

**FEAR OF CRIME AND EXPECTATION OF FOREIGN TOURISTS
TOWARD TOURIST POLICE**

The logo of Mahidol University is a circular emblem. It features a central golden stupa-like structure with a flame-like base, set against a light blue background. The emblem is surrounded by a golden border containing Thai text. The top part of the border reads 'จุฬาลงกรณ์' and 'มหาวิทยาลัย' (Mahidol University), and the bottom part reads 'มหาวิทยาลัยมหิดล' (Mahidol University).

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Thesis

Entitled

FEAR OF CRIME AND EXPECTATION OF FOREIGN TOURISTS
TOWARD TOURIST POLICE

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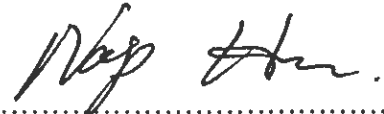
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FEAR OF CRIME AND EXPECTATION OF FOREIGN TOURISTS TOWARD TOURIST POLICE

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ABSTRACT

The objectives of this study were to investigate the fear of crime and expectations of foreign tourists regarding Thai tourist police as well as delineating the factors that affect such fear and expectations.

Two-hundred and sixty-four foreign tourists at sightseeing spots in Chiang Mai and Chiand Rai provinces from different continents were sampled. The data was collected by questionnaire and the results can be summarized as follows :

1) In terms of personal background, most of the samples were female, aged from 21-25 years, had a bachelor degree and single status. They were from European countries and this first trip only to tour privately with their friends.

2) As far as fear of crime was concerned most foreign tourists expressed their highest level or life and body, moderate level on property and nuisance and low level on fraud.

3) As for the expectation towards Thai tourist police, the foreign tourists had reflected a moderate level of expectation on general appearance coordination, image and services.

4) In terms of factors concerned, the research found that the foreign tourists had different fears of crime and expectations depending on age, marital status, continent of residence and number of times visiting Thailand.

5) This study recommends a greater contribution to more tourist Police centers or points, female tourist police, distributing nutshell manuals and setting tourist community police. Similarly, needs assessments for the foreign tourists, comparative studies between domestic and foreign tourists including qualitative approved would also be an advantage.

KEY WORDS : CRIME AND EXPECTATION / FOREIGN TOURISTS

ความหวาดกลัวอาชญากรรมและความคาดหวังของนักท่องเที่ยวต่อตำรวจท่องเที่ยว (FEAR OF CRIME AND EXPECTATION OF FOREIGN TOURISTS TOWARD TOURIST POLICE)

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บทคัดย่อ

การศึกษาวิจัยนี้มีวัตถุประสงค์เพื่อศึกษาความหวาดกลัวอาชญากรรมและความคาดหวังของนักท่องเที่ยวต่างชาติที่มีต่อตำรวจท่องเที่ยวไทย และศึกษาปัจจัยที่เกี่ยวข้องกับความหวาดกลัวและความคาดหวังดังกล่าว

กลุ่มประชากรในการศึกษาวิจัยเป็นนักท่องเที่ยวจากทวีปต่าง ๆ ที่เดินทางเข้ามาท่องเที่ยวในประเทศไทย และทำนกออยู่ที่จังหวัดเชียงใหม่ และเชียงราย จำนวน 264 คน ใช้แบบสอบถามเป็นเครื่องมือในการเก็บรวบรวมข้อมูล ผลการวิจัยสรุปได้ดังนี้

1) ด้านข้อมูลส่วนบุคคล ประชากรกลุ่มตัวอย่างส่วนใหญ่เป็นเพศหญิง มีอายุระหว่าง 21-25 ปี ระดับการศึกษาสูงสุดปริญญาตรี โสด มีถิ่นพักอาศัยในทวีปยุโรป กำลังศึกษา เดินทางเข้ามาท่องเที่ยวในประเทศไทย เป็นครั้งแรก โดยต้องการมาท่องเที่ยวโดยตรง เดินทางส่วนตัว และเป็นการเดินทางมากับเพื่อน

2) ด้านความหวาดกลัวอาชญากรรม พบว่า นักท่องเที่ยวต่างชาติส่วนใหญ่มีความหวาดกลัวอาชญากรรมประเภทการประทุษร้ายต่อชีวิตและร่างกายในระดับสูง ในขณะที่ในด้านทรัพย์สิน และการรบกวน รบกวน มีความหวาดกลัวในระดับปานกลาง ในด้านการถูกฉ้อโกง มีในระดับต่ำ

3) ด้านความคาดหวังของนักท่องเที่ยวต่างชาติต่อตำรวจท่องเที่ยวของไทยในภาพรวม ยังอยู่ในระดับปานกลาง ไม่ว่าจะในด้านพฤติกรรมแสดงออก การประสานงาน ภาพลักษณ์ การบริการ

4) ในการศึกษาวิจัยที่เกี่ยวข้องกับความหวาดกลัวอาชญากรรม และความคาดหวังของนักท่องเที่ยว พบว่า นักท่องเที่ยวที่มีอายุ สถานภาพสมรสถิ่นที่อยู่ต่างทวีป และจำนวนครั้งที่มาเที่ยวไทยต่างกัน มีความหวาดกลัวและความคาดหวังต่อตำรวจท่องเที่ยวแตกต่างกัน ในขณะที่นักท่องเที่ยวที่มีปัจจัยด้าน เพศ และระดับ การศึกษาแตกต่างกัน มีความหวาดกลัว และความคาดหวังไม่แตกต่างกัน

5) ข้อเสนอแนะจากการวิจัย คือ ควรมีการจัดตำรวจท่องเที่ยวที่เป็นผู้หญิง มีจุดหรือศูนย์ตำรวจท่องเที่ยว หรือตั้งตำรวจท่องเที่ยวชุมชน มีเอกสารหรือคู่มือขนาดเล็กแจกจ่าย

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ในการศึกษาวิจัยควรมีการศึกษาประเมินผลความต้องการของนักท่องเที่ยว ศึกษาเชิงเปรียบเทียบระหว่าง นักท่องเที่ยวในประเทศกับนักท่องเที่ยวต่างชาติ รวมทั้งการศึกษาเชิงคุณภาพ

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CHAPTER I

INTRODUCTION

1.1. Nature of the Problems

The tourism industry plays vital role in economic, social, and political fields. Meaning, it is an industry viable to bring foreign currencies into the country for developing and leveraging the national security. It helps trade balance and international payment as well as widely promoting careers for the population. Further, it multiples value-added to the national resources for the benefits of economy, which decentralizes income to local people in order to leverage status and quality life. It encourages preservations of customs and traditions, natures and environment as well as understanding among nations in the world (Somchai Hirankij, 1983:56-61, which is corresponded to the UN Slogan in 1967, “Tourism Passport to Peace” (Seri Wangpaijit, 1987:3)

The promotion of tourism industry launched by the government shares the leading part in respectively increasing numbers of tourists. They likely visit to touring sites nation-round, which requires them concerns individual and group security of life, person and property. Problems of insecurity to life, body and property of tourists, therefore, becomes limitations to the tourism industry. There is a saying, “Had promotion of tourism to effectively and entirely be, it needed to pave way limitations or were reduced to as possible, the least.” (Suwanchai Rittrak, 1986:73)

The government speculates the significance of the tourism industry that it lists the tourism development as an agenda in the Plan of National Economic and Social Development since Plan 3 (1972-1976). The tourism development has been listed in the development plans of production systems, marketing and technology where significance is weighed on tourism industry counted as key export, which is viable to expand economic growth. (Charnchai Duangjit, 1985:7)

The government supports budget to its agencies both in the central, the regional and the local to arouse the awareness of tourism by revitalizing different traditions demanding campaigns and increasing potentiality of more securing life and property of tourists. (Charnchai Duangjit, 1987:6)

Even the government prioritizes tourism development, however, problems are still found in the tourism promotion and development such as inadequacy of collaboration, coordination and assistance from both the government agencies and the private business involved as well as problems of security in life and property of tourists. The more tourism is growing, behaviors of those taking advantage both criminal Thais and foreigners entering Thailand will also laterally more developed.

Causes of tendency of increasing crimes against the tourists are related to the urban growth, people quality, family institution, migration, and to exit rural life to the city. Developing agricultural career to industry leads to migration of workforce from rural to cities for lower pay rate followed by crimes. However, crimes are committed not only to the Thais but also to the foreign tourists visiting Thailand.

The Royal Police; a government institution is assigned to keep internal peace and order and to prevent casualties. (Bruce, 1967:3). Police affairs are noteworthy and also affect the national image. Rationally, the internal peace and order is counted good image of the nation and able to reflect also the national security. Such image plays part capping tourists feel secured and with this reasons the Royal Police Office has established the “Tourist Police Division” to provide security services and to safeguard tourists nationwide.

