>10. Relationship with the foundation volunteers</b>		
Yes	211	78.1
No	59	21.9

For the perception of the investigation officers, the following criteria were used for levels of perception:

1.00 to 2.33 meant low perception.

2.34 to 3.66 meant moderate perception.

3.67 to 5.00 meant high perception.

#### **4.2. Perception of the subjects towards Foundation Volunteers' Responsibility ( Table 2 )**

4.2.1. The subjects had moderate perception on that the volunteers reached the accident rapidly for 8.1%, high for 51.5% and very high for 40.4%.

4.2.2. The subjects had low perception on that the volunteers turned on the hazard lights to prevent accident for 0.7%, moderate for 18.1%, high for 43.7% and very high for 37.4%.

4.2.3. The subjects had low perception on that the volunteers maintained the scene as it was for 5.9%, moderate for 21.5%, high for 38.5% and very high for 34.1%.

4.2.4. The subjects had very low perception on that the volunteers inspected the wounded for they might be outside the cars for 1.5%, low for 4.4%, moderate for 24.4%, high for 41.9% and very high for 27.8%.

4.2.5. The subjects had very low perception on that the volunteers inspected the wounded and gave them first aid for 1.5%, low for 5.9%, moderate for 20.7%, high for 44.8% and very high for 27.0%.

4.2.6. The subjects had low perception on that the volunteers assisted the police to bring the cars to the police stations for 2.2%, moderate for 14.4%, high for 46.7% and very high for 36.7%.

4.2.7. The subjects had very low perception on that the volunteers had ability to take fingerprints for 0.4%, low for 1.1%, moderate for 18.9%, high for 49.6% and very high for 30.0%.

4.2.8. The subjects had low perception on that the volunteers assisted the investigation officers in every way they were asked for for 3.7%, moderate for 23.0% high for 40.4% and very high for 33.0%.

**Table 2 Percentage of the subjects as classified by Perception towards Responsibility**

<b>Perception towards Responsibility</b>	<b>Very low %</b>	<b>Low %</b>	<b>Moderate %</b>	<b>High %</b>	<b>Very high %</b>	<b>Mean</b>
1. The volunteers reach the accident rapidly.	0.0	0.0	8.1	51.5	40.4	4.32
2. The volunteers turn on the hazard lights to prevent accident.	0.0	0.7	18.1	43.7	37.4	4.18
3. The volunteers maintain the scene as it is.	0.0	5.9	21.5	38.5	34.1	4.01
4. The volunteers inspect the wounded for they may be outside the car.	1.5	4.4	24.4	41.9	27.8	3.90
5. The volunteers inspect the wounded and and give them first aid.	1.5	5.9	20.7	44.8	27.0	3.90
6. The volunteers assist the police to bring the cars to the police stations.	0.0	2.2	14.4	46.7	36.7	4.18
7. The volunteers have ability to take fingerprints.	0.4	1.1	18.9	49.6	30.0	4.08
8. The volunteers assist the investigation officers in every way they are asked for.	0.0	3.7	23.0	40.4	33.0	4.03

**(Table 3)**

4.3.1. The subjects had very low perception on that the volunteers dressed neatly for 0.7%, low for 3.0%, moderate for 11.1%, high for 47.0% and very high for 38.1%.

4.3.2. The subjects had low perception on that the volunteers behaved politely for 3.7%, moderate for 12.6%, high for 37.8% and very high for 45.0%.

4.3.3. The subjects had low perception on that the volunteers talked with polite speech and gesture for 0.4%, moderate for 1.3%, high for 33.3% and very high for 47.0%.

4.3.4. The subjects had low perception on that the volunteers were willing to help people completely for 1.5%, moderate for 13.7%, high for 40.7% and very high for 44.1%.

4.3.5. The subjects had low perception on that the volunteers could control their moods and emotions well for 4.4%, moderate for 11.5%, high for 37.8% and very high for 46.3%.

4.3.6. The subjects had low perception on that the volunteers had strong consciousness in performing their job for 1.1%, moderate for 19.6%, high for 35.2% and very high for 44.1%.

4.3.7. The subjects had moderate perception on that the volunteers confront the dangerous situation bravely for 26.7%, high for 37.0% and very high for 36.3%.

4.3.8. The subjects had low perception on that the volunteers did not use their delegated authority for illicit profit for 4.4%, moderate for 20.0%, high for 25.9% and very high for 29.6%.

