

โครงการฝากบ้านกับเพื่อนบ้าน:

มุมมองของประชาชนที่มีต่อ

เจ้าหน้าที่ตำรวจนครบาล

The Bangkok Neighborhood Watch

Program: Citizen Perspectives on

Metropolitan Police

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บทคัดย่อ

โครงการฝากบ้านกับเพื่อนบ้าน เป็นโครงการที่อยู่ภายใต้ความรับผิดชอบของกองบัญชาการตำรวจนครบาล ความสำเร็จของโครงการสามารถวัดได้จากการบรรลุถึงวัตถุประสงค์ของโครงการ ซึ่งได้แก่ 1. การเป็นหูเป็นตาซึ่งกันและกันระหว่างประชาชนด้วยกันเอง และเจ้าหน้าที่ตำรวจกับประชาชน และ 2. การที่ประชาชนมีความสามารถในการรายงานเบาะแสของอาชญากรรมได้อย่างมีประสิทธิภาพต่อเจ้าหน้าที่ตำรวจนครบาลเมื่อเกิดเหตุ ในกรณีนี้ ความสำเร็จของโครงการฝากบ้านกับเพื่อนบ้านจะเกิดขึ้นได้ก็ต่อเมื่อมีการสร้างความเชื่อมั่น และความรู้สึกพึงพอใจของประชาชนที่มีต่อเจ้าหน้าที่ตำรวจนครบาล

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สำหรับในการศึกษานี้ได้บูรณาการการวิเคราะห์ข้อมูลเชิงปริมาณ และการวิเคราะห์ข้อมูลเชิงคุณภาพเข้าด้วยกัน สำหรับในขั้นตอนแรกการวิเคราะห์เชิงปริมาณนั้นได้ดำเนินการทดสอบความสัมพันธ์ระหว่าง 1. ตัวแปรการเข้าร่วมโครงการฝากบ้านกับเพื่อนบ้าน และตัวแปรระดับความเชื่อมั่น และ 2. ตัวแปรการเข้าร่วมโครงการฝากบ้านกับเพื่อนบ้าน และตัวแปรระดับความรู้สึกพึงพอใจ สำหรับในขั้นตอนที่สอง ได้ทำการวิเคราะห์ข้อมูลเชิงคุณภาพจากการสัมภาษณ์เชิงลึกอย่างละเอียดเพื่อศึกษาว่าเมื่อระดับความเชื่อมั่น และระดับความรู้สึกพึงพอใจสูงขึ้นจะสามารถเพิ่มโอกาสในการประสบความสำเร็จของโครงการฝากบ้านกับเพื่อนบ้านได้หรือไม่ และอย่างไร ในกรณีนี้ข้อมูลจากการสัมภาษณ์เชิงลึกมาจากกลุ่มบุคคลที่มีความสำคัญถึง 3 กลุ่มในการดำเนินโครงการฝากบ้านกับเพื่อนบ้าน ซึ่งประกอบไปด้วย ผู้บังคับบัญชาระดับสูงของกองบัญชาการตำรวจนครบาล, เจ้าหน้าที่ตำรวจชุมชนสัมพันธ์, และกรรมการหมู่บ้านที่เข้าร่วมโครงการฝากบ้านกับเพื่อนบ้าน ซึ่งในการศึกษานี้พบว่าความเชื่อมั่น และความรู้สึกพึงพอใจของประชาชนที่มีต่อเจ้าหน้าที่ตำรวจนครบาลสามารถผลักดันให้โครงการฝากบ้านกับเพื่อนบ้านในความรับผิดชอบของกองบัญชาการตำรวจนครบาลประสบความสำเร็จได้อย่างดียิ่งขึ้น

Abstract

The Neighborhood Watch Program¹ is under the responsibility of the Bangkok Metropolitan Police Bureau. The success of the program is measured by attaining the objectives of the program, which are (1) citizen-to-citizen and citizen-to-police can be eyes and ears for each other and (2) citizen has the ability to effectively report crime or suspicious cases to police. In this regard, the achievement of the

¹ The Bangkok Neighborhood Watch Program is different from Leave the House to Police Program in the implementation aspect. Specifically, the Bangkok Neighborhood Watch Program emphasizes on citizen interaction, whereas the latter program, civilians are rely on crime prevention only by patrol police.

