

APPENDIX A
English Questionnaire

Language Institute,
Thammasat University,
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Dear Participants,

**A survey of attitudes toward a conceptual model of
National Emergency Call Service**

This survey is part of the Independent Study (CR790), Master of Arts in English for Careers, Language Institute, Thammasat University. To accomplish this survey, I would like to ask for your co-operation in completing this questionnaire. The information received from this survey will be kept confidential and used only for academic purposes.

Before answering the questions, please kindly read through a few definitions of terms that will be used for communicating in the questionnaire.

Your cooperation is much appreciated.

Best regards,

Pol.Col.

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A 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 emergency matters only.
- (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 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.

DEFINITIONS

Emergency refers to informing or reporting cases of (1) crime, accident or natural disaster (2) fire (3) sickness or health problems. Persons who face these situations are in a life-threatening crisis and need urgent assistance.

Police emergency service refers to the case of crime, accident and disaster which are the responsibility of police.

Other emergency service refers to fire and ambulance services.

Non-emergency service refers to routine services which do not require urgent assistance, such as filing cases, complaints, reporting crimes or other public services

Caller refers to persons who reach an emergency call service by any channel of communication system asking for urgent assistance.

Prank call or hoax call refers to reporting emergency cases to emergency call services without a real case of emergency.

QUESTIONNAIRE

The purpose of this study is to survey the attitudes of police officers who work as dispatchers in the Emergency Call Center of the Metropolitan Police Bureau toward a conceptual model of National Emergency Call Service. The results from this study will be applied to the feasibility study of establishing a new model of National Emergency Call Service. This model will only have one emergency call number nationwide to help people remember the number well as to improve the quality of emergency services. The information from the questionnaires will be kept confidential and will be used only for academic purposes.

Part 1 General Background: Please put a tick next to the answer you agree with most.

1. Age Under 26 years 26-30 years 31-35 years
 36-40 years 41-45 years Over 45 years
2. Education Mathayom 6 Vocational
 Bachelors' degree Graduate and Higher
3. Rank Corporal Sergeant major Sub lieutenant - Captain
 Major - Colonel Other (Please specify).....
4. Work experience in the Royal Thai Police
 Under 6 years 6-10 years 11-15 years
 16-20 years 21-25 years Over 25 years
5. Work experience as a dispatcher
 Under 6 years 6-10 years 11-15 years
 16-20 years 21-25 years Over 25 years

Part 2 Attitudes toward emergency callers

Please tick the box which best represents your opinion about each statement in parts 2-3-4.
 (5=Strongly agree, 4=Agree, 3=Uncertain, 2 Disagree, 1= Strongly disagree)

DESCRIPTION	5	4	3	2	1
6. Most calls are considered emergencies.					
7. Most of the emergencies are about criminal matters					
8. Other emergency callers do not remember the required emergency number.					
9. Non-emergency callers do not remember other numbers.					
10. Prank callers intentionally call emergency service just for fun.					
11. In the conceptual model of National Emergency Call Service, the number of callers would remain the same (191).					
12. In the conceptual model of National Emergency Call Service, the proportion of emergency, non-emergency, and prank callers would remain the same.					
13. In the conceptual model of National Emergency Call Service, You would be able to work as efficiently as before.					

Part 3 Attitudes toward emergency dispatch procedures

DESCRIPTION	5	4	3	2	1
14. Current dispatch procedures play an important role in Emergency Call Service					
15. Current dispatch procedures are sufficient for the current workload.					
16. You feel comfortable with the current dispatch procedures.					
17. Current dispatch procedures would be suitable for collecting data in the model of National Emergency Call Service.					
18. Current dispatch procedures would be suitable for analyzing data in the model of National Emergency Call Service.					
19. Current dispatch procedures would be suitable for dispatching messages in the model of National Emergency Call Service.					

Part 4 Attitudes toward emergency responders

DESCRIPTION	5	4	3	2	1
20. Police emergency responders would be able to understand the messages that you relay accurately.					
21. Police emergency responders would be able to reach the scene rapidly.					
22. Police emergency responders would be able to manage the crisis in appropriate ways.					
23. Fire emergency responders would be able to understand the messages that you relay accurately.					
24. Fire emergency responders would be able to respond to reach the scene rapidly.					
25. Fire emergency responders would be able to manage the crisis in appropriate ways.					
26. Medical emergency responders would be able to understand the messages that you relay accurately.					
27. Medical emergency responders would be able to reach the scene rapidly.					
28. Medical emergency responders would be able to manage the crisis in appropriate ways.					