Tourism in the northern areas is heralded with rich tourism resources in natural panoramas, climates, ancient cultures, friendliness, and clemency of people as well as locally inexpensive goods. They attract both countless Thai and foreign tourists to visit. Chiangmai, in particular, flocked with tourists is seconded to Bangkok. (Summary of Tourist Police of Chiangmai: 25). Whenever, plentitude tourists are gathering, tourist agencies pursue since tourism business yields considerable income. Advantages over tourists are therefore likely taken, by cost and quality reduction regarding services and

goods, crime against property, and persons of tourists. It is counted as terrorizing the tourism atmosphere.

The services of Job 8, Sub-division 3 of Tourist Police Division is overseeing the zone of 3 provinces, i.e. Chiangmai, Lampang, and Lamphoon. It needs effective performances raising the tourist sentiment of welfare and security in traveling which leads to the better sensation and image of tourism in Thailand. At the meantime, had the performances of tourist police been unlikely marked, it likely fostered contradictor results turning tourism income decreasing. The services of tourist police are therefore strongly affecting tourism.

Research questions in this investigation are to what extent foreign tourists visiting Thailand fear crimes? How are their perceptions related to the image of Thai tourist police? What are expectations related to performances of tourist police in safeguarding of peace and order, security in life, person, and property? Are there any factors related to fear of crime and expectation of tourist against tourist police? This study is seeking answers, understanding related to trends in crime prevention affecting tourists visiting Thailand. They are the useful database for operation of tourist police. By policy of the government to consistently promoting tourism since it inflows tremendous foreign currencies, perceptions of different information related to fear of crime will be planned to fight such fears forming with tourists. It will create confidence and key factors to push tourists visiting Thailand as well as confidence and trust in the operations of tourist police. This will also positively affect the entire Thai tourism system. Further, this type of research is unlikely found; it deserves investigation to develop evident data related to tourism and crimes.

1.2. Research Objectives

2.1 To study fear of crime and expectation of foreign tourists toward tourist police

2.2 To study factors related to study fear of crime and expectation of foreign tourists toward tourist police

1.3. Scope of Study

This research is focused on the investigation of fear of crime and expectation of foreign tourists visiting provinces of Chiangmai and Chiangrai during 2003

1.4. Definition of Terms

Fear of Crime is referred to the insecure sensation of life body, property and others affected by threats from others committing crimes spearing to cause damages toward oneself. In this research, it means fear to become the target or the victim of crime of foreign tourists visiting Thailand.

Expectation is referred to the individual sensation toward phenomenon, behavior or action of any individual whether to normally act or to normally observe by function or duty. In this research, it means the expectations of foreign tourists toward tourist police to protect and secure life and property of foreign tourists visiting Thailand.

Domicile is referred to the normal locality, and residence or shelter of an individual. In this research, it means the present domicile of the foreign tourists where they are nationalized. It is divided into continents of America, Europe, Australia, Middle East and Asia

Objectives to Visit Thailand is referred to major intention of temporally visiting Thailand, which might directly be for touring or for other businesses but taking opportunity for leisure as additional, or being persuaded or invited from a workplace, or an organization to do business or touring in Thailand, or for retreat, or for recreation and so on.

Co-traveler of Tourist is referred to other persons joining in the trip, whom might have been spouses, or family members, or relatives, or followers with or without being the Thai.

Image is referred to the identity of an individual or any material, which allows sensation, confidence, and reliability on the perceived object is as being expected. IN this research, it means sensation or reliability and attitudes of foreign tourists visiting Thailand toward the image and function of tourist police.

Service is referred to attention and assistance relating services both by petition and by non-petition to achieve objectives or needs of an individual. In this research, it means the attention and assistance of the tourist police toward foreign tourists visiting Thailand.

Literacy of Police is referred to ability in using language particularly English, which is the international language for communications to enhance understanding during conversation of the authority. In this research, it means, English literacy of the tourist police in communication, explanation, and recommendations as well as conversation to enhance understanding of functioning.

1.5. Research Variables

From all related documents, the researcher conceptualizes and assumes the investigation that

The Independent Variables – they are divided into 6 internal factors with 3 external factors summing into 9 variables, i.e.

1. *Internal Factors* are

- Gender
- Age
- Education

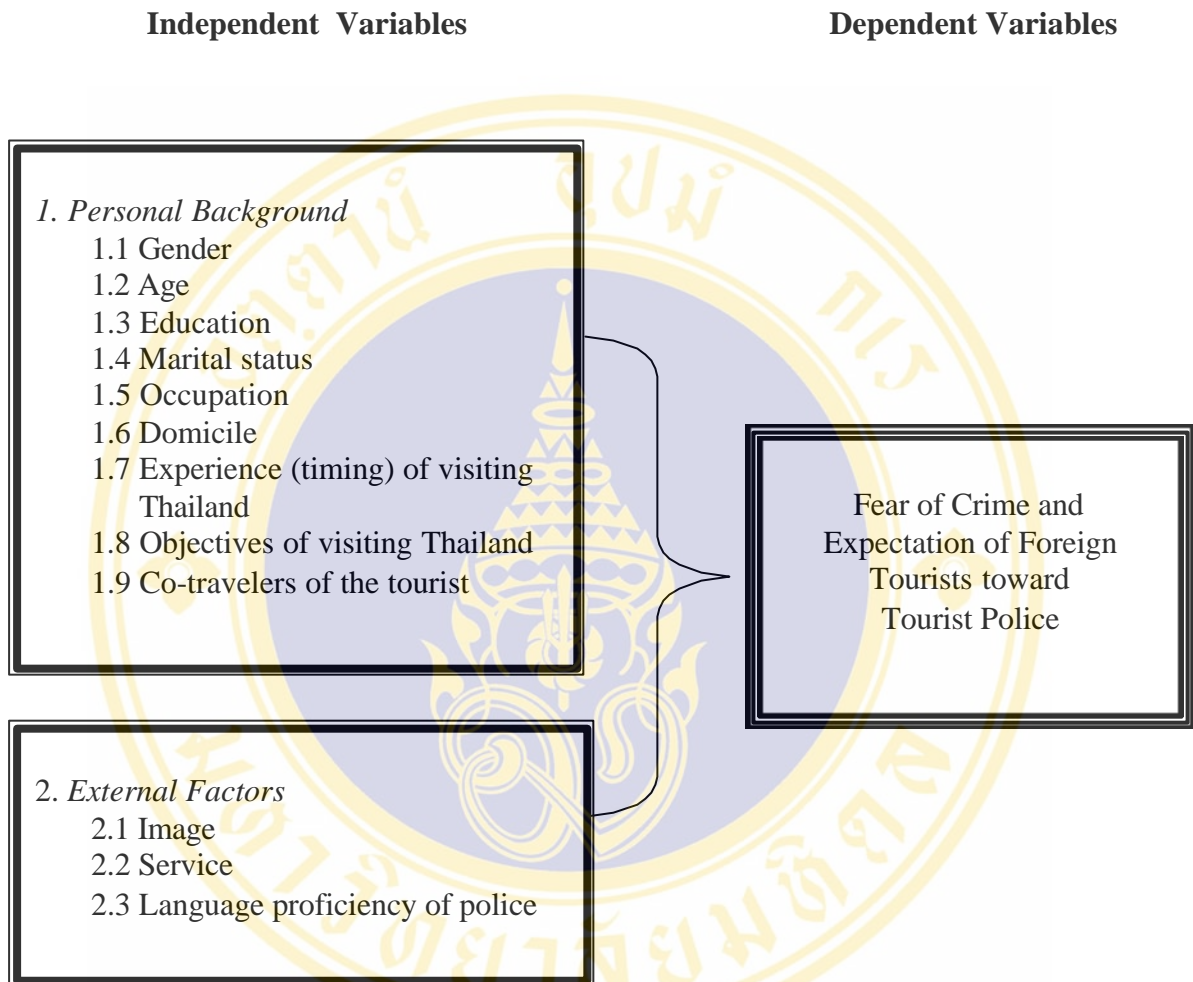
- Marital status
- Occupation
- Domicile
- Experience (timing) of visiting Thailand
- Objectives of visiting Thailand
- Co-travelers of the tourist

2. External Factors are

- Image
- Service
- Language proficiency of police

The Dependent Variables are fear of crime and expectation of foreign tourists toward tourist police

1.6 Research Conceptual Framework



1.7. Hypotheses

H1: Foreign tourists with different genders had no different satisfaction with the service provided by the Thai tourist police

H2: Foreign tourists with different ages had no different satisfaction with the service provided by the Thai tourist police

H3: Foreign tourists with different educations had no different satisfaction with the service provided by the Thai tourist police

H4: Foreign tourists with different marital statuses had no different satisfaction with the service provided by the Thai tourist police

H5: Foreign tourists with different continental stays different satisfaction with the service provided by the Thai tourist police

H6: Foreign tourists with once and more than once visits had no different satisfaction with the service provided by the Thai tourist police

1.8 Expected Benefits

1.8.1 To know fear of crime and expectation of foreign tourists toward tourist police

1.8.2 To know factors related to study fear of crime and expectation of foreign tourists toward tourist police

1.8.3 To be as database for planning on the crime suppression and build trust of foreign tourists toward tourist police

CHAPTER II

LITERATURE REVIEW

The Survey Research is used in a study of Fear of Crime and Expectation of Foreign Tourists toward Tourist Police. The researcher has explored literature reviews as follows

- 2.1 Fear of Crime
- 2.2 Expectations and Satisfaction of People toward Public Service
- 2.3 Police
- 2.4 Tourist Police
- 2.5 Factors Affecting Fear of Crime and Roles of Tourist Police
- 2.6 Related Researches

2.1 Fear of Crime

Fear of crime is strongly interested by criminologists since it shows the security of life and property of people and reflects the trust in the functioning of police which leads to involving the effectiveness of police performance in securing peace and order, and life and property of people.