Bangkok neighborhood watch program can be attained by building confidence and reliance on Metropolitan policemen.

In this study, both quantitative and qualitative analyses are employed, which are separated into two stages. First stage, quantitative analysis is used for testing the relationship between (1) participating in the program and confidence and (2) participating in the program and reliance. Next stage, information from in-depth interview is thoroughly analyzed whether confidence and reliance can increase the opportunity of the program achievement or not. In this matter, information of this qualitative analysis is sought from three key persons of the program: the executives of the Bangkok Metropolitan Police Bureau, community-relation policemen, and committees of the participated villages. This inquiry finds that confidence and reliance in police can support the achievement of the Bangkok Neighborhood Watch Program.

Nature and Importance of the issue

From 1840s to 1930s, crime prevention strategy in developed countries was walking patrol. Although this strategy can internalize crime problem at some point, it does not work well for protecting crime in the housing areas². Later on from 1930s to 1980s, new technology (at that time) has been implemented in crime prevention scheme. Emergency call integrating with walking patrol strategy are two main tactics to alleviate crime problem in that era. However, there were still some gaps for crime prevention improvement³.

² Chumpol Piamsomboon. *Crime Control Through Environmental Design: Theory and Practice*. 2002.

³ Linda S. Miller and Kären M. Hess. *Community policing Partnerships for Problem Solving*. 2005.

In this regard, to fulfill the gap, seeking for the collaboration between policemen and civilians is one of the excellent concepts to improve community crime prevention due to the fact that the crime prevention hardly accomplished by only police. In many occasions, criminals wait for their chance during the change of patrolling shift and other special task, such as anti-riot, for larceny. Chandarasorn suggests that pursuing civilian collaboration can increase safety in the neighborhood⁴. So, if “police-to-citizen” and “citizen-to-citizen” can cooperate in crime prevention, the benefit is belonged to that certain communities and the effectiveness of the crime prevention by police is definitely higher⁵.

Many scholars assert that avoiding reporting crime case when knowing there is the occurrence of crime is the worst behavior, because this phenomenon indicates their irresponsibility and ignorance on other community members in that certain community. Petsuksiri claimed that when village or community members look after for each other is an important key of the success of crime prevention strategy⁶.

Research Question

1. Does confidence in metropolitan police's capacity contribute the achievement of the Bangkok Neighborhood Watch Program ?
2. Does reliance in metropolitan police contribute to the achievement of the Bangkok Neighborhood Watch Program ?

⁴ Voradej Chandarasorn. "Thai Police Reform". *NIDA Development Journal*. 23.4 (1985): 443-479.

⁵ Louis A. Radelet. *The police and the community*. 1986.; David A. Hansen. *An analysis of police concepts and programs*. 1972.

⁶ Pornpen Petsuksiri. "Physical Environment and Crime Control". *Journal of Administration and Management*. 3.2 (2537): 54-57.

Scope of the Research

The area in this study covers all districts in Bangkok Metropolitan. In addition, population of the study is the middle and high income households both attended and not attended the Bangkok Neighborhood Watch Program.

Review of the Literature

Confidence

Definition and Importance of the Confidence in the Metropolitan Police in Citizen Perception

Confidence is the abstract concept, which its root is from the individual experience, occurring after they interact with other parties; including people and/or organizations. When people have a confidence, they believe that that another party will provide desirable actions for them in the future,⁷ such as confidence in the police competency in crime prevention and suppression.

