

Public Participation in Enhancing the Police Station for the People at Surin Provincial Police Station, Mueang Surin District, Surin Province

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Received: 28 May 2024;

Revised: 27 June 2024;

Accepted: 29 June 2024;

Keywords:

Public Participation;
Enhancing Police
Station for People;
Surin Provincial Police
Station;

Abstract

Introduction: This research aims to 1) study the level of public participation in the enhancement of the police station for the people at Surin Provincial Police Station, Mueang Surin District, Surin Province.

Methodology: The research employs a quantitative research design, using a questionnaire created by the researchers to study the level of public participation in five areas: 1) Behavior of police officers, 2) Performance in providing public services related to documentation, 3) Performance in providing public services related to evidence 4) Performance in providing public services related to criminal cases 5) Performance in providing public services related to traffic. A sample of 342 individuals was surveyed and selected from a total population of 2,316 service users. The questionnaire included both closed and open-ended questions. The researchers analyzed the collected data by calculating the mean, percentage, and standard deviation.

Results: The results indicated that the level of public participation in enhancing the police station for the people at Surin Provincial Police Station, Mueang Surin District, Surin Province, was moderate. On average, public participation in the project was rated moderately. When analyzed by area, it was found that the public's participation regarding the behaviour of police officers was rated high, the performance in the documentation was rated high, the performance regarding evidence was rated high. In contrast, the performance in criminal cases was rated moderate, and the performance in traffic services was rated high. Overall, the average level of participation was moderate. Based on the findings, the researchers propose guidelines for enhancing public participation in the implementation of the Police Station for the People project at Surin Provincial Police Station, emphasizing the involvement and promotion of public participation to raise awareness of the public's role in the project, ensuring its effective implementation and maximizing its benefits.

1. Introduction

Police stations are the “strategic points” of the Royal Thai Police, which must be in close contact with and provide services directly to the people in the area. The success or failure of the police mission will depend mainly on the performance of the police officers at the police station level. Police stations are the “strategic points” of the Royal Thai Police. Suppose the police station can enforce the law, administer justice, and serve the people as “guardians of the peace” per the principles of good governance. In that case, the people will be safe in life and property, satisfied with and confident in the police's performance of their duties, and have confidence in the justice process of Thailand. The Royal Thai Police realizes the importance of police stations and has therefore determined to implement the Police Station for the People Development Project (Police Station for the People Project) continuously since the time of the Royal Thai Police Department for 20 years. The police are

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a profession with honour and dignity, ranks, and are accepted by people in society as a profession with stability for the future. Investigation work is another job of the police, whose duty is to investigate in the investigator position. Being an investigator according to the Code of Criminal Procedure, Section 2(6) defines an investigator as an official whom the law has the power and duty to investigate, which is an essential mission in seeking the facts in a case to prove the innocence of the accused and to track down the perpetrators and punish them according to the law. It is an essential duty to provide justice in society. Therefore, investigators consider it a duty to serve the public by alleviating suffering and creating satisfaction for the public from the past work of police officers. As for investigators, there are many problems and obstacles. The most important is that there are fewer investigators than the overwhelming workload. The case file must often be prepared carelessly because of time constraints.

From the review of literature related to public participation in implementing the police station found in Nithirakjaroen et al. (2023), the enhancement of operational efficiency at the police station demonstrates that effective cost management can be attained through budget oversight. Utilizing budget resources enhances efficiency, while transparency enables the public to confirm the correctness of management and the utilization of various assets such as procurement, contracting, resource allocation, communication tools, military weapons, and budgetary funds. Regarding participation, citizens in the community have opportunities to reflect, engage, and take responsibility for public activities. Furthermore, the studying of Sricharumedhiyan (2018) found that the satisfaction of the public with the services provided by the police officers at the Ban Lao Police Station in Nong Kung Swarn Sub-district, Kosum Phisai District, Mahasarakham Province, it was found that the area that created the highest satisfaction among the public was the collaboration with the community, which was rated as high. Therefore, cooperation with the public is a factor in creating a good relationship between the public and the police station.

For the reasons above, this research will study public participation in implementing the Police Station for the People project at Surin Provincial Police Station, Mueang Surin District, Surin Province. Intending to study the cooperation of the public that occurs through projects of government agencies, it also reveals transparent operations and fosters excellent public collaboration, resulting in the community's sense of ownership of the area and leading to effective development going forward.

2. Research Objectives

To study the level of public participation in the implementation of the Police Station for the People project, Surin City Police Station, Mueang Surin District, Surin Province

3. Conceptual Framework

From the research reviewing theories and related research, the researcher has summarized the conceptual framework for the research on public participation in implementing the Police Station for the People project, Surin City Police Station, Mueang Surin District, Surin Province. The researcher has defined the conceptual framework for the research as Figure 1.