In view of people, fear of crime is referred to fear of victimization expecting harms regardless destruction of property and impairment and injury. Dangers of body might not have scars but if seriously critical or time consumed in treatments, it might be deadly or disability or having scars. Having scars might lead to deformity. For examples, with the scar on the face leads to ugliness for passersby, disfigurement, and unimpressiveness for the opposite sex. Disable body affected personality, i.e. deformity, not only changing form activeness and smartness to be disability for movements but also being the burden for other to nurture.

Effects on property could be counted in 3 issues, i.e.

First, victims lose properties by victimization, e.g. when there is robbing, property or valuables are also lost. Sometimes, crimes destroy properties, e.g. windows, doors or other belongings. Victims need to replace or repair things when there are costs.

Second, victims are likely injured, which needs money for treatments. If they have insurance, they need not pay and the company will absorb the expenses. In case of victims with low income or disregarding insurance, they need to pay by themselves. If their money runs short, they need to borrow to create loans. And if they cannot borrow, they need to suffer to death. Some have been often found.

Third, victims need to pay an amount to help police in arresting offenders and another amount during trial. If the victims own small size business, they waste their time in trial leading to business slowdown, shortage of earnings for families, creating problems in earning living or personal career. If it were large size business such as bank, and /or department store being plundered or stolen, it made earnings run short.

In terms of social and sensation of victims, it can be concluded that victims enter fears and bias, changing of association behavior, which prolongs for some months and years. Normally, victims are sensitive, suffering and worrying when being alone at home or going outside.

Fearing of being victimized may lead to some protective actions, which might have happened. For example, preparing arms to fight back offenders intruding for plunder or murder, improving residence and reinforcing the fence.. those influential or wealthy persons may hire private security to safeguard themselves. Such preparation requires money. Wherefore, struggles to gain money are inevitable according to knowledge, and ability. Had they been unable to manage, their lives will be lived by more fears.

Victimization positively and negatively relates with fear as follows:

Negative Effect of Victimization

Negative effect generally known is fear. Crimes in community causes also fear or if murder happens in almost every community, it causes also fear in every community.

Fear of crime changes life and behavior of people. Some change the existing lifestyle into new one or from existing career into new one. There are evident studies on changes of lifestyle and behavior, i.e. the research of the Boston and the Chicago. The researches have been conducted in areas of high rate of crimes. It is found that five (5) out of eight (8) respondents report the behavioral changes caused by crime. 43% of respondents report that they will totally not take night stroll. 25% report that they always use private cars or cabs during nighttime. 35% say that they will not talk with strange persons. Actually, fear of crime among people when they are not victims is irrational fear. Had they been rational they would not or unlikely fear. Further, by irrational fear, it leads to many consequences. Fear of crime in itself is equally problematic like crime. Fear of crime deserts streets and causes no pedestrians, when crimes are more easily committed. Appearance of pedestrians is an informal control in itself otherwise destroying it. It is also decreasing daily quality life of people. When fear occurs without cause, it needs response. Crime is committed within restricted area but turned problematic because police and people determine potentially risk crime area, and solution will be critical and failing. Meaning, fear of crime draws many consequences. It might conclude fundamental concept or theory related to fear of crime as follows:

1. Marginalization - crime happens in the minority ethnic groups.
2. Moral Symmetry – offender and victim are likely live in the same nature, i.e. the poor harm the poor.
3. Moral Panic – most people in societies are just threatened by crime but led to irrational fear.
4. Mass Media twists both quantity and quality of crime
5. Self-fulfillment – fear of crime creates harm in itself and some reactions are needed.

Theory related to fear of crime proposed above should be applicable to every crime. However, there are some crimes, e.g. corruption, and crimes which offenders consent, e.g. gambling, and prostitution, which people do not fear. Crimes likely feared by people are robbery, theft, murder, and harming person. In other words, people fear violent crimes rather than non-violent ones. However, when high rate of crime areas are noted, it is likely thought that the areas accommodate different crimes where it forges fear.

As mentioned, fear of crime leads to less appearance of people in public. When such happens the informal control will be decreasing. At the meantime, willingness to be witness is also deescalating. People will flight with crime and crime begins increasing. Most people believe in conditions of crime through media. Meaning, what media reports it is believed but their actual condition and figures are yet unknown. People significantly perceive crime conditions form media. It is likely said that crimes create crimes.

Victimization creates irrational fear. It is not only yielding irrational fear and increases crimes but also gripping societies to share burdens in handling problems. It impels responsible persons particularly; the criminal justice system needs to raise budgets in crime suppressions. The increasing budget is for the benefits of establishments, procurements and recruitment to meet the problem solving. Investments in such things affect the developments in other areas. Nevertheless, death of a good person is counted the inestimable loss. It strongly lessens production power. Not only death deterring good persons, but it also continues those who are left behind or families encountering problems.

Damages of victimization seen in value are property cost and budget of procurement as stated. The inestimable cost such as spiritual supports (in the case of the father has been murdered and children patronized would be depressed and unhappy). Pivot of maintaining values in some families after their heads are murdered, might turn the rest panic and life instability. Some families face prolongs struggles to recovery in order to resume living. Such loss is inestimable in money but mental security of persons involved should not be ignored, i.e. hatred of the opposition. Victimization arouses relatives of victims (particularly, violent crime) the anger, hatred and followed by vengeance.

Economically reflecting, either victimization or crime creates lack of economic unproductively in general, particularly crime causing injury and death. Other crimes, e.g. theft, corruption, and gambling turn the state lack of revenues on account of such activities draw no income taxes.

Positive victimization is beneficial to societies. However, what is mentioned here is not agreeing with either victimization or crime. More crimes are not craved by societies on account of it is not sustained if societies are inadequate to control crime. However, with few crimes controllable, it is counted perfect societies. Rationally, some

crimes determine antisocial. Meaning, societies can address and try the existing crimes. Had crimes been increasing, people sought to reduce them since they learn how to control crimes or experience to find preventive measures. Those different preventives can build confidence and reduce fear of crime.

2.2 Expectation and Satisfaction of People toward Public Service

a) Theories of Expectation

Expectations are vital to work affecting good will and good image toward individuals and things expected.

Vroom (referred in Suddhinee, 1987:59) proposed a theory sometime called theory of V.I.E, which contains

1. V = Valence is referred to expectation
2. I = Instrumentality is referred to communication, devices and courses leading to satisfaction
3. E = Expectancy is referred to prospect within an individual. It needs and expects many things. Therefore, it attempts any ways to respond the need or expectations. When, it is gratified or satisfied, an individual gains satisfaction at the meantime higher expectation replaces.

b) Theories of Arousal

Atkinson (referred in Ekksiri, 1990:15-16) studies the needs of work achievement, and he finds that :

1. An individual with lower needs of work achievement will have lower targeted achievement than the one with higher need of work achievement.
2. Any works with achievable success (unlikely difficult) and individual will attempt to achieve the target.
3. Any works with far achievable success (difficult) and individual will not attempt to achieve the target.

c) *Criminal Suppression*

People play vital roles in handling crimes. Therefore, significant theories are found relating to crime suppression of police. They are applicable to the tourist police, i.e.

1. *Law Enforcement Approach*

From the study of Wilson and McLaren relating to crime suppression if police on Law Enforcement Approach, it is found that appearance of police significantly stop potential criminals by fearing arrest. Therefore, patrol police need to dress in uniform and wireless police vehicles need distinct nature to threaten criminals. Further, punctually and consistently inspection creates the sensation of police coverage. Accordingly, this theory needs appearance and coverage of police over the communities, which help preventing crimes by narrowing opportunity of law violators. Nevertheless, police jobs in locality contain both routine and specific mission. In the routine jobs, the patrol police have likely been assigned with responsible territory in crime prevention and to bar mishaps in specified time in each shift. In specific mission, the patrol police cover every area and the main force needs to be expeditious for mobility after order from the headquarter in order to fulfill the mission.