In order to attain the success of police enforcement, confidence from citizens is very important⁸ because it can support the enforcement to be more efficient and effective,⁹ such as voluntarily and rapidly report crime trace and clue to the police. However, in reality the confidence in police officers, from citizen, is normally low, which

⁷ William Mishler and Richard Rose. *Trust in Untrustworthy Institutions: Culture and Institutional Performance in Post-communist Societies*. 1998.

⁸ Scott H. Decker. "Citizen attitudes toward the police: a review of past findings and suggestions for future policy". *Journal of Police Science and Administration*. 9.1 (1981): 80-87.

⁹ Andrea Goldsmith. "Policing Weak States: Citizen Safety and State Responsibility". *Policing and Society*. 13(2003): 3-21.

obstructs the collaboration in crime prevention between police and citizen. As a result, the collaboration in crime control is minimal.¹⁰

According to the problem in lacking of collaboration between citizens and policemen, many countries have been implementing the neighborhood watch program. Their goals are almost have the same, which is increasing confidence in police capacity to people.¹¹

Which solutions contribute the increase of confidence in police capacity ?

Interaction between police officers and citizens can increase the confidence in police capacity from people perception because people will receive better information from their direct experience. In this regard, citizens will have an opportunity to know the police accomplishment, which can increase the level of confidence in police capacity.¹²

Reliance in Police

Definition and Importance of Reliance in Police

Reliance in police is the belief¹³ of citizen that police really concern about citizens' safety. In addition, citizens expect that policemen have the attitude to protect citizens from harm and crime.¹⁴

¹⁰ Wayne Anderson, David Swenson and Clay Daniel. *Stress management for law enforcement officers*. 1995.

¹¹ Trevor Bennett, Katy Holloway and David P. Farrington. *The Effectiveness of Neighborhood Watch*. 2008.

¹² David A. Hansen. *loc.cit*.

¹³ Stephan Grimmelikhuijsen. "Linking transparency, knowledge and citizen trust in government: an experiment". *International Review of Administrative Sciences*. 78 (2012).

¹⁴ Tyrone Grandison and Morris Sloman. "A survey of trust in internet applications". *IEEE Communication: Survey Tut*. 3(2000): 2-16.

The importance of the reliance is that police can effectively internalize crime because communities contribute and share their valuable resources to support the police operations,¹⁵ which refers to the neighborhood watch program's goal attainment.

What can increase the reliance in police?

Technique that police can build the attitude of reliance from citizens is by seeking an opportunity to interact with citizens.¹⁶ Additionally, the increase in reliance attitude needs repeating interactions between policemen and citizens.¹⁷ Moreover, building social capital by establishing the activity of the neighborhood watch program is one of the best strategies of police to increase the reliance attitude from target citizens.¹⁸

Examples of the Neighborhood Watch Program in the world

The neighborhood watch program is not the new program worldwide. There are many countries implementing this program continuously such as the United States of America and the Republic of Singapore.

The Neighborhood Watch Program in the United States of America

The neighborhood watch program originally has been established in the United States of America (US) since 1972. In

¹⁵ David Weisburd and John E. Eck. "What Can Police Do to Reduce Crime, Disorder, and Fear?". *The ANNALS of the American Academy of Political and Social Science*. 593(2004).

¹⁶ Richard E. Sykes and Edward E. Brent. *Policing: A social behaviorist perspective*. 1983.

¹⁷ Julien Labonne and Robert S. Chase. *A Road to Trust*. 2008.

¹⁸ Bart Nooteboom. "Social capital, institutions and trust". *Review of Social Economy*. 65.1 (2007): 29-53.

addition, the program has also been implemented nationwide. To fund the neighborhood watch program in the US, there are three financial sources: (1) the Law Enforcement Assistance Administration, (2) the United States of America Department of Justice, and (3) participated villages and communities in the neighborhood watch program.

