

CHAPTER THREE

METHODOLOGY

This study attempts to reveal the attitudes of emergency dispatchers who worked at the Police communication Centers of the Metropolitan Police Bureau toward a conceptual model of National Emergency Call Center that currently does not exist in Thailand. To meet the objectives of the study, this chapter describes the following five main areas:

3.1 Subjects

3.2 Materials

3.3 Procedures

3.4 Data analysis

3.5 Conceptual Model of National Emergency Call Service

3.1 SUBJECTS

The subjects used within this study were police officers who worked as emergency dispatchers in 10 offices of the Police Communication Centers of the Metropolitan Police Bureau. One hundred and twenty dispatchers were selected by random sampling technique.

3.2 MATERIALS

The questionnaire developed as the instrument for data collection in the survey was divided into five main parts. *Part 1* consists of closed-ended questions seeking general information of the respondents: age, educational background, rank, the level of police experience and the level of experience as a dispatcher. *Parts 2-3-4*, the closed-ended questions based on Likert scale, were used to measure the emergency dispatcher's attitudes toward emergency callers, emergency dispatch procedures and emergency responders' receptivity to the conceptual model of National Emergency Call Service. *Part 5* is open-ended questions for other comments and recommendations from respondents.

3.3 PROCEDURES

The respondents had to fill in the questionnaire by themselves. The questionnaires were distributed to 120 emergency dispatchers in the first week of January 2008 and completed questionnaires were collected on the same day. The researcher was present while the questionnaire was being completed. This was so that the researcher could clarify certain aspects of the questionnaire that were unclear to the respondents.

The population of the survey was all emergency dispatchers in every Communication Center of the Metropolitan Police Bureau. The total number was about 460 dispatchers. Thus, the subjects in this study were 120 dispatchers who were given the questionnaires (more than 25%). Quota sampling was performed in this study. The questionnaires were distributed to 10 offices of the Police Communication Centers of the Metropolitan Police Bureau. 30 questionnaires were sent to the 191 Center, the biggest center which consists of about 120 dispatchers. 10 questionnaires were dispatched to each of the Police Communication Centers of the Local Police Divisions 1-9, which covers the whole of Bangkok. In each Police Communication Center, the questionnaires were distributed by random sampling.

In order to make data collection reliable and practical, before conducting the survey, the researcher had to study a large quantity of related theses, books, and results from other studies. The investigator applied the knowledge from such literature to develop the questionnaire. Finally, a self-administered questionnaire, which was designed using documents, textbooks and research reports related to the objectives of the study, was used to collect the data from this specific group of dispatchers. The respondents were asked to respond to the questionnaire by themselves. The questionnaire were distributed to 120 dispatchers in the first week of January 2008 and collected on the same day.

3.4 DATA ANALYSIS

When the data collection process was completed, the data obtained from the respondents was processed using SPSS program (Statistical Package for the Social

Science) for statistical analysis. The analyzed data is presented in the form of frequency, percentage, mean. The calculation of attitudes is based on the Likert scale technique. The results and values that are shown in chapter four are explained below:

Average values	Results
1.00-1.80	Strongly disagree
1.81-2.60	Disagree
2.61-3.40	Uncertain
3.41-4.20	Agree
4.21-5.00	Strongly agree

In summary, this chapter shows the methodology of this research concerning the subjects, materials, procedures and data analysis. In the next chapter, the results will be presented.

3.5 CONCEPTUAL MODEL OF NATIONAL EMERGENCY CALL SERVICE

This conceptual model of National Emergency Call Service does not exist in reality; it is just a conceptual model designed to be established in Thailand. The details of this model are as follows:

- (1) As Established by law, it can communicate, command, and control government agencies which have been set up for dealing with emergency cases nationwide.
- (2) This service is responsible for only emergency matters
- (3) This emergency service includes all kinds of emergency cases (police, fire and ambulance).
- (4) This emergency service uses a single number “191” for all kinds of public communication networks nationwide.
- (5) All communication networks provide the system of “Automatic Number Identification and Automatic Location Identification: ANI and ALI”
- (6) This agency is attached to the Royal Thai Police.