It is concluded that the Law Enforcement Approach is mainly needed to prevent crime and can be fulfill by the government mechanism only. Also, it determines the ration of police and population believing that it is adequate to handle crimes, i.e. 1:700 (Purachai, 1982)

2. *Community Relations Approach*

From the studies of criminologists of Chicago, it is found that crimes are permanently appeared by nature of locality. Where crimes often happen, they will repeat. For example, some slum areas, even residents are rotated by time and by different races and religions, statistics of crimes in the locality are still high as before. Also, factors supporting high rate of crimes are differed from the locality with lower rate of crime, physically, psychologically and socially. The Chicago Group concludes that social disorganization drawn from reconditioning of communities before industrialization leads communities to the era of crimes and other problems. Meaning, the social disorganization is the primary cause of crimes – destruction of social mechanism, which support individual interaction, collaboration and morale of societal members.

The Community Relations Approach is to organize general situation of urban, community and homes to enhance interpersonal for easier control, and inspection without interfering personal rights as well as encouraging community to share crime free of life and property. However, this approach does not ignore roles of police relating to crime. There are proposal to entirely readjust the police roles in locality that police handle planning, supporting and advising communities in crime prevention. Police will not further be key responsibility in crime prevention.

3. *Theory of Crime Control through Environmental Design*

This theory is the synthesis between law enforcement as thesis and community relations approach as antithesis by integrating both, which is counted paradigm or measures to lead to the purpose of crime prevention. It is divided into 2 dimensions, i.e.

Dimension 1: Tangible Environment

1. Measures at Community Level: city and community planning, installation of lights, establishment designs and coding of properties
2. Measures at Household Level: secured doors, windows, alarming, and utility devices of electricity and others

Dimension 2: Intangible Environment

1. Measures of Neighbor Alarming
2. Measures of People Patrol
3. Measures of Home Inspection

From the study of Altman (referred in Purachai, 1982) relating influence of tangible environment affecting social behavior. It is explained that :

Either human or animal both marks its own environment to symbolize the ownership and fights to secure itself from the invader. Among human community, proprietorship can be divided into 3 kinds, i.e. primary areas, which are personal vicinity, such as personal residence; public areas, which are places own by common society and useable under restrictions, i.e. public parks, hospitals, and theatres. The secondary areas, which are the joint area between the primary area and the public area such as sub-lane, lane within residential areas and so on.

Factors of environmentalization among community to prevent crime based on Theory of Crime Control through Environmental Design are:

1. Structuring and planning city relevant to each other to reduce competition of road uses and public services as well as empowering inspection of state and private establishments.

2. Environmentalization of surrounding residence by maintaining and enlarging secondary areas, decreasing strangers and eliminating flows of outsiders

3. Environmentalization of business and public areas, where preplanning is required as enhances endless top utility form public areas in order to reduce isolation and separation where business areas and other place will not fall into criminal target.

4. Projects Strengthening Crime Suppression (referred in Wattana, 1993:70)

- Project of Spiritual Training for Police
- Establish centers of crime suppression
- Establish center of police wireless station
- Project of public relation
- Project of mass relation
- Project of neighbor alarms
- Project of teaching security guards
- Project of crime reporters
- Project of training hired motorcyclists
- Project of Heads of Tambols and Villages in crime suppression
- Project of crime suppression volunteers
- Project of canine training on crime suppression

d) Satisfaction of People on Public Service

To define Satisfaction of People on Public Service, the researcher will referred 3 theorists, i.e. John D. Miller, Michael R. Fitzgerald, and Robert F. Durant.

John D. Miller (referred in Thavorn, 1991:10-11) explains that satisfactory services or the capability to consider whether public service is satisfactory depending on following:

- Equitable service
- Timely service
- Ample service
- Continuous service
- Progressive service

Michael R. Fritzgerald and Robert F. Durant (referred in Thavorn, 1991:9-10) define public service satisfaction that it is an assessment of service performance of a workplace based on perceptual till ended in delivery. This assessment is differed, which depends on each experience of set criteria including judgment of each individual. Assessment is divided into 2 dimensions, i.e.

- Subjectivity caused by perception till service delivery
- Objectivity caused from quantity and quality received from service.

People's satisfaction of public service is an assessment of the state performance on service. Such assessment is divided into 2 dimensions, i.e. subjective and objective where each dimension measures public service satisfaction on different services.

Relating to effectiveness and achievement of services, they are not only economic or production driven but also political. For example, when the cost for achievement is failed, the state might change plan or if the government is dissatisfied with function it might seek and improve effectiveness of service delivery. The perception of people, which is related to service achievement in terms of taxation so as to support better services directly affect quantity and quality of services.

In terms of responsibility and equitability, they are political on account of being the service delivery, which are gained from people idea and it requires interpretation. Multiple decision-makings leading to ambiguity unlike reflecting quality and achievements.

e) Satisfaction of People on Police Service

Principles of democracy, the government needs to serve, secure and protect advantages of people. Both government and people need to be aware of reciprocal rights and duty. Therefore, in criminal justice, particularly police, they need interaction with environment especially with people accessing services.

Police is counted as a societal system. It requires to consistently seeking information from people counting from planning, performing, and evaluating. This is to serve people accessing for service within the similar direction. It should also more correspond the people needs as well as not contradict to laws and state rules and regulations.

Cox and Wade (referred in Thavorn, 1991:12) observed that even being principles where service recipients are key in criminal justice but practically, people are ignored. Cox and Wade support people as key in police process under 3 main reasons, i.e.

1. Social Control – actually, in any societies, it is functioned not by police or court but by public within different groups, status, and role, e.g. family and peer group and so on.
2. Public: it is counted as key resources in supporting police network
3. Public: it is counted as key resources in evaluating police performance

Further, people is broadly discernible in the procedures of criminal justice not only collaborating with different workplaces under the process of criminal justice e.g. either notifying or not notifying police, either to be witness or not at interrogation level, public prosecuting or even in court, it is also to accept or not to accept the released inmates returning to societies.

With the above reasons, criminologists and theorists of criminal justice administration accept the vitality of people as key to success and failure of criminal justice process. Similarly, public administrator under the school of new public administrator (Frederickson, H.G.) comments that responding the past needs relies seeking internal information only to realize when the organization will readjust. Public administration in the past is therefore passive. Currently, responding the needs relies widely collaboration from recipients. It relies on effectively seeking information from recipients and persons

involved to help organization-taking role to be leader in social changing under the concept of the New School of Public Administration. Responding people need steps from passiveness in to aggressiveness.

2.3 Police

2.3.1. Definition of Police

Police is a personnel authorized by law on authority and duty to maintain peace and order of people. It is included in the definition of “ Administrative Personnel or police” under the Criminal Code. (Royal Thai Police Department, 1962:3)

2.3.2. Police Authority and Duty

Authority is referred to being empowered to assignments and being responsible till achievement. (Pussadee Sattayamana, 1971:36)

Duties and Responsibility are referred to function and obligations to successfully follow as targeted. (Somphong Kasemsin, 1970:445)

The Royal Thai Police Department is authorized in 6 functions, i.e. (Police Master Plan 31996:4)

1. Maintain peace and order in the Kingdom particularly authorized by law and responsibility of other authority
2. Prevent and suppress crime authorized by law for other authority
3. Investigate and interrogate crime following criminal justice or other law and sue the offenders.
4. Cooperate with other government agencies in crime suppression and the national security.

5. Handle peace and happiness, secure life and property of people caused calamities and provide services for people, which is not contradict to duties or damage the Royal Police Department

6. Encourage and maintain good relation with people

Many missions and duties of police have been specified by The Royal Thai Police Department, under the following roles (Prasert Mekkmatee, 1980:85-88)

1. Crime Prevention – it is to determine different measures before there will be offenses. It is focused on cut off opportunity and intervene offending or to eliminate social-endangering behavior. Different measures are projecting action plans, principles of maintaining peace and order, systematizing prevention and repression, police techniques, personal potentials of police, control of deteriorated areas, educating people on crime prevention, collaborating and supporting with other social protection agencies, and coordinating with agencies of criminal justice. All these measures are vital to recall the people collaboration to support police function. It helps to reduce crimes and ability to control behavior of antisocial in the sphere of crisis prevention before it would happen.