Besides, decisions to choose the target villages and target communities to join the neighborhood watch program are voluntary from citizens. Moreover, these citizens request the contribution from police officers or sheriffs to implementing the neighborhood watch program to their villages or communities. Furthermore, the trainers and mediators in this activity are either police officials or sheriffs, who are responsible for that certain location. In this matter the meeting location are the public places, such as church, hall, or public school. Finally, on the activity day, program implementers will distribute pamphlets and other relevant documents for program participants. The information in the provided pamphlets and other documents are mainly about how to report crime to police and how to protect themselves from unintended incidences.

One noticeable point for the US neighborhood watch program is that village members already know each other fairly well prior the implementation of the neighborhood watch program. In this regard, village members already have a confidence and a reliance on police responsibilities even before implementing the program.¹⁹ Hence, the main goal of the US neighborhood watch program is to only provide information on how to protect their neighborhood and how to report

¹⁹ Nuttakrit Powintara. *Success and Obstacle of the Bangkok Neighborhood Watch Program Operated by Police Division 4 of the Bangkok Metropolitan Police Bureau*. 2013.

crime case, neither to build up the relation among neighbor nor to encourage people to gain a higher in confidence and reliance in police.

The Neighborhood Watch Program in the Republic of Singapore

The neighborhood watch program in the Republic of Singapore began in 1981. The objectives of the program are (1) to prevent crime and (2) to train Singapore citizens to have crime preventing skills. In addition, the information that Singapore Police Force presents to tentative program participants is to invite people to informally gather for community stake in crime prevention. There are four objectives of the Singapore Neighborhood Watch Program as follows.

1. To urge a good relationship among community members
2. To support citizens in the same housing area to look after each other to prevent crime
3. To be one of channels to suggest citizens how to prevent crime by themselves
4. To build social responsibilities to people in the community

Further, the method to maintain and extend the Singapore neighborhood watch program are (1) suggesting community members to establish the committees of the community after implementing the neighborhood watch program. This committee should include police staff, community members, and volunteers (2) requesting the financial supports from both public and private organizations.²⁰

²⁰ Koichi Miyazawa and Setsuo Miyazawa. *Crime Prevention in the Urban Community*.1995.

The Bangkok Neighborhood Watch Program²¹

The Bangkok Neighborhood Watch Program has been established since 2008. At that time, the Fourth Police Division under the Bangkok Metropolitan Police Bureau²² was the only one division implementing the program. Nevertheless, since 2009, the Bangkok Metropolitan Police Bureau²³ has the order to all nine police divisions under its control to implement the neighborhood watch program in each one's responsible area.²⁴ In this concern, the objectives of the Bangkok neighborhood watch program are as follows.²⁵

1. To urge community members to be "eyes-and-ears" for each other
2. To train community members to be able to report crime clue and trace to police more effective

In the process of the program activity, the length of activity timeframe is approximately three hours, which is routinely during 9 am to 12 pm. Specifically, the process of implementing the program activity includes²⁶ as follows.

²¹ Bangkok Metropolitan Bureau. *Bangkok Neighborhood Watch Program Pamphlet*. Web. <http://www.thaimetropolice.com/index.php>. 16 April 2013.

²² Police stations under the fourth police division includes (1) Ladphrao police station, (2) Wangthonglang police station, (3) Prawet police station, (4) Udomsuk police station, (5) Huamark police station, (6) Chokchai police station, (7) Buengkum police station, and (8) Bangchum police station.

²³ The Bangkok Metropolitan Police Bureau's responsible areas are both "Pranakorn" and "Thonburi" parts. For Pranakorn part, it is separated into six responsible areas by six police divisions. On the other hand, in Thonburi part, it is separated into three responsible areas, which the seventh, eighth, and ninth police division are in charge.