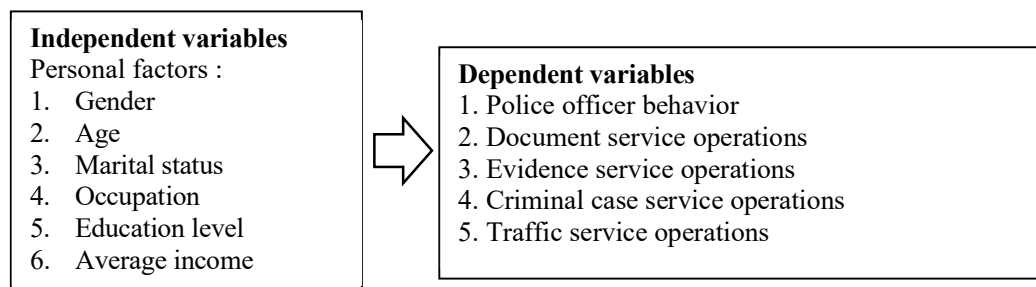


Figure 1. Conceptual Framework

4. Literature Review

This study on citizen involvement in the execution of the “Police Station for the People” initiative at Mueang Surin Police Station, located in Mueang Surin District, Surin Province, has been informed by an examination of pertinent documents and research, as detailed below:

Public participation (Participation) signifies either direct or indirect engagement in any activity. The extent of involvement varies from sharing information with the public, engaging in consultations, and encouraging their participation in activities to enable them to make decisions on particular matters. This guarantees that activities satisfy community members, promote acceptance, and offer leaders a way to inspire and enhance morale (The Constitution of the Kingdom of Thailand, B.E. 2560, 2017).

Ketsin (2018) presented the modern police station project was gathered from 1,475 participants in Bangkok, Chonburi, and Samut Prakan Province. The findings indicated that 19.25% of the participants are police officers, while 80.75% of this group comprises citizens. The 84.41% of the targeted individuals are aware of this project, while 15.59% of the target group remain uninformed. This indicates that the implementation reported for this project has over an 80% perception rate. 35.19% of the targeted individuals have come from Facebook, Line app, websites, and various other online platforms. A total of 26.24% of the target audience has received information from project brochures and posters.

Thongmee et al. (2020) presented that the text outlines the service delivery strategy at police stations involved in the community-oriented police station initiative, transitioning from "guardians" to "service providers," delivering one-stop services to the public. Consequently, in the analysis of public satisfaction regarding the Police Stations Development Project for People: A Case Study of Si Thep Provincial Police Station, Si Thep District, Phetchabun Province, it was discovered that the overall satisfaction level was rated as high. Regarding the methods and practices for service delivery, the general satisfaction was likewise rated highly. Concerning the officers, the general satisfaction was rated as high. Finally, regarding the environment and facilities, the overall satisfaction was also rated highly.

Khruakham & Mangkhalasiri (2020) presented the police in a case study regarding the contemporary police station initiative in Thailand. The findings indicated a notably increased level of public satisfaction with Bangkaew Police Station and Mueang Pattaya Police Station following the project's implementation when compared to the other locations (Bangsoathong Police Station and Banglamung Police Station). In the meantime, public satisfaction with the police at Phasicharoen Police Station post-implementation, while increased, did not show a significant difference compared to the pre-implementation period when compared to Laksong Police Station. It is important to mention that just the general public satisfaction with the police at Bangkaew Police Station achieved the project's objective of 80 percent. Suggestions were provided to enhance police operations regarding service processes, service personnel, and service facilities that had a public satisfaction rate below 80 percent at each police station.

5. Research Methodology

1. Research design

Scope of content This research focuses on studying the participation of the public in the implementation of the police station for the people project, Surin City Police Station, Mueang Surin District, Surin Province, in 5 aspects: 1) Police officer behaviour 2) Documentation work 3) Evidence work 4) Criminal casework and 5) Traffic work.

2. Population and sample.

The population used in this study is those who used the services of Surin City Police Station, Mueang Surin District, Surin Province, from January 2024 to November 2024. There 342 individuals sample who was surveyed and selected from a total population of 2,316 service users.

3. Data collection

Period scope Data were collected from the public who used the services of Surin City Police Station, Mueang Surin District, Surin Province, from January 2024 to November 2024.

Location scope: Surin City Police Station, Mueang Surin District, Surin Province.

6. Results

The researcher used data to analyze the level of participation in the behaviour of police officers in Surin City Police Station, Mueang Surin District, Surin Province by answering the following questions: The researcher used data to analyze the level of participation in public participation under the Police Station for the People Project, Surin City Police Station, Mueang Surin District, Surin Province, according to the results of the analysis of the level of public participation by answering the questionnaire in 5 areas as follows: 1) Police officer behaviour 2) Documentation work 3) Evidence work (Participation of police officers and the public) 4) Criminal casework (Community role in participation with police officers) 5) Traffic work (Role of police and cooperation with the public) as shown in Table 1