**Table 3 Percentage of the subjects as classified by Perception towards Personality**

<b>Perception towards Personality</b>	<b>Very low</b>	<b>Low</b>	<b>Moderate</b>	<b>High</b>	<b>Very high</b>	<b>Mean</b>
	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>	
1. The volunteers dress neatly.	0.7	3.0	11.1	47.0	38.1	4.19
2. The volunteers behave politely.	0.0	3.7	12.6	37.8	45.9	4.26
3. The volunteers talk with polite speech and gesture.	0.0	0.4	19.3	33.3	47.0	4.27
4. The volunteers are willing to help people completely.	0.0	1.5	13.7	40.7	44.1	4.27
5. The volunteers can control their moods and emotions well.	0.0	4.4	11.5	37.8	46.3	4.26
6. The volunteers have strong consciousness in performing their job.	0.0	1.1	19.6	35.2	44.1	4.22
7. The volunteers confront the dangerous situation bravely.	0.0	0.0	26.7	37.0	36.3	4.10
8. The volunteers do not use their delegated authority for illicit profit.	0.0	4.4	20.0	25.9	49.6	4.21

**(Table 4)**

4.4.1. The subjects had low perception on that the volunteers felt sympathy to the wounded as if they were their relatives for 3.0%, moderate for 13.3%, high for 39.3% and very high for 44.4%.

4.4.2. The subjects had low perception on that the volunteers could get in touch with the people thoroughly for 2.2%, moderate for 15.2%, high for 41.9% and very high for 40.7%.

4.4.3. The subjects had moderate perception on that the volunteers had good human relation with the police officers for 22.6%, high for 37.4% and very high for 40.0%.

4.4.4. The subjects had very low perception on that the volunteers warned the victims of the accident to take care of their properties for 7.0%, low for 3.0%, moderate for 17.4%, high for 35.9% and very high for 43.0%.

4.4.5. The subjects had low perception on that the volunteers looked for the cooperation from the people in prevention of the traffic accident for 1.5%, moderate for 19.6%, high for 42.2% and very high for 36.7%.

4.4.6. The subjects had low perception on that the volunteers had got prestige and trust from the people and the investigation officers for 1.5%, moderate for 18.9%, high for 40.4% and very high for 39.3%.

4.4.7. The subjects had low perception on that the volunteers participated in the investigation officers' job for more rapidity for 3.7%, moderate for 20.7%, high for 38.1% and very high for 37.4%.

**Table 4 Percentage of the subjects as classified by Perception towards Human Relation**

<b>Perception towards Human Relation</b>	<b>Very low</b>	<b>Low</b>	<b>Moderate</b>	<b>High</b>	<b>Very high</b>	<b>Mean</b>
	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>	
1. The volunteers feel sympathy to the wounded as if they were their relatives.	0.0	3.0	13.3	39.3	44.4	4.25
2. The volunteers can get in touch with the people thoroughly.	0.0	2.2	15.2	41.9	40.7	4.21
3. The volunteers have good human relation with the police officers.	0.0	0.0	22.6	37.4	40.0	4.17
4. The volunteers warn the victims of the accident to take care of their properties.	0.7	3.0	17.4	35.9	43.0	4.17
5. The volunteers look for the cooperation from the people in prevention of the traffic accident.	0.0	1.5	19.6	42.2	36.7	4.14
6. The volunteers have got prestige and trust from the people and the investigation officers.	0.0	1.5	18.9	40.4	39.3	4.17
7. The volunteers participate in the investigation officers' job for more rapidity.	0.0	3.7	20.7	38.1	37.4	4.09

#### **4.5. Perception of the subjects towards Foundation Volunteers' Performance Behaviors (Table 5)**

4.5.1. The subjects had moderate perception on that the volunteers arrived at the incident rapidly to help the victims for 15.2%, high for 34.1% and very high for 50.7%.

4.5.2. The subjects had low perception on that the volunteers had knowledge of first aids for 0.7%, moderate for 17.8%, high for 35.6% and very high for 45.9%.

4.5.3. The subjects had low perception on that the volunteers were trustworthy for their jobs for 1.5%, moderate for 19.3%, high for 28.5% and very high for 50.7%.

4.5.4. The subjects had low perception on that the volunteers did not perform anything beyond delegated duties for 3.7%, moderate for 13.7%, high for 34.8% and very high for 47.8%.

4.5.5. The subjects had very low perception on that the volunteers had efficacy of jobs in equipments and facilities for 0.7%, low for 1.9%, moderate for 14.1%, high for 36.3% and very high for 47.0%.

4.5.6. The subjects had low perception on that the volunteers protected the properties of the victims for 0.7%, moderate for 21.9%, high for 33.3% and very high for 44.1%.

4.5.7. The subjects had moderate perception on that the volunteers could work together with rescue team in helping the wounded for 17.4, high for 45.9% and very high for 36.7%.

4.5.8. The subjects had low perception on that the volunteers prevented repeated accident after arrival to the scene for 1.5%, moderate for 19.6%, high for 34.8% and very high for 44.1%.