²⁴ Nuttakrit Powintara. *loc.cit.*

²⁵ Bangkok Metropolitan Bureau. *loc.cit.*

²⁶ *ibid.*

1. Community members arrive the activity area and register in the front of the assembly location
2. Welcoming music from community-relation police staff is playing to waiting for all expected program participants to arrive the assembly location
3. After most of program participants are at the assembly location, chair of the community announces the objectives of the Bangkok Neighborhood Watch Program to the program participants
4. Community-relation police officials group program participant into small sub-groups to get ready for the ice-breaking activities
5. Implementing the program activities to program participant in order to give crime preventing knowledge and to increase community synergy in crime prevention and social responsibility to its members
6. All program participants gather at the assembly location again
7. The head of community-relation police staff announces the winner of the activities and give the prize to the winner group and all other runner-up groups²⁷
8. Community-relation police staff distribute that certain community's list of name and contact to the program participants

²⁷ All prizes are the same. The prize is only to raise attention from participants and excitement during the activities.

Research Design

Conceptual Framework of the Research

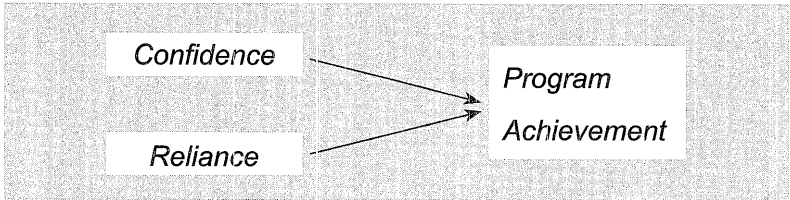


Figure 1 Conceptual framework

In the conceptual framework of this research, there are two independent variables including (1) confidence and (2) reliance, which has the impact on the achievement of the neighborhood watch program.

Operational Definition

The neighborhood watch program refers to “the Bangkok Neighborhood Watch Program” under the responsibility of the Bangkok Metropolitan Police Bureau.

Confidence refers to the perspective of individuals after they experienced the interaction with people or organization. Specifically, this perspective can be considered as the expectation on the ability of that particular one or organization to provide desirable outcome for individuals.²⁸ In this study, confidence is belonged to citizens, who expect police officers to protect them from harm.

Reliance refers to the belief of citizen that police really concern about citizens’ safety.²⁹

²⁸ Trevor Bennett, Katy Holloway and David P. Farrington. *loc.cit.*

²⁹ Tyrone Grandison and Morris Sloman. *loc.cit.*

Program achievement refers to the neighborhood watch program’s objective accomplishment, which includes two components: (1) community members can be “eyes-and-ears” for their neighbors and for police officials (2) community members have skills in crime prevention and are able to support to police in crime prevention.³⁰

Variables in the Study

Table 1: Variables, Meaning, Type, and Expected Direction

| Variable | Meaning | Type of Variable | Expected Direction |
|---------------------|---|----------------------|--------------------|
| Program Achievement | The Bangkok neighborhood watch program’s objective accomplishment | Dependent variable | NA |
| Confidence | Confidence in Metropolitan police’s capacity | Independent variable | + |
| Reliance | Belief that Metropolitan police concern incitizens’ safety | Independent variable | + |

According to the table1, there are two independent variables affecting the Bangkok neighborhood watch program’s achievement, which include (1) confidence in metropolitan police’s capacity in crime prevention and suppression and (2) reliance of citizen on police

³⁰ Bangkok Metropolitan Bureau. *loc.cit.*

Process in this research

In this research, the triangulation of quantitative and qualitative analyses is employed to strengthen the findings. Moreover, there are two stages in the process.

Stage1: Comparing levels of confidence and level of reliance between the program participants and non-participants

Stage 2: Checking whether the Bangkok neighborhood watch program's achievement increases or not when confidence and reliance increase. And how so ?

Data Analysis

In this study, quantitative and qualitative analyses are implemented.

Quantitative Analysis

In the first stage of this study, quantitative analysis is used for comparing difference in levels of police capacity in percentage between program participants and program non-participants. In addition, percentage technique is also used for comparing difference in levels of reliance in police responsibility.

Qualitative Analysis

An in-depth interview technique is employed to see whether higher confidence and higher reliance attitudes can influence the achievement of the Bangkok Neighborhood Watch Program or not.