2. Crime Repression – it is another key mission, i.e. emphasizes on adequate attentiveness on police patrol in the allocation of foot patrol, bicycle patrol, scooters and motorcycle patrol, automobile patrol, marine patrol, horse patrol, police canine patrol, and special type of patrol with well-trained technique and omnipresence. It is counted as major duty of police in crime suppression campaign. It is corresponded with prior controls or eliminates factors causing antisocial effectively and impetuously. Also, by nature of evident result, it threatens offenders to fear police and to more terrify to offend. There is acceptable saying among police, “The Heart of Police Effort against Crime is Patrol.”

3. Apprehension of Offenders - it is a repression measure after offended. Sudden apprehension is threatening offenders to become aware of impetuous loss in committing crime. It secures warmness for honest people. Police need to always realize that apprehension requires law abiding with legally and factually obvious witness and evidence. This is to bar honest persons from being suspected. Meaning, in every police

action, it needs most being just and fair. Further, accurate arrestment positively affects crime repression, and determination of rehabilitation for offender to be citizen after release.

4. Recovery of Property – immediate finding of loss property by robbery total reduces economic damages from crime and directly ends illegal exploiters from other sufferings, or by products of the crime. It includes control of pawnshops or effectively eliminates hubs of possession of stolen goods to reduce damages or to more closely and strictly ends opportunity of property theft.

5. Regulation of No criminal Conduct – such police duty are traffic control, public health control, provisions of different welfare for people, mob control and traffic functions, handling conflicts beginning from domestic disputes, till advising and cautioning people to follow law in order to maintain peace, order, and happiness of people.

6. Provision of Service – it is to function on rescue and facilitation for people in corresponding to police service principles for people, e.g. information services, showing directions, advising and rescuing people, juvenile service management, systematizing standard cells, licensing, registration controls, election controls, and stationing police at courts and banks and so on.

7. Protection of Individual Freedom – police have duty to protect individuals to be free from influential intervention of daily living under the principles of the Constitutions and International Convention of Human Rights of the United Nations. It includes counseling and rescuing people in perfectly using the citizen rights.

2.3.3. Police Policy on Tourism

The Police master Plan No. 3 (1997-2001) identifies the action plan for tourist security as part of lie and property security for people. Targets for functioning are as follows: (1997:32)

1. Leverage security for tourists.
2. Reduce criminal rate against tourists among tourist sites.

3. Reduce complaints of tourists against individual groups and individuals creating troubles and advantages taking of selling goods and services.
4. Increase adequate police force for patrols to secure tourists among tourist sites.
5. Train and review police functioning to secure tourists and ready to facilitate and protect them.
6. Prepare language uses handbooks, petition format or notification and board guiding the request for service for tourist posted in police stations or kiosks installed at tourist sites to conveniently and rapidly facilitate tourists.
7. Suppress the criminal groups or offenders targeting to violate tourists along the tourist sites.
8. Revise information of tourist operators and update information of crime for the benefits of investigation and suppression criminals violating tourists.
9. Investigate and suppress operators taking advantages over tourists including coordinate tourist operators related to tourists on accommodation, and souvenir shops to be fair, not taking advantages or troubling tourists.
10. Effectively investigate and suppress criminals or narcotics rings using tourists as means in trading or extortion.
11. Manage traffic and communication routes to reach tourist sites for better facilitation and safety.
12. Coordinate related work units to prevent accident viable to tourists and to rescue when it happens.
13. Publicize by using different media for the benefits of tourists to realize and understand how to behave during tripping.

14. Facilitate and coordinate with consulates or embassies located in Thailand requesting collaboration and assistance to tourists.

2.4. Tourist Police

2.4.1 Historical Background

During the past three decades, tourism industry in the country has rapidly growing. Foreign tourists have been increasing each year and brought in large amount of national revenues. At the meantime, problems of crimes and advantages taking against tourists are also devastating. The government has assigned a unit to be responsible in facilitating and securing tourists, particularly exclusive from local police units.

First, in 1976, private sectors in association with the Tourism Authority of Thailand (TAT) coordinated with the Royal Thai Police Department to especially deliberate controlling and securing tourists. The Royal Thai Police Department has established Center of Facilitating and Securing Tourists under Suppression Police Division with 60 police force to address complaints and patrolling in order to secure tourists among communities and tourist sites in Bangkok. During this function, the Royal Thai Police Department requested approval for the establishment of Tourism Police to permanently handle facilitation and security for tourists. The cabinet resolute the principles on November 24, 1976 but only obstructed by budget.

Later in 1980, the government has announce "Year of Tourism" allowing the Royal Thai Police Department under the Ministry of Interior to be seriously and consistently responsible on facilitation and safeguarding tourists. The Police Department and TAT contemplated to improve the center to be the "Center of Tourist Safeguarding" in order to serve complaints in case of crime and advantages taking. It has been expanded into local tourist sites popular to foreign tourists, i.e. Muang Chiangmai, Pattaya, Phuket and Hat Yai.

In 1992, the government has been aware of vitality of the specific mission unit when it establishes the permanent tourist police unit, i.e. Sub-Division 8, under

Suppression Police Division imposed by the Royal Decree of Police Affair Division, Ministry of Interior (No. 10) Year 1982

However, with the rapid expansion of the tourism industry with surplus tourists and tourist sites spread nationwide, the sub-division of tourist police is paralyzed to handle facilitation and safeguarding tourists. The government has upgraded Tourist Police Sub-division to Division under the Central Investigation Bureau imposed by the Royal Decree of Police Affair Division, Ministry of Interior (No. 17) Year 1991.

2.4.2 Authority and Duty of Tourist Police Division

Police is a personnel authorized by law on authority and duty to maintain peace and order of people. It is coded in different years and spread in some laws, in some Royal Announcement, in some Ministerial Rules and Obligations. In brief, police authority and duty are as follows:(Royal Thai Police Department, 1962:3-6)

1. Being the people safeguard, the police are authorized to maintain peace and order in the Kingdom wide.
2. Being law keeper, the police have duty not to allow anyone to violate public laws. If there were, the police are authorized to apprehend and suppress offenders to face deserved punishment.
3. Being civil servants not only following common duties assigned by Ministry of Interior, the police need to follow other duties required by similar civil servant and unity and helping each other among arm force and civilians.
4. Being the administrative personnel, the police need to safeguard happiness for people.
5. Being in battlefields the police are required to protect and fight enemies both the battlefields and securing peace and order peace occasionally imposed by official regulations and specification.

Further, the normal leading duty of police relating to cases is securing peace and order of people. Ministry of Interior has determined authority and duty of police relating to criminal cases as follows:

The police are authorized to follow Criminal Code and other laws relating to criminal cases in the allocated locality and needed to strictly follow the authority and duty. Normally, police have no direct zones or locality of authorization in suppressing crime or functioning outside authorized zones, had there been mishaps of emergency, the police needed to function by necessity. For example, freezing or preventing mishaps not to be spreading or face-to-face incident, the police need to take action of arrestment. Police are required to address the incident as being authorized without fail.

Other authority and duty are simultaneously regulated The Tourist Police Division is authorized as below.

1. Follow the Criminal Code and other laws related to criminal case Kingdom wide, in the case of victims being foreigners temporarily visiting the Kingdom as tourists or other legal affairs under the immigration laws
2. Rescue, facilitate, secure and safeguard benefits of tourists
3. Coordinate with different work units involved
4. Collaborate and support other work units related or being assigned

2.4.3 Structure of Tourist Police Division

Division has been divided into 3 subdivisions, i.e. Subdivision 1 is responsible for Direction and Administration, Subdivision 2 is responsible for foreign tourist security in Bangkok, and Subdivision 3 is responsible for foreign tourist security in different regions nationwide exempted Bangkok.

Subdivision 1 is responsible for Direction and Supports the subdivision related to coordination and other assigned jobs regulated and by command. It is divided into 6 jobs, i.e.

Job 1 is responsible for adjutant general affairs, service, general office affairs and other jobs assigned by commander.

Job 2 is responsible for human resources, disciplines, and other jobs assigned by commander.

Job 3 is responsible for budget, finance, accounting and other jobs assigned by commander.

Job 4 is responsible for materials, quartermaster job, store and material, arms stocks, establishments, logistics, vehicle maintenance and repairs, supplies and other jobs assigned by commander.

Job 5 is responsible for policy and plan of service development, action plans, intelligence, statistics, research and evaluation, tourism laws and regulation, education and training and other jobs assigned by commander.

Job 6 is responsible for public relations, foreign affair relation, interpreting jobs, document translation, printing and exhibition, broadcasting and televising, and other jobs assigned by commander.

Subdivision 2 is responsible for following Criminal Codes and other law related to criminal cases particularly foreign tourist victims or other nonimmigrant foreigners temporarily residing in the kingdom by providing security, assistance, facilitation and protecting benefits of both Thai and foreign tourists within Bangkok and other jobs assigned by commander under laws, regulations, obligations and order. It is divided in to 6 jobs as below:

Job 1 is responsible for general office affairs, adjutant general affairs, human resources, budget, finance, materials, policy and plan of Subdivision 2, and other jobs assigned by commander.

