

## **ABSTRACT**

The main objective of this study is to find out the attitudes of dispatchers in the Metropolitan Police Bureau toward the conceptual model of National Emergency Call Service. This model includes all kinds of emergency service (police, fire and medical service) using one telephone number nationwide. In this study, the attitudes were analyzed and categorized into three main parts; attitudes toward emergency callers, attitudes toward emergency dispatch procedures and attitudes toward emergency responders.

The instruments, both close-ended and open-ended questionnaires, were randomly distributed to 120 subjects who were working at Police Communication Centers of the Metropolitan Police Bureau. All collected data were analyzed by SPSS program and presented in the form of frequency, percentage and mean.

The results revealed that the majority of the respondents had neutral attitudes toward emergency callers. They also believed that the number of callers would remain the same even if the conceptual model was implemented. In terms of attitudes toward emergency dispatch procedures, they felt that the procedures form a vital part of the emergency service. However, they felt that the current procedures might not be appropriate for the conceptual model. Lastly, the attitudes toward emergency responders were positive. Most of the respondents believed that they (police, fire and medical) can all communicate efficiently with responders from other agencies and that they can work together harmoniously and efficiently. Moreover, it can be seen by the comments and suggestions given by the respondents that technology and training courses should be continuously updated in order to keep up with the rapidly changing world. They also suggested that they should be able to take part in management.

Finally, recommendations for further research include surveys of fire and medical service in boarder aspects such as job satisfaction, appropriate technologies, emergency classification, as well as laws and regulations.