Data Collection

Details of this study's data collection are as follows.

Quantitative Data

Population of the study is about 80,000 citizens who stay in the villages and communities within Bangkok Metropolitan. In this research, sampling method is multistage-cluster sampling.³¹ In this regard, the area in Bangkok Metropolitan is divided into nine clusters. Each cluster refers to each responsible area of each police division under the Bangkok Metropolitan Police Bureau.

In addition, Krejcie and Morgan table is used for deciding the minimum sample size for 80,000 observations. In this regard, 384 observations are enough for the minimum requirement. However, in this study the 800 samples are collected for quantitative analysis.

Qualitative Data

For qualitative data collection, in-depth interview technique³² is employed. This is very important information for extracting findings in this study. In this regard, all key stakeholders who are interviewed including (1) Commissioner and/or Deputy Commissioner of the Bangkok Metropolitan Police Bureau, (2) Chief and member of public-relation police officers, and (3) Chair and Committees of participated villages.

³¹ Period of sampling was during January 2013 and February 2013.

³² In-depth interview data are gathered during December 2012 and January 2013.

Result

Result of this study can be divided into two main stages: (1) Difference in levels of confidence and reliance between the neighborhood watch program participants and non-participants and (2) Impact of confidence and reliance on the achievement of the Bangkok neighborhood watch program.

Stage 1

For the first stage of the result, it can be divided into two parts: (1.1) Differences in confidence on police capacity between the Bangkok neighborhood watch program (former) participants and non-participants.

Table 2: Level of Confidence in Police Capacity by Percent

| Level of Confidence in Police Capacity | Program Participation | | Total (%) |
|---|-----------------------|-----------|--------------|
| | Yes (%) | No (%) | |
| Lowest | 0.67 | 1.38 | 1.25 |
| Low | 3.36 | 9.37 | 8.25 |
| Medium | 6.04 | 25.35 | 21.75 |
| High | 20.13 | 26.11 | 25.00 |
| Highest | 69.80 | 37.79 | 43.75 |
| Total | 100.00 | 100.00 | 100.00 |

According to the table 2, both participated and non-participated groups have high and highest confidences in police capacity already, 68.75 percent. However, when considering them separately, people

who participated in the Bangkok neighborhood watch program has the highest level of confidence in police capacity with 69.80 percent, whereas the another group has the highest level of confidence in police capacity with only 37.79 percent. As you can see, there are 32.01 percent different in gap between them. Hence, people who participated with the Bangkok Neighborhood Watch Program have much higher confidence in police capacity than people who never participate the Neighborhood Watch Program.

Table 3: Level of Reliance in Police Responsibility by Percent

| Level of Reliance in Police Responsibility | Program Participation | | Total (%) |
|--|-----------------------|-----------|--------------|
| | Yes (%) | No (%) | |
| Lowest | 0 | 5.99 | 4.88 |
| Low | 5.37 | 28.73 | 24.38 |
| Medium | 94.63 | 65.28 | 70.75 |
| High | 0 | 0 | 0 |
| Highest | 0 | 0 | 0 |
| Total | 100 | 100 | 100 |

In the dimension of how people perceive that police concern about their safety and they can rely on police in protecting them from crime, overall of people's perspectives does not feel that they can rely on police. However, when comparing between the neighborhood watch program participants and non-participants, the former one have a higher reliance attitude than the latter one, 94.63 percent and 65.28 percent in medium level of reliance, respectively.

To conclude, after analyzing the percentage of both groups, the neighborhood watch program participants have a better attitude in reliance toward police than the non-participants.

In addition, after employing independent test for qualitative variables (χ^2) between (1) program participation and confidence and (2) program participation and reliance, the results are as follows.

Table 4: χ^2 test results of each categorical variable and "program participation"

| Variable | Pearson χ^2 | p-value |
|------------|------------------|---------|
| Confidence | 56.7159 | <0.01 |
| Reliance | 50.8205 | <0.01 |

H_1 : Confidence and participation are significantly dependent to each other.