Job 2 is responsible for wireless commination job as controller and order through wireless communication devices, telephones, telex, both inside and outside work

units, emergency report, special events via wireless communication, telephone, and telex, and safeguard the headquarter, and other jobs assigned by commander.

Job 3 is responsible for crime suppression, security, rescue, facilitation and protection of Thai and foreign tourist benefits and other jobs assigned by commander.

Job 4 is responsible for investigations particularly foreign tourist victims or other nonimmigrant foreigners temporarily residing in the kingdom by providing security, assistance, facilitation and protecting benefits of both Thai and foreign tourists, fact findings on anonymous cards, complaints, petitions, suing offenders and other jobs assigned by commander.

Job 5 is responsible for investigations particularly foreign tourist victims or other nonimmigrant foreigners temporarily residing in the kingdom by providing security, assistance, facilitation and protecting benefits of both Thai and foreign tourists, and other jobs assigned by commander.

Job 6 is responsible for crime suppression and investigation, handling complaints, security, assistance, facilitation, protecting benefits of both Thai and foreign tourists particularly in the proximity of Bangkok airport, and other jobs assigned by commander.

Subdivision 3 is responsible for following Criminal Codes and other law related to criminal cases particularly foreign tourist victims or other nonimmigrant foreigners temporarily residing in the kingdom by providing security, assistance, facilitation and protecting benefits of both Thai and foreign tourists different regions nationwide exempted Bangkok and other jobs assigned by commander under laws, regulations, obligations and order. It is divided in to 15 jobs as below:

Job 1 is responsible for office general affairs, adjutant general affairs, human resources, budget, finance, materials, policy and plan of Subdivision 3 and other jobs assigned by commander.

Job 2 has similar duty like Subdivision 3 within the provincial territory of Pra Nakhn Sri Ayudhya, Lopburi, Singhburi, Pathumthani, Nonthaburi, Anghong, Chainat and Saraburi

Job 3 has similar duty like Subdivision 3 within the provincial territory of Nakhon Pathom, Samutsakhon, Prachuabkirikhan, Kanchanaburi, Suphanburi, Samutsongkhram, Petchburi, ad Ratchaburi

Job 4 has similar duty like Subdivision 3 within the provincial territory of Chachoengsao, Chanthaburi, Chonburi, Nakhonnayok, Prachinburi, Rayong, Sakaeo, and Trat

Job 5 has similar duty like Subdivision 3 within the provincial territory of Nakhonratchasima, Chaiyaphum, Buriram, Surin, and Si Saket

Job 6 has similar duty like Subdivision 3 within the provincial territory of Ubonratchathani, Yasothon, Amnatcharoen, Mahasarakham, Kalasin, and Roi-et

Job 7 has similar duty like Subdivision 3 within the provincial territory of Khonkaen, Loei, Nakhon Panom, Udonthani, Nongbualampoo, Nongkhai, Mukdahan, and Sakhonnakhon.

Job 8 has similar duty like Subdivision 3 within the provincial territory of Chiangmai, Lampang, and Lampun

Job 9 has similar duty like Subdivision 3 within the provincial territory of Chiangrai, Nan, Payao, and Prae.

Job 10 has similar duty like Subdivision 3 within the provincial territory of Maehongson.

Job 11 has similar duty like Subdivision 3 within the provincial territory of Pitsanulok, Petchaboon, Sukhothai, Pichit, aand Uttaradit.

Job 12 has similar duty like Subdivision 3 within the provincial territory of Nakhonsawan, Tak, Khampaengphet, and Uthaithani.

Job 13 has similar duty like Subdivision 3 within the provincial territory of Suratthani, Ranong, Phangnga, and Chumporn.

Job 14 has similar duty like Subdivision 3 within the provincial territory of Phuket, Nakhonsithammarat, Trang, Krabi, and Patalung.

Job 15 has similar duty like Subdivision 3 within the provincial territory of Songkhla, Yala, Pattani, Satun and Narathiwat.

It is to follow the Royal Thai Police Department regulating police affairs No. 10, 1980, dated November 13, 1992 and amended on December 6, 1993

2.4.4 Tourist Development of the Tourist Police Division

The Division has seen the significance of policy in promoting tourism. It attaches to the key policy of the government as guideline in setting master plan for the Division to meet the policy of tourism at the national level following the National Social and Economic Development Plan 7 (1992-1996) intending to consistently develop tourism, which earns increasing income for the country. Policy of promoting tourism is as follows;

1. Encourage private sectors to play roles in developing tourism industry by adopting to facilitate and support as well as supervise guide's activities to reach standard acceptable and reliable to tourism industry.

2. Encourage and coordinate with different work units at national, regional and international levels to publicize correct dimension of Thailand for foreigners and to realize the potentiality of tourism, trading, investment, and international activity organizing

3. Develop Thailand to be center of the regional tourism by accelerating infrastructures, standardize service industries and increase effectiveness of tourist personnel.

4. Promote and support inbound tourism in Thailand

5. Conserve and recuperate natural resources, tourist sites to facilitating tourism industry including implement protection and solution of the environmental impacts caused by tourism industry.

Following the National Social and Economic Development Plan 7 is as follows:

1. Enhance tourism image of Thailand to be quality and secure tourist sites
2. Encourage more inbound tourism for both Thai and foreign tourists and permeate them to regional tourist sites
3. Support to develop facilities and places to meet tourists, and standardize tourism business of Thailand to prevent unfair treatment against tourists.
4. Coordinate for better collaboration between government and private sectors in leveraging Thailand as touring and retreat site as well as organizing international and domestic activities.
5. Conserve and recuperate tourism resources to the national to maintain identity and quality heritage as well as enhance good understanding among tourism business groups on the significance and emergent collaboration in solving problems of environmental deterioration.
6. Coordinate for better collaboration between government and private sectors in solving pollution and recuperation of tourism environment and other problems in joint-venture for development of tourism and business and tourism services including collaboration among ASEAN countries, Indochina, Burma and China in promoting and developing this region to be the center of tourism for common good.
7. Operate tourism for both economic and social benefits and for people leading to decentralization of income to build jobs, careers of quality life for people

To implement above, tourism strategies following the National Social and Economic Development Plan 7 are as follows:

1. Develop tourism resources by recuperating the existing ones and the developing the new ones will be based on quality emphasizing identity and the sustainable national heritage.
2. Encourage more regional trips by supporting improvements of facilities, services, and tourist sites to meet tourists realizing capacity of each sites and potentiality in developing.
3. Coordinate and support government and private sectors as well as local people to more collaborate and to share developments of tourism industry including the integrity and valuation of conserving tourist and environmental resources.
4. Develop tourism personnel both quantity and quality
5. Support development of infrastructure network so that Thailand will become center of tourism in ASEAN and Indochina region.
6. Coordinate for better collaboration among ASEAN countries, Indochina, Burma and China to develop this region becoming tourism center of Asia and Pacific
7. Implement and support projections and activities to organize the commemoration on the occasion of His Majesty's 50th Reign in 1996

2.4.5 Action Plans of Tourist Police Division

Action plans have been set to be as guidelines in crime prevention among foreign tourists by determining implementation into 2 parts. Part 1 – implement rescue and facilitation for distressed foreign tourists and to prevent and to reduce accidents including advantages taking under the supervision of tourist police. Part 2 – the action plans to prevent and to suppress crime caused by policy of tourism promotion.

2.4.5.1 Plans Facilitating and Rescuing Tourists

Tourist police related to protection and safeguard life and property of both Thai implements them and foreign tourists by facilitating trips and supervise fairness in buying goods and services. Another part is handled by TAT by coordinating with tourist police in supporting and coordinating with other work units for most convenience and safety for tourists as follows:

1. Receive personal approach complaints from tourists and through letters and finalize them for tourists to their satisfaction such as complaints about shops, tourist companies, resorts and airlines, and so on.

2. Provide advising and assisting services for tourists through telephones.

3. Prepare leaflet and alarm card distributed by TAT branches and important places to tourists relating to necessary contact places and cautions to prevent deceit or advantage taking.

4. Coordinate government and private sectors related to seek measures of facilitation and rescue for tourists.

5. Prepare reports and statistic of trial results happened to tourists

6. Control and coordinate in safeguarding different functional events.

2.4.5.2 Plans of Crime Suppression Caused by Policy of Tourism Promotion

The Tourist Police Division is fully aware of vitality in crime suppression happened to foreign tourist. It sets action plans of crime suppression as guidelines providing for the subordinate units to implement where the same direction is met and attaching to the following principles.