Table 1. Mean and standard deviation of the level of participation of people who received services at Surin City Police Station, Mueang Surin District, Surin Province under the Police Station for the People Project according to the conceptual framework of 5 areas, overall classified by area

| Public Participation in Implementing the Police Station | \bar{x} | S.D. | Results |
|---|-----------|-------|----------|
| 1. Police officer behaviour | 4.08 | 0.775 | High |
| 2. Documentation work | 4.01 | 0.631 | High |
| 3. Evidence work | 4.06 | 0.609 | High |
| 4. Criminal casework | 3.34 | 0.629 | Moderate |
| 5. Traffic work | 4.13 | 0.809 | High |
| Overview | 3.92 | 0.568 | High |

From Table 4.2, it was found that the level of public participation under the Police Station for the People Project, Surin City Police Station, Mueang Surin District, Surin Province, had a public participation level. The average value was medium ($\bar{x}=3.92$, S.D. =0.568). The details are as follows: When classified by aspect, it was found that the public participation under the Police Station for the People Project, Surin City Police Station, Mueang Surin District, Surin Province, in terms of police officer behaviour, had an average participation level at a high level ($\bar{x}=4.08$, S.D.=0.775), in terms of document work, had an average participation level at a high level ($\bar{x}=4.01$, S.D. =0.631), in terms of evidence work The mean level of participation was at a high level ($\bar{x}=4.06$, S.D.=0.609), the mean level of the involvement in criminal cases was at a moderate level ($\bar{x}=3.34$, S.D.=0.629), and the mean level of participation in traffic cases was at a high level ($\bar{x}=4.13$, S.D.=0.809). Overall, the mean level of involvement was at a moderate level.

7. Conclusion

Public involvement in the police station for the community initiative, Surin City Police Station, Mueang Surin District, Surin Province. In general, the extent of public participation is at a moderate degree. Public participation at this stage indicates that there has been ongoing encouragement and backing for community engagement in the police station for the People initiative. Nonetheless, there should be encouragement and backing for community involvement to gain knowledge and comprehension and recognize the significance of public participation in the police station for the people initiative even further. Community involvement in police officer conduct is at a positive level.

Law enforcement personnel wear tidy and organized attire. Law enforcement personnel use courteous language suitably when interacting with the public. Law enforcement officers act by the law and use their power within legal boundaries. Law enforcement personnel operate with integrity, transparency, and a strong commitment to serving the community. Police officers who handle complaint reporting possess expertise in offering guidance to those receiving services. Police officers possess knowledge and awareness of the procedures for seeking approval in different situations, including obtaining permission to use voice.

8. Discussion

Regarding the involvement of police officers and the community, public engagement in evidence work is satisfactory. When gathering evidence, police officers do not request property or

additional benefits outside of fees as per government regulations. Law enforcement officials promptly examine the incident location, collect evidence from the scene to utilize for the case, appropriately reference key witnesses/ evidence in the case, apply scientific principles to validate evidence correctly, and swiftly hold the offenders accountable.

Regarding the community's involvement with officers, public participation in criminal cases is satisfactory. The local law enforcement has set up a volunteer policing initiative and involved the community as volunteer officers. The local police value volunteer officers who assist in establishing checkpoints and examining the vicinity. Volunteer police can share information regarding crime prevention, including the reporting of crimes. Volunteer officers can enhance the connection between the community and law enforcement in preventing crime. Establishing a volunteer police initiative fosters empowerment and independence, leading to tranquillity within the community. In consistency with Ketsin (2018), who reported that over 35.19% of the targeted individuals have come from Facebook, Line app, websites, and various other online platforms. Thus, the public benefits from the publicity, and makes the police station more credible and has a better image, and people trust in the service provided by Polisman. In consistency with Pegaree & Thongchan (2017) found that the general level of satisfaction among individuals regarding the services provided by police officers at WapiPathum Police Station was assessed as high. Considering all factors, four aspects received high ratings and are ranked from highest to lowest: service environment, service procedure, service personnel, and information. The service role aspect was evaluated at a moderate level. Moreover, Phuangawat & Lertpongprasert (2022) found that the overall satisfaction with the police station's services was noted to be relatively high; when examining each factor, it was revealed that the highest average pertained to the police officers responsible for service delivery, while the lowest average was related to the service process.

Regarding the traffic police's role in collaboration, public involvement in traffic-related activities is commendable. Traffic police officers are consistently given shifts to monitor the roads for safety. Traffic police agents assist along the pathway. Ongoing training is conducted to educate the public regarding traffic regulations

9. Recommendation

1. Promote opinions and participation: Establish online platforms or social media to allow citizens to easily and conveniently express their views, file complaints, or suggest solutions to various problems, and organize public meetings to enable government representatives and citizens to meet and exchange opinions.
2. Education and knowledge promotion: Promote education and training on citizen participation in decision-making processes and enhance the knowledge and skills necessary for effective participation.
3. Create a listening and response mechanism: Establish a mechanism for listening to citizens' opinions and responding to suggestions quickly and effectively, such as establishing a special agency or committee responsible for evaluating and responding to opinions.
4. Support collaboration between the government and civil society: Promote cooperation between the government and civil society in implementing projects and policies to create meaningful participation.
5. Use of digital technology: To promote citizen participation, such as using mobile applications to collect data and opinions.

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