H_2 : Reliance and participation are significantly dependent to each other.

After analyzing independent test for qualitative variables, χ^2 test, H_1 and H_2 are accepted at 99 percent confidence, $p < 0.01$. As such, confidence variable and participation variable are significantly dependent at 99 percent confidence. In addition, reliance variable and participation variable are significantly dependent at 99 percent confidence as well.

So, both percentage and χ^2 test illustrate that confidence and reliance are different between group of the Bangkok neighborhood watch program participant and non-participant significantly. And

percentage shows that for the program participants, they have higher confidence and higher reliance on metropolitan policemen than another.

Stage 2

In the second stage of the analysis, qualitative analysis is employed to seek for impact of confidence and reliance on the achievement of the Bangkok Neighborhood Watch Program by logic reasoning. In this matter, in-depth interview is the method to collect data.

According to the study's operational definition, the achievement of the neighborhood watch program refers to the attainment of the following objectives.

1. Community members can be "eyes-and-ears" for their neighbors and police officials
2. Community members have skills in crime prevention and are able to support to police work.

To find the answer, interviewing three key stakeholders are critical; (1) Commissioner and Deputy Commissioner of the Bangkok Metropolitan Police Bureau, (2) Chief and member of public-relation police officers, and (3) Chair and Committees of participated villages. After obtaining interview information from all key stakeholders, the results are as follows.

Key Stakeholder Number 1: Commissioner and/or Deputy Commissioner of the Bangkok Metropolitan Police Bureau

The executives of the Bangkok Metropolitan Police Bureau acclaimed that after noticing that people, who participated in the Bangkok Neighborhood Watch Program feel more attached to policemen. The participants have chances to discuss and talk to all levels of police officers of the police station.³³ which is in charge of protecting within their housing area. This opportunity can build up a confidence and trust in police. And these components are keys to the success in pursuing goal attainment of the program. Citizens, who joined the program, feel more close to not only the police, but also their neighbors. This is very important because middle class to high class residents normally ignore their neighbor because they believe that the security system of their village, both surveillance cameras and security guards can protect the best. But after the program has been implemented, they feel more attached to each other, which they act as “eyes-and-ears” for their neighbors automatically. In addition, the scores³⁴ in the program activities can indicate how well they can report the criminal appearance to the police staff. This is another issue that the Bureau wishes citizens to gain this ability. Therefore, the participants of the program can achieve the objectives of the Bangkok Neighborhood Watch Program.

³³ All levels of police officers range from police superintendent (police colonel) to squad leader (police senior sergeant) of that particular police station.

³⁴ Scores participants earn from working as a team to complete a mission in each walk-rally stations of the Bangkok Neighborhood Watch Program.

Key Stakeholder Number 2: Chief and member of public-relation police officers³⁵

Public-relation police officers express that they always notice the difference of citizen behavior before and after implementing the neighborhood watch program. Before they implemented the program in certain community, citizens act as if they do not know each other. They attempt to keep some spaces among them. However, after implementing the program, program participants know team members' names. This is one of the processes for them to get familiar. Additionally, this is a very important component because the staff sets people who live in the same block to be in the same team. This is not only breaking the ice among them, but it also provides the opportunity for them to exchange information and contact for future collaboration in crime prevention. Basically, this strategy has an impact on how they treat each other. For example, when some of them have to run for errands out of town, they will ask their neighbors to look after their house and call them to ask if their neighbors see suspects. This solution can support other security system, such as the village security guard and surveillance cameras. Moreover, there are many walk-rally stations in the neighborhood watch activities. All of them are created as the strategies to naturally provide knowledge regarding crime prevention for program participants. For example, the "memorizing suspects and suspicious vehicles" station, the purpose of this station is to give program participants an opportunity to be trained in the important component of crime reporting skill. This skill is one of the most important skills to prevent and suppress crime in the level that

³⁵ The Bangkok Neighborhood Watch Program has been implemented by public-relation police officers.

civilians can do. Thus, the activity on the program day can support crime prevention by police effectively because the police will gain the cooperation to protect the community from citizens in the police station's responsible area.