1. To develop effective systems of crime suppression ready to be legally enforced and to equally and fairly facilitate criminal justice for tourists and people

2.To promote security welfare and to facilitate for tourists as Tourist Police Division being authorized

3.To allow licensees of tourism industry and people more share in crime suppression

4.To develop administrative system effectively and efficiently facilitating functions of the Tourist Police Division

5.To increase effectiveness of life and property security for both Thai and foreign tourists particularly relating to crime encountered by tourists

6.To upgrade the effectiveness of investigation methods those foreign tourists will be faster, fairly, and equally treated as well as increase adequate number of interrogation officers to meet the job

7.To accelerate effective service for tourists with expedite, principle-based and legal.

8.To develop all s of tourist police to gain knowledge and capacity, moral and ethics, honest, group dynamism and institution-driven using moral principles, promotion and allocation, including emphasize commanders of all levels to be strict and enhance tourist police disciplines with good conduct and order.

9.To improve establishments to be clean, tidy, attractive and with public relation ready to use community relations principles in order to enhance better interrelation between tourist police and tourism operators and tourists.

10.To implement new technology in tourist police affairs in order to increase effectiveness of crime suppression affecting tourists as well as tourist service

11.To solve problems of environment and to conserve environment to its nature as being authorized.

Following the plans of crime suppression affecting tourists, 7 measures have been implemented, i.e. crime prevention, crime suppression, criminal justice facilitation, support of crime suppression, implementation of community and mass relations, social and tourist service, and development of personnel management to meet crime prevention affecting foreign tourists. Action plans have been pursued and evaluated.

1. Crime Prevention

1.1 Assign automobile patrol, motorcycle patrol, foot patrol and stationed patrol at risk spot of tourist site appropriate to time and local condition.

1.2 Allowing patrol to rapidly access incident spot or to assist tourists within 5-15 minutes (by local conditions) after being notified.

1.3 Allowing each operation unit allocates police patrol of not less than 70% of total police force.

1.4 Emphasizing intelligence job to find problems happened to tourists and used for planning crime prevention

1.5 Coordinating with local mass both operators of tourism industry, people, and tourists to be co-op in supplying information and collaboration in crime prevention.

1.6 collaborating with local police and neighboring work units of both government and private sectors in seriously preventing crime and consistently dedicating to work.

2. Crime Suppression

2.1 Increasing rapidly apprehension effectiveness among the alleged of crime against tourists, crime against life and property and having approaches of aggressive implementation meeting the existing criminal problems.

2.2 Increasing rigidity of suing foreign immigrants for crime committing or gangsters grouping to offend, induce and group cheating and fraud.

2.3 Allowing subordinates of field agents to be aroused and accelerated in consistent apprehension with every case under responsibility till its finalization.

2.4 Supporting key work units and neighboring units in suppression following the policy such as crime against war weaponry, narcotics drugs, forced child prostitution, and homeless beggars, and so on.

2.5 Organizing training for three groups with 100 tourist police each under projections of personnel development plans of Tourist Police Division to gain knowledge of tourism in both investigation and pursuing offenders as well as police tactics allowing them to effectively implement their knowledge.

2.6 Eliminating cheating and fraud and advantages taking against tourists e.g. jewelry shops and souvenir shops by seriously and consistently enforcing law.

2.7 Collaborating in development and conservation of the tourist natural resources and environment including enforcing preventive measures against destroying tourist nature and environmental deterioration

3. Criminal Justice Facilitation

3.1 Accelerating the completion of criminal investigation regulations of the Tourist Police Division

3.2 Providing the One-Stop-Service for tourists in case of notification with convenience and expeditiousness.

3.3 Providing punctual mobile unit for tourist complaints among major tourist sites at least twice a week or by situations of tourist number

4. Support of Crime Suppression

4.1 Systematically preparing local information, records of foreigners, illegal guides, different service providers for tourists

4.2 Improving filing system of criminal records to be easily, accurately and advance upon searching

4.3 Systematically preparing criminal record filing, facilitation and service for tourists and to be useable for administrative data by computerization

5. Implementation of Community and Mass Relations

5.1 Improving workplaces particularly where tourists are contacting for services to be clean, tidy and convenient particularly the officer-on-duty for notification is required to be courteous, polite, well dressed and smart.

5.2 Publicizing for tourists and people to understand and gain positive attitudes toward tourist police.

5.3 Sharing the community development of the jurisdiction as opportunity permits to win good will from tourists and people

6. Social and Tourist Service

6.1 Seriously and consistently mobilizing eradication of criminal gangsters and offenders along the tourist sites

6.2 Mobilizing field agencies of locality and neighboring areas to patrol for security, facilitating and serving tourists in locality during festival and traditional events, or during exhibition when countless tourists are joining or other events in the tourism calendar of the TAT

6.3 Eliminating or eradicating or decreasing individual groups creating annoyances to tourists or in facilitating tourists in traveling.

6.4 Preparing necessary handbooks of language using, advice, cautions, information and advertising to be distributed to tourists or at workplaces where they can communicate with tourists.

6.5 Managing traffic along tourist sites and communication routes to tourist sites with convenience and security.

6.6 Providing public relations in providing information, and data useful for tourists

7. Development of Personnel Management

7.1 Raking police force by qualification to each position and recruiting personnel well-equipped with different knowledge and capacity to bridge inadequacy and workload particularly, personnel able to use foreign language who pass the language proficiency test from Chularlongkorn University of not less than 51% will be allocated for active service.

7.2 Enforcing strict code of conduct, dress codes and disciplines

7.3 Encouraging personnel to endlessly and continuously acquire additional knowledge, foreign language training, laws and tactics of criminal investigation including strengthening physiology and emotion with training at least once a week.

7.4 Systematically implanting morality and ethics in the heart of personnel to enhance fairness in the work system and service for tourists as well as preventing bias among police

7.5 Setting clear courses to meet regulations and criteria of Royal Thai Police Office to create transparent fairness in administration, promotion, and allocation following the merit system and spiritual supports as well as recognizing police who perform good deeds or functions

7.6 Improving and developing welfare system of the unit with accuracy, rapidity and genuine impartiality

7.7 Emphasizing all levels of commanders to behave as role models and caring the subordinates by dedicating consistent instructions on disciplines and any violates found should be cautioned or punished and in written.

7.8 Changing attitudes of police by organizing different courses training and projecting under the annual budget of the work unit.

8. Performance Pursuance and Evaluation

8.1 Performance Pursuance

All units need to report performance to the Subdivision and they will be further reported to the Tourist Police Division within the 5th of the following month and the reach the Central Investigation Bureau within the 12th of the following month.

8.2 Performance Evaluation

All units need to summarize performance and evaluate them whether they are achievable as set target or are there any problems and limitations to be further readjusted.

Relating to Tourist Police Job 5, under Subdivision 1, it needs to collect all performance and report to the Central Investigation Bureau within the specific time and the office and supplies affairs should be functioned as common line of command. At the meantime, the external communication not only follows common line of command but also exploits all possible communication devices as fit situation.

2.5 Factors Affecting Fear of Crime and Roles of Tourist Police

2.5.1 Internal Factors

2.5.1.1 Gender

It differently affects victimization of individuals, particularly the female, which is weaker than the male. Being victims are higher rate than the male as witnessed in news and general mass media. Different genders differently perceive and fear crime. In particular, more females meet with sexual harassment than males.

2.5.1.2 Age

It reflects potentials of lifestyle, work life, relationship of an individual and crime. Criminals select to commit crime against the weaker or less physical potential because retaliation is weaker. It usually happens with children and the aged. They should therefore realize their weakness or limitations of potentiality and fear crime more than the youth and the adult

2.5.1.3 Education

Individuals with different educational levels have different understanding of things, incidents, changes and life planning. They will differently be alert and cautious to crime prevention, which is also related to fear of crime.

2.5.1.4 Marital Status

It differently affects sensational changes, lifestyle, time spending and responsibility to individuals. The married persons concern their families and fear different losses or incidents and crimes happened to their family members. Fear of crime is therefore differed from the single who are less fearing in relation to prevention and retaliation against crimes.

2.5.1.5 Occupation/ career

It relates to lifestyle, training and skill development of an individual who is healthy and with occupation of fighting. Suppression and arrest make them less fear of crime than common people do on account of being trained. Learning, training, skill developing and fighting to some extent including being able to coordinate with Crime Suppression Department would differentiate from other occupations.

2.5.1.6 Domicile

It relates to socialization and learning about solution as well a social conditions and problems. Individuals born among high rate of crimes strongly fear, become aware and prepare for better self –protection than those born in the state agencies on criminal justice where confidence and security of life and property have been built including trust in the effectiveness of organizations relating to inspection and crime prevention.

Therefore, individuals with different domicile and differently learn about socialization, crime prevention and criminal justice will differently fear crime.