4.5.9. The subjects had low perception on that the volunteers coordinated with the hospital prior to the referring the wounded for 2.2%, moderate for 15.6%, high for 41.9% and very high for 40.4%.

4.5.10. The subjects had low perception on that the volunteers' drivers drove the cars politely and used emergency signal only in the urgent situations for 3.7%, moderate for 25.6%, high for 23.7% and very high for 47.0%.

**Table 5 Percentage of the subjects as classified by Perception towards Performance Behaviors**

<b>Perception towards Performance Behavior</b>	<b>Very low</b>	<b>Low</b>	<b>Moderate</b>	<b>High</b>	<b>Very high</b>	<b>Mean</b>
	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>	
1. The volunteers arrive at the incident rapidly to help the victims.	0.0	0.0	15.2	34.1	50.7	4.36
2. The volunteers have knowledge of first aids.	0.0	0.7	17.8	35.6	45.9	4.27
3. The volunteers are trustworthy for their jobs.	0.0	1.5	19.3	28.5	50.7	4.29
4. The volunteers do not perform anything beyond delegated duties.	0.0	3.7	13.7	34.8	47.8	4.27
5. The volunteers have efficacy of jobs in equipments and facilities.	0.7	1.9	14.1	36.3	47.0	4.27
6. The volunteers protect the properties of the victims.	0.0	0.7	21.9	33.3	44.1	4.21
7. The volunteers can work together with rescue team in helping the wounded.	0.0	0.0	17.4	45.9	36.7	4.19
8. The volunteers prevent repeated accident after arrival to the scene.	0.0	1.5	19.6	34.8	44.1	4.21
9. The volunteers coordinate with the hospital prior to the referring the wounded.	0.0	2.2	15.6	41.9	40.4	4.20
10. The volunteers' drivers drive the cars politely and use emergency signal only in the urgent situations.	0.0	3.7	25.6	23.7	47.0	4.14

## 4.6. Hypothesis Testing

### 4.6.1. Hypothesis I “The investigation officers with different backgrounds had different perception towards the roles and behaviors of the foundation volunteers in responsibility”

According to the Analysis of Variance and the Multiple Classification Analysis of the score of the perception towards responsibility ( Table 6 ), it was found that:

4.6.1.1. The subjects with master degree had higher perception ( mean = 4.434 ) than the ones with bachelor degree ( mean = 4.024 ). The education level had a relationship of 24% with the perception towards responsibility (Beta=.24).

4.6.1.2. The subjects with relationship with the volunteers had higher perception ( mean = 4.114 ) than the ones without relationship with the volunteers (mean = 3.924).

The relationship with the volunteers had relationship of 14% with the perception towards responsibility (Beta=.14).

All the backgrounds variables altogether had a relationship of 34.4% to the perception towards responsibility ( Multiple R=.344 ) and had a prediction power on the perception towards responsibility of 11.8% ( Multiple R Squared=.118 ).

**Table 6 Analysis of Variance and Multiple Classification Analysis of the Perception towards Responsibility of the Foundation Volunteers as classified by the Backgrounds of the subjects.**

Source of Variation	Sum of Squares	DF	Mean Square	F	Signif of F
<b>Main Effects</b>					
Age	1.561	2	.781	2.622	.075
Official service duration	.523	3	.174	.585	.625
Education level	3.043	1	3.043	10.222	.002*
Rank	.475	1	.475	1.595	.208
Duration of Investigation	.511	2	.255	.858	.425
Marital Status	.239	2	.120	.402	.670
Salary	.217	2	.109	.365	.695
Investigation training	.166	1	.166	.556	.456
Performance with volunteers	1.100	1	1.100	3.696	.056
Relationship with foundation volunteers	1.365	1	1.365	4.585	.033*
<b>Explained</b>	10.110	16	.632	2.122	
<b>Residual</b>	75.318	253	.298		
<b>Total</b>	85.428	269	.318		

**Grand Mean = 4.074**

Variable + Category	N	Unadjusted		Adjusted for Independents	
		Dev'n	Eta	Dev'n	Beta
<b>Age</b>					
Below 30 years old	168	.01		.02	
30-40 years old	90	-.06		-.09	
41 years old and over	12	.26		.41	
			.11		.18
<b>Official service duration</b>					
1-5 years	136	-.02		.02	
6-10 years	79	.04		.04	
11-15 years	31	-.03		-.01	
16 years and over	24	.02		-.22	
			.05		.12
<b>Education level</b>					
Bachelor degree	235	-.04		-.05	
Master degree	35	.26		.36	
			.18		.24
<b>Rank</b>					
Pol. sub Lt.-Pol. Capt.	230	-.01		-.03	
Pol. Maj.-Pol. Lt. Col.	40	.09		.16	
			.06		.12
<b>Duration of Investigation</b>					
1-5 years	215	.00		.02	
6-10 years	38	-.03		-.13	
11 years and over	17	.06		.00	
			.03		.10