Key Stakeholder Number 3: Chair and Committees of participated villages

From the viewpoint of chair and committees of participated villages, they asserted that they well understand the position and core value of police officers better. They see strong intention of police in protecting their society and concern of community safely much more after implementing the neighborhood watch program. This is because during the normal time, community members rarely have an opportunity to meet and interact with police officers, except when they are in trouble or get traffic tickets. Moreover, the neighborhood watch program also raise the community members to gain more confidence and trust in police capacity. Furthermore, citizens fell that they can rely on police more than previous.

Besides, prior the Bangkok Neighborhood Watch Program implements, village members generally ignore their neighbors due to many reasons, such as work struggle and untrustworthy issue. They used to argue in many small things, such as and obstructed parking in front of neighbor's house and garbage issue. However, after the neighborhood watch program has been implemented, they know each other better, which can build their friendship through the process. They can remember neighbors' appearances and names better. As a result, community members are ready to protect their neighborhood from

crime and harm. This changed behavior displays that they care each other and can be “eyes-and-ears” for their community.

Walk-rally activities are not only raising social responsibility and facilitating community members’ friendship, but it also instruct participants to earn knowledge in how to prevent their neighborhood from crime. The participants mainly have high educations and well-being. They are ready to accept good and useful information for the safety of their society.

Community members raise one issue that is very important. Prior to the program implementation, almost every household will only dial 191 (emergency call in Thailand), when they want to report emergency. However, during the neighborhood watch program, program trainers inform the community members to dial directly to emergency and radio center of the responsible police station, when there is an emergency. The program trainers also assert that every community member should keep this number close to themselves for their convenience in reaching this telephone number when the emergency occurs. In addition, community members also learn how to recognize suspects’ appearance and their vehicles with simple techniques that the program trainers suggest during the program activities. As a result, community members gain better understanding about crime report.

Hence, the program produces social synergy among members of the community and provide useful information, especially how to report crime in the most effective way.

Conclusion

According to the first stage of the analysis, quantitative analysis, both percentage and χ^2 test suggest that after implementing the Bangkok Neighborhood Watch Program, citizens gain higher confidence and reliance on police official. So, citizens who participates the program will have more confidence and reliance on police officers than the one who never participate in the program.

Second stage of the analysis, qualitative analysis is employed by using in-depth interview data. This is very important because perspectives of all three most important stakeholders in the Bangkok Neighborhood Watch Program, including (1) the executives of the Bangkok Metropolitan Police Bureau, (2) the program staff, and (3) participants of the program. With perspectives of both police and citizens who have higher confidence and reliance in police³⁶, they notice that program participants, who gain more confidence and more reliance in police than non-participants, change the behavior after implementing the program at least in two aspects. For the first aspect, community members are more eager to look after their neighbors, especially for their safety stake. Considering this point, the first main objective of the Bangkok Neighborhood Watch Program is accomplished, which they become "eyes-and-ears" for their neighborhood. In addition, the second aspect, which concerns in crime report knowledge, is also considered as another objective achievement. This is because all three stakeholders agree that

³⁶ This group refers to citizens who already participated in the Bangkok Neighborhood Watch Program because both descriptive and inferential analysis in the first part of analysis illustrates that this group gain higher confidence and reliance than the one who never attend the Bangkok Neighborhood Watch Program.

program participants understand more in how to recognize suspects and their vehicle better than prior implementing the Bangkok Neighborhood Watch Program. Additionally, they have learnt that the best way to reach help from police is by calling directly to the police station's radio center rather than 191 emergency call center. This means both objectives of the program are achieved.

In conclusion, after analyzing both qualitative and qualitative data, higher confidence and higher reliance in police from citizens has the impact on the achievement of the Bangkok.

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