**Marital status**

Single	198	-.01	-.02
Married	63	.03	.06
Widowed/Separated	9	-.05	-.10
			.03
			.07

**Salary**

6,000 baht and below	17	.37	.12
6,001-12,000 baht	226	-.03	.00
12,001 baht and over	27	.04	-.04
			.17
			.06

**Investigation training**

Yes	137	.05	.03
No	133	-.06	-.03
			.01
			.05

**Performance with volunteers**

Yes	230	-.01	-.03
No	40	.09	.17
			.06
			.12

**Relationship with foundation volunteers**

Yes	241	.04	.04
No	29	-.16	-.15
			.15
			.14

**Multiple R Squared**

.118

**Multiple R**

.344

**4.6.2. Hypothesis II “The investigation officers with different backgrounds had different perception towards the roles and behaviors of the foundation volunteers in personality”**

According to the Analysis of Variance and the Multiple Classification Analysis of the score of the perception towards personality ( Table 7 ), it was found that the subjects with salary below 6,000 baht had the highest perception among all (mean=4.5520, then the ones with salary of over 12,000 baht (mean=4.522), the ones with salary between 6,000 to 12,000 baht had the lowest perception of all (mean=4.162). The salary has a relationship of 20% with the perception towards personality (Beta=.20).

All the backgrounds variables altogether had a relationship of 30.3% to the perception towards personality ( Multiple R=.303 ) and had a prediction power on the perception towards personality of 9.2% ( Multiple R Squared=.092 ).

**Table 7 Analysis of Variance and Multiple Classification Analysis of the Perception towards Personality of the Foundation Volunteers as classified by the Backgrounds of the subjects.**

Source of Variation	Sum of Squares	DF	Mean Square	F	Signif of F
<b>Main Effects</b>					
Age	1.398	2	.699	1.590	.206
Official service duration	1.669	3	.556	1.266	.287
Education level	1.171	1	1.171	2.665	.104
Rank	1.419	1	1.419	3.229	.074
Duration of Investigation	.628	2	.314	.714	.491
Marital Status	.066	2	.033	.075	.928
Salary	3.516	2	1.758	3.999	.020*
Investigation training	.760	1	.760	1.730	.190
Performance with volunteers	.088	1	.088	.201	.655
Relationship with foundation volunteers	.303	1	.303	.689	.407
<b>Explained</b>	11.206	16	.700	1.593	.071
<b>Residual</b>	111.211	253	.440		
<b>Total</b>	122.417	269	.455		

**Grand Mean = 4.222**

Variable + Category	N	Unadjusted		Adjusted for Independents	
		Dev'n	Eta	Dev'n	Beta
<b>Age</b>					
Below 30 years old	168	-.02		-.09	
30-40 years old	90	-.02		.10	
41 years old and over	12	.39		.42	
			.13		.19
<b>Official service duration</b>					
1-5 years	136	.00		.13	
6-10 years	79	.03		-.02	
11-15 years	31	-.09		-.20	
16 years and over	24	.04		-.37	
			.05		.23
<b>Education level</b>					
Bachelor degree	235	-.03		-.03	
Master degree	35	.17		.22	
			.10		.13
<b>Rank</b>					
Pol. sub Lt.-Pol. Capt.	230	.01		.05	
Pol. Maj.-Pol. Lt. Col.	40	-.06		-.28	
			.04		.18
<b>Duration of Investigation</b>					
1-5 years	215	-.02		-.02	
6-10 years	38	.06		.01	
11 years and over	17	.07		.30	
			.05		.12

**Marital status**

Single	198	.00	.00
Married	63	-.02	-.01
Widowed/Separated	9	.22	.09
			.06
			.02

**Salary**

6,000 baht and below	17	.45	.33
6,001-12,000 baht	226	-.06	-.06
12,001 baht and over	27	.22	.30
			.21
			.20

**Investigation training**

Yes	137	-.04	-.06
No	133	.04	.06
			.05
			.09

**Performance with volunteers**

Yes	230	.00	-.01
No	40	.00	.05
			.00
			.03

**Relationship with foundation volunteers**

Yes	241	.02	.02
No	29	-.08	-.07
			.06
			.06

**Multiple R Squared**

.092

**Multiple R**

.303

**4.6.3. Hypothesis III “The investigation officers with different backgrounds had different perception towards the roles and behaviors of the foundation volunteers in human relation”**

According to the Analysis of Variance and the Multiple Classification Analysis of the score of the perception towards human relation ( Table 8 ), it was found that there was no difference of the backgrounds that resulted in any difference of the perception in human relation.

**Table 8 Analysis of Variance and Multiple Classification Analysis of the Perception towards Human Relation of the Foundation Volunteers as classified by the Backgrounds of the subjects.**

Source of Variation	Sum of Squares	DF	Mean Square	F	Signif of F
<b>Main Effects</b>					
Age	1.042	2	.521	1.206	.301
Official service duration	.514	3	.171	.396	.756
Education level	.317	1	.317	.734	.393
Rank	1.020	1	1.020	2.361	.126
Duration of Investigation	1.760	2	.880	2.036	.133
Marital Status	.819	2	.409	.947	.389
Salary	1.704	2	.852	1.971	.141
Investigation training	.750	1	.750	1.735	.189
Performance with volunteers	.494	1	.494	1.142	.286
Relationship with foundation volunteers	.055	1	.055	.127	.722
<b>Explained</b>	<b>10.684</b>	<b>16</b>	<b>.668</b>	<b>1.545</b>	<b>.085</b>
<b>Residual</b>	<b>109.359</b>	<b>253</b>	<b>.432</b>		

Total 120.043 269 .446

**Grand Mean = 4.174**

Variable + Category	N	Unadjusted		Adjusted for Independents	
		Dev'n	Eta	Dev'n	Beta
<b>Age</b>					
Below 30 years old	168	.00		-.04	
30-40 years old	90	-.06		.02	
41 years old and over	12	.43		.42	
			.15		.14
<b>Official service duration</b>					
1-5 years	136	-.01		.04	
6-10 years	79	.04		.03	
11-15 years	31	-.10		-.10	
16 years and over	24	.06		-.21	
			.07		.12
<b>Education level</b>					
Bachelor degree	235	-.02		-.02	
Master degree	35	.11		.11	
			.06		.07
<b>Rank</b>					
Pol. sub Lt.-Pol. Capt.	230	.01		.04	
Pol. Maj.-Pol. Lt. Col.	40	-.06		-.24	
			.04		.15
<b>Duration of Investigation</b>					
1-5 years	215	-.04		-.06	
6-10 years	38	.12		.16	
11 years and over	17	.19		.40	
			.11		.19

<b>Marital status</b>				
Single	198	.02	.05	
Married	63	-.11	-.15	
Widowed/Separated	9	.22	.01	
			.10	.13
<b>Salary</b>				
6,000 baht and below	17	.34	.24	
6,001-12,000 baht	226	-.05	-.04	
12,001 baht and over	27	.17	.20	
			.16	.14
<b>Investigation training</b>				
Yes	137	-.04	-.06	
No	133	.04	.06	
			.05	.09
<b>Performance with volunteers</b>				
Yes	230	-.01	-.02	
No	40	.07	.11	
			.04	.07
<b>Relationship with foundation volunteers</b>				
Yes	241	.00	.01	
No	29	-.02	-.03	
			.01	.02
<b>Multiple R Squared</b>				.089
<b>Multiple R</b>				.298

**4.6.4. Hypothesis IV “The investigation officers with different backgrounds had different perception towards the roles and behaviors of the foundation volunteers in performance behaviors”**

According to the Analysis of Variance and the Multiple Classification Analysis of the score of the perception towards performance behaviors ( Table 9 ), it was found that:

4.6.4.1. The subjects who were ranked sub-inspectors had higher perception (mean=4.290) than the ones who were ranked inspectors (mean=3.930). The rank had a relationship of 20% with the perception towards performance behaviors (Beta=.20).

4.6.4.2.. The subjects with salary of below 6,000 baht had the highest perception among all (mean=4.692), the lower were the ones with salary of over 12,000 baht (mean=4.622) and the ones with salary between 6,001 to 12,000 baht had the lowest perception among all(mean=4.142). The salary had a relationship of 29% with the perception towards performance behaviors (Beta=.29).

4.6.4.3. The subjects who had been trained in investigation had a higher perception (mean=4.330) then the ones who had not been trained (mean=4.150). The training in investigation had a relationship of 14% with the perception towards performance behavior (Beta=.14).

4.6.4.4. The subjects who had not worked with the foundation volunteers had a higher perception (mean=4.422) than the ones who had worked with the foundation volunteers (mean=4.182). The experience of performing with the foundation volunteers had a relationship of 13% with the perception towards performance behaviors (Beta=.13).

All the backgrounds variables altogether had a relationship of 39.2% to the perception in personality ( Multiple R=.392 ) and had a prediction power on the perception in personality of 15.3% ( Multiple R Squared=.153 ).



**Table 9 Analysis of Variance and Multiple Classification Analysis of the Perception towards Performance Behavior of the Foundation Volunteers as classified by the Backgrounds of the subjects.**

Source of Variation	Sum of Squares	DF	Mean Square	F	Signif of F
<b>Main Effects</b>					
Age	.626	2	.313	.833	.436
Official service duration	.673	3	.224	.597	.617
Education level	.002	1	.002	.005	.945
Rank	1.640	1	1.640	4.367	.038*
Duration of Investigation	.370	2	.185	.492	.612
Marital Status	1.342	2	.671	1.787	.170
Salary	6.718	2	3.359	8.943	.000*
Investigation training	1.889	1	1.889	5.029	.026*
Performance with volunteers	1.628	1	1.628		.038*
				4.333	
Relationship with foundation volunteers	.209	1	.209	.556	.457
<b>Explained</b>	<b>17.228</b>	<b>16</b>	<b>1.077</b>	<b>2.867</b>	<b>.000</b>
<b>Residual</b>	<b>95.022</b>	<b>253</b>	<b>.376</b>		
<b>Total</b>	<b>112.250</b>	<b>269</b>	<b>.417</b>		

**Grand Mean = 4.240**

Variable + Category	N	Unadjusted		Adjusted for Independents	
		Dev'n	Eta	Dev'n	Beta
<b>Age</b>					
Below 30 years old	168	.00		-.05	
30-40 years old	90	-.05		.05	
41 years old and over	12	.38		.31	
			.13		.12
<b>Official service duration</b>					
1-5 years	136	-.04		-.02	
6-10 years	79	.09		.08	
11-15 years	31	-.02		.02	
16 years and over	24	-.04		-.14	
			.09		.10
<b>Education level</b>					
Bachelor degree	235	.00		.00	
Master degree	35	.03		-.01	
			.02		.01
<b>Rank</b>					
Pol. sub Lt.-Pol. Capt.	230	.02		.05	
Pol. Maj.-Pol. Lt. Col.	40	-.12		-.31	
			.08		.20
<b>Duration of Investigation</b>					
1-5 years	215	-.01		-.02	
6-10 years	38	.05		.05	
11 years and over	17	.06		.21	
			.04		.09

**Marital status**

Single	198	.02	.06
Married	63	-.10	-.20
Widowed/Separated	9	.27	.01

.11 .17

**Salary**

6,000 baht and below	17	.52	.47
6,001-12,000 baht	226	-.07	-.08
12,001 baht and over	27	.27	.40

.26 .29

**Investigation training**

Yes	137	-.06	-.09
No	133	.06	.09

.09 .14

**Performance with volunteers**

Yes	230	-.03	-.04
No	40	.15	.20

.10 .13

**Relationship with foundation volunteers**

Yes	241	.02	.02
No	29	-.06	-.06

.05 .05

**Multiple R Squared**

.153

**Multiple R**

.392

## Chapter V

### DISCUSSION

In this study, the results of the study may be discussed as follows:

It is noticeable that most of the subjects perceived the roles and behaviors in performance of the foundation volunteers in positive way in almost all aspects. The subjects accepted the roles and behaviors of the foundation volunteers but they had some recommendations on the performance behaviors of the volunteers especially the characters and expressions of the volunteers that sometimes they thought as if they were authorized personnel themselves. The rapidity of reaching the incidents was good but the way they got there might have caused some dissatisfaction to the people and the authorized persons involved. Frequently the people found that the volunteers dress alike the authorized personnel and use the communication facilities as if they were police themselves. Sometimes the foundations' cars caused trouble to the traffic and the transportation of the others.

The rapidity of getting to the crime scene or disaster incident was good but the volunteer must have knowledge of handling the situations and the wounded. Lack of knowledge in anatomy and medical care might result in getting worse of the wounded.

A few of the volunteers might have profit disguised intention in participation of assisting the society. People always heard of the persons who took the properties of the wounded especially in car accidents, and sometimes in the disaster such as building fall-down or fire disaster.

The characters the volunteers of one foundation behaved to the other foundation volunteers were also frequently mentioned by the people. Sometimes it was pressed in the newspaper or even broadcast in the television and radio stations that members of the two foundations had conflict in covering the responsible areas and sometimes resulted in confrontation or riots in the city area that made bad impressions and misunderstanding to the people towards the roles and behaviors of the foundation volunteers.

## **CHAPTER VI**

### **CONCLUSION AND RECOMMENDATIONS**

In this study, the results of the study might be concluded and recommended as follows:

#### **6.1. Objectives of the study**

6.1.1. To study the perception of the investigation officers in the Metropolitan Police Bureau towards the roles and behaviors of foundation volunteers in assisting the society.

6.1.2. To study factors affecting the perception of the investigation officers towards the roles and behaviors of the foundation volunteers in assisting the society.

6.1.3. To find recommendations for the suitable course of action in solving the problems and obstacles in the performance of foundation volunteers in assisting the society.

#### **6.2. Population and Samples**

##### **6.2.1 The Population**

The population of this study was investigation officers in the police station of the the Metropolitan Police Bureau which composed of Metropolitan Police Division 1-9.

##### **6.2.2 The Samples**

The samples of study were chosen randomly from the Metropolitan Police Stations from Metropolitan Police Divisions 1-9, 3 Police stations were randomly chosen from each division that made 27 police stations, 10 Investigation Officers were randomly chosen from each police station that made 270 total samples.

### **6.3. Summary of the results**

6.3.1. Backgrounds of the subjects. The subjects' average age was 29.37 years old and the average official service duration was 7.21 years. Most of the subjects graduated at bachelor degree and were sub-inspector level. The subjects' average duration in investigation was 3.83 years. Most of the subjects were single with salary not over 12,000 baht. Only one half of the subjects had been trained in investigation and most of them had experience in working with the foundation volunteers and had personal relationship with foundation volunteers.

6.3.2. The perception towards responsibility of the foundation volunteers. The subjects perceived them in rapidity of reaching the accident, turning on the hazard lights, assisting in bringing the cars to police stations, taking fingerprints, assisting when were asked for, maintaining the scene as it was, inspecting the wounded outside the cars and inspecting the wounded and giving the first aids respectively.

6.3.3. The perception towards personality of the foundation volunteers. The subjects perceived them in talking with polite speech and gesture, willingness in helping people, behaving politely, controlling their moods and emotions, having strong consciousness in performing their job, not using their delegated authority for illicit profit, dressing neatly and confronting the dangerous situation bravely respectively.

6.3.4. The perception towards human relation of the foundation volunteers. The subjects perceived them in feeling sympathy to the wounded, getting in touch with people, having good human relation with police, warning the victims to take care of their properties, getting prestige and trust from people, looking for cooperation from people and participating in the police's job for more rapidity respectively.

6.3.5. The perception towards performance behaviors of the foundation volunteers. The subjects perceived them in arriving the incident rapidly, being trustworthy for their job, having knowledge of first aids, no performing anything beyond delegated duties, having efficacy of job equipments and facilities, protecting the properties of the victims, preventing repeated accident after arrival to the scene, coordinating with the hospital prior to refering the wounded, working together with the rescue team to help the wounde and driding politely respectively.

#### 6.3.5. The testing of hypotheses:

6.3.5.1. The subjects with master degree had higher perception towards responsibility of the foundation volunteers than the ones with bachelor degree.

6.3.5.2. The subjects with relationship with the volunteers had high perception towards responsibility than the ones without relationship.

6.3.5.3. The subjects with salary below 6,000 baht had highest perception towards personality of the foundation volunteers, the less perception were of the ones with salary over 12,000 baht and the ones with salary between 6,000 to 12,000 baht had the lowest perception towards personality of foundation volunteers.

6.3.5.4. The subjects with salary below 6,000 baht had highest perception towards performance behaviors of the foundation volunteers, the less perception were of the ones with salary over 12,000 baht and the ones with salary between 6,000 to 12,000 baht had the lowest perception towards performance behaviors of foundation volunteers.

6.3.5.5. The subjects who had been trained in investigation had higher perception towards performance behavior of the foundation volunteers than the ones without such training.

6.3.5.6. The subjects who had not worked with the foundation volunteers had higher perception towards performance behavior of the foundation volunteers than the ones who had worked with them.

#### 6.4. Recommendations from the subjects

6.4.1. The volunteers should be trained for working together with the rescue team of the hospital for the safety of the wounded when a car accident occurred. The knowledge of practice in holding the wounded should be instructed to the volunteers. In some cases, the performance of the volunteers made the situation of the wounded worse because of the lack of knowledge of accurate human anatomy.

6.4.2. In the case of disasters such as building fall-down, fire in the building, natural disaster, the rush activity of the volunteers by intention of helping the people without realising the situation might get the situation worse. The performance of the volunteers should be taken under supervision of the experts.

6.4.3. Among the foundation volunteers, there might be some profit disguised persons that might take advantage from the properties of the victims. Special supervision should be responsible by the chief of the volunteer team or the authority that were in charged.

6.4.4. There should be training for the drivers and mobile teams of the foundation volunteers to realize that they were auxillary function for the work of rescue and law enforcement not the main authority. Occasionally, the misunderstandings of the roles and authority might result in conflict among various functions and the volunteers might be forced to confront with the dissatisfied people especially in rushing to the car accidents or the battle between and /or among the foundation volunteers themselves that wasted the time of the police officers to calm down the riot.

## **6.5. Recommendations for further study**

6.5.1. There should be a study of the acceptance in the roles and behaviors of the foundation volunteers from the people to compare with the results of this study.

6.5.2. There should be a study of the opinions from the personnel who worked in the related fields of the foundation volunteers such as the fire-extinguishing officers, the emergency units of the hospitals, the traffic policer towards the roles and behaviors of the foundation volunteers.

6.5.3. There should be similar study from the people in other provinces especially the large cities, the provinces that the highways run through and the provinces that had high buildings

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## **The Questionnaire on the Perception towards the Roles and Behaviors of the Foundation Volunteers**

### **Section 1. The Backgrounds of the Investigation Officers**

- 1. Age.....Years Old**
- 2. Official service duration.....Years**
- 3. Education level**
  - ( ) Bachelor degree**
  - ( ) Master degree**
- 4. Rank**
  - ( ) Pol. Sub-Lt. - Pol. Capt.**
  - ( ) Pol. Maj. - Pol. Lt. Col.**
- 5. Duration of Investigation.....Years**
- 6. Marital Status**
  - ( ) Single**
  - ( ) Married**
  - ( ) Separated**
  - ( ) Widowed/Divorced**
- 7. Salary.....baht**
- 8. Have you ever been trained in any Investigation training?**
  - ( ) Yes**
  - ( ) No**
- 9. Have you ever worked with foundation volunteers?**
  - ( ) Yes**
  - ( ) No**
- 10. Do you have any relationship with the foundation volunteers?**
  - ( ) Yes**
  - ( ) No**

**Section 2. Perception towards Foundation Volunteers' Responsibility.**

<b>Perception towards Responsibility</b>	<b>Very low</b>	<b>Low</b>	<b>Moderate</b>	<b>High</b>	<b>Very high</b>
<b>1. The volunteers reached the accident rapidly.</b>					
<b>2. The volunteers turned on the hazard lights to prevent accident.</b>					
<b>3. The volunteers maintained the scene as it is.</b>					
<b>4. The volunteers inspected the wounded for they might be outside the car.</b>					
<b>5. The volunteers inspected the wounded and gave them first aid.</b>					
<b>6. The volunteers assisted the police to bring the cars to the police stations.</b>					
<b>7. The volunteers had ability to take fingerprints.</b>					
<b>8. The volunteers assisted the investigation officers in every way they were asked for.</b>					

**Section 3. Perception towards Foundation Volunteers' Personality.**

<b>Perception towards Personality</b>	<b>Very low</b>	<b>Low</b>	<b>Moderate</b>	<b>High</b>	<b>Very high</b>
<b>1. The volunteers dressed neatly.</b>					
<b>2. The volunteers behaved politely.</b>					
<b>3. The volunteers talked with polite speech and gesture.</b>					
<b>4. The volunteers were willing to help people completely.</b>					
<b>5. The volunteers could control their moods and emotions well.</b>					
<b>6. The volunteers had strong consciousness in performing their job.</b>					
<b>7. The volunteers confronted with the dangerous situation bravely.</b>					
<b>8. The volunteers did not use their delegated authority for illicit profit.</b>					

**Section 4. Perception towards Foundation Volunteers' Human Relation**

<b>Perception towards Human Relation</b>	<b>Very low</b>	<b>Low</b>	<b>Moderate</b>	<b>High</b>	<b>Very high</b>
<b>1. The volunteers felt sympathy to the wounded as if they were their relatives.</b>					
<b>2. The volunteers could get in touch with the people thoroughly.</b>					
<b>3. The volunteers had good human relation with the police officers.</b>					
<b>4. The volunteers warned the victims of the accident to take care of their properties.</b>					
<b>5. The volunteers looked for the cooperation from the people in prevention of the traffic accident.</b>					
<b>6. The volunteers had got prestige and trust from the people and the investigation officers.</b>					
<b>7. The volunteers participated in the investigation officers' job for more rapidity.</b>					

**Section 5. Perception towards Foundation Volunteers' Performance Behavior**

<b>Perception towards Performance Behavior</b>	<b>Very low</b>	<b>Low</b>	<b>Moderate</b>	<b>High</b>	<b>Very high</b>
<b>1. The volunteers arrived at the incident rapidly to help the victims.</b>					
<b>2. The volunteers had knowledge of first aids.</b>					
<b>3. The volunteers were trustworthy for their jobs.</b>					
<b>4. The volunteers did not perform anything beyond delegated duties.</b>					
<b>5. The volunteers had efficacy of jobs in equipments and facilities.</b>					
<b>6. The volunteers protected the properties of the victims.</b>					
<b>7. The volunteers could work together with rescue team in helping the wounded.</b>					
<b>8. The volunteers prevented repeated accident after arrival to the scene.</b>					
<b>9. The volunteers coordinated with the hospital prior to the referring of the wounded.</b>					
<b>10. The volunteers' drivers drove the cars politely and used emergency signal only in the urgent situations.</b>					

**Recommendations:** \_\_\_\_\_

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## BIOGRAPHY



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