2.5.1.7 Experience of Visiting Thailand

It helps individuals readjust themselves to different environments and problems better than individuals encountering unexpected experience, which they need to prepare for self-protection if they have ever been visited before. Individuals experienced visiting Thailand before likely understand and familiarize with the place and proceedings of the government and private agencies including individuals related to coordination for solutions. Therefore, individual visited Thailand before likely fear crime less than inexperienced individuals never visited Thailand.

2.5.1.8 Objectives of Visiting Thailand

It relates to fear of crime. Meaning, if foreigners enter Thailand with other objectives rather than touring, appearances are different from tourists and the target of crime will be diverted. Some might target business incorporated with travel. Sensations of having acquainted person or shared benefits or local people who are securing likely lessen fear of crime. It is indefinitely differed comparing to travelers determining only on touring.

2.5.1.9 Co-travelers

Traveling unknown location before with groups, it turns individuals feel secure. Concerns and crime prevention create trust on security of life and property. Visiting unfamiliar location with any objectives but with family members or other persons, it lessens fear of crime rather than traveling alone.

2.5.2 External Factors

2.5.2.1 Image

It reflects perceptions, and estimation on things of a person, which might be positive or negative or moderate. In this study, to some extent with it refers to security of life and property effectiveness and the performance of tourist police, which creates trust in safety of life and property.

2.5.2.2 Service

Assistance and service create warmth and trust that there are individuals able to rescue and coordinate to solve different problems or limitations besides functions, patrols and appearance of the tourist police. Aggressiveness in service not only provisions of guidance and services even not directly to specific tourist, but it builds image and reduces fear of crime.

2.5.2.3 Language Proficiency of Police

It is referred to communicability that turns different ethnicity, language and culture well understand different phenomenon, events, statements, facts and information. Had tourist police been well equipped with proficiency in communication not only in English, it made tourists feel that communication and notification would have been rapid and effective. It affects good sensation of tourists and fear of crime.

2.6 Related Researches

It is found from researches on attitudes and opinions of police service as follows:

Pol. Sub Lt. Piya Sookprasert (1983) studies, “ Perspective of People toward Effectiveness of Police at Police Station Level in Providing Service for People: a case study of Police Station of Bang Yi Rue. Questionnaire is distributed to contact persons and police both related to cases and not related to cases including police on duty in the station. It is found that

1. Backgrounds of contact persons, i.e. gender, income and education have relationship with police effectiveness.
2. Backgrounds of police on duty i.e. years of active service, education, marital status, work-hour per week have no relationship with police effectiveness.
3. People contacting on cases dissatisfy with police service on cases.

4. People not contacting on cases satisfy with police service unrelated to cases.

5. General perspective of people and police see that police performance is moderate.

6. Problems and limitations of police in functioning to fullest capacity are devices and vehicles as well as police force are inadequate to meet jobs, non-cooperation of people related to being witnesses or supplying information, different obligations and laws. All restrict police authorization in functioning. Apprehension systems and coordination with other work units are complicated difficult such as departments of forensic sciences, and criminal records are unlikely expeditious.

Tourism Authority of Thailand (TAT) (1994) studies, “A Study on Troubles of Foreign Tourist (Phuket).” Interviews and questionnaire have been used with different tourist sites within Phuket including tourism related, e.g. hotels, tourist companies, guides and so on. Interviews have been applied with guides, employees and/or tourism operators, hotels, transportation, service houses and entertainment complex, restaurants, souvenir shops, department store, local police, administrative authority and so on. There are 400 respondents and 259 set of questionnaire or 67.75% have returned. The questionnaire contains occupations of respondents, years of active service, problems encountered by tourists, techniques of criminals, risk groups to be cautious, frequent incidental spots, preventive method, solution, and suggestions. It is found that

1. Most respondents work for 1-10 years.

2. Problems encountered by tourist are theft (23.98%), cheating of goods price and service (20.59%), annoyance of sale insisting (15.49%), snatching (1.76%)

3. Most incidents happen during February to May, the second is during October to January and least is found during June to September.

4. Incidental spots are most found at major tourist location and common beaches, e.g. Patong, Kata, Kat Noi, community, bungalow-hotel, and isolated parking areas.

5. Criminal techniques are as follows:

5.1 Theft – most theft happens when tourists leave belonging on the beach during swimming, breaking-in bungalows, and on the buses.

5.2 Cheating of goods price and service – too expensive than normal price and tricycles over charge the fees.

5.3 Annoyances of sale insisting - pursuing front and back of tourists

5.4 Snatching – homeless youths yank wallets and necklaces by using motorcycles and happening on the beaches.

5.5 Robbery (total) – it is committed in groups in isolated location by addicts by using motorcycles.

6. Risk groups to be cautious contain tricycle drivers, service-girls, illegal guides, and child hawkers of souvenirs, pimps, motorcycle gangs of youth.

7. Preventive method and solution need additional police to supervise isolated location and guide safety for tourists on self-caring. Police collaborates with owner of residences to secure tourists. Strict measures must be imposed to youth, service girls, pimps, transport employees, tricycles, and hired pick-ups. Price labels should be stick on goods and all kinds of services. Tourists are allowed to question price before buying services. Tourist police should suppress and control cases of annoyances in insisting sales and service and hawkers need reorganization.

Tourism Authority of Thailand (TAT) (1987) studies, “ A Study and Survey of Tourism in Thailand of International Tourists Year 1987 (1987).” It is a random sampling during January –December 1987 and there are 5,015 samples using questionnaire. Interviews are conducted at departure terminal of Bangkok Airport, Phuket and Hat Yai for air tourists. Other interviews have been conducted for return tourist at border checkpoints of immigration office at Hat Yai, Songkhla and Suhaikholok, Narathiwat for land tourist. Number of tourists follows ratio of tourists visiting Thailand classified by domiciles and by

air and land transportation during 1986 as basis. English language is used in interview while non-English speakers select other 7 languages, i.e. French, German, Italian, Spanish, Chinese, Japanese, and Arabic. It is found that

1. Key tourist sites are Pattaya, Chonburi (21.23%), Hat Yai, Songkhla (19.19%), Chiangmai (11.87%), Phuket (11.36%) and Suratthani (6.32%).
2. Activity and Impressiveness are Thai dinner (69.10%), witnessing Thai lives (59.50%), natural beauties (58.30%), Thai cultures (55.20%), historical sites (48.20%).
3. Problems and limitations of tourists are language communication (65.50%), traffic (50.60%), inadequacy of information (14.80%), difficulty for city –go-round (13.90%), and insecurity of life and property (11.80%).
4. Opinions whether to revisit is found that 97.30% will return and only 2.70% will not return.

Julathip Chobtham (1987) studies, “ Perspective of Tourism Operators toward Roles of Tourist Police: a case study of tourism operators in Phuket. A self-survey o the operators. 200 populations have been classified into 5 groups, i.e. trip business, restaurants, food shops, resort, souvenir and sport. It is found that

Inconveniences are classified into 6 cases, i.e.

1. Crimes, which are theft, snatch, robbery total, cheating and fraud, extortion, vandalism and less found with crimes against life and property of tourists
2. Non-crimes, which are annoyances of insisting of sales or services, fraud goods, or lower price proposal than standards
3. Operators that there is ineffectiveness related to data of criminals, and offenses witness performance of tourist police.

4. Operators observe that tourist police can control vehicles related to tourism building good image for Tourism of Thailand.

5. Expectation of operators toward tourist police are upgrading tourist police subdivision to division and organizing volunteer with foreign language proficiency to assist in police work.

Pol. Lt. Col. Phirom Boonrodpanich (1988) studies, “Affect of Criminal Problems toward Tourism Industry of Thailand: a case study of sensation of international tourists.” It is a survey research and questionnaire is used. 261 respondents are international tourists departing at Bangkok Airport. It is found that

1. International tourist taking visiting Thailand is vase don safety as key (44.80%).

2. Samples encounter crimes and annoyances during visiting Thailand as follows:

Inconvenience and insecurity in traveling

1. Crimes against life and property, lost property within the residence or the deposit safe box, snatching, pick-pocketing and etherisation on the coaches or trains.

2. Annoyances and troubles of sales and service proposals
Advantages taking of un standardized goods, unqualified, over expensiveness and incomplete number of goods as agreed

3. Inconvenience of parking areas particularly in Bangkok.

Supiya Tansriswad (1991) studies, “A Study on Perspectives of Persons Involved in Tourism Industry toward Performance of Tourist Police: a case study of Pattaya.” It is a study of perspectives and expectations of tourists, tourism operators, tourism employees and tourist police toward performance of tourist police. A survey

research is conducted among 4 groups, i.e. 100 tourists, 172 tourism operators, 5 employees of TAT, and 35 tourist police. It is found that

1. Relating to ability to help tourists – tourists, tourism employees and tourist police are well assisting while operators are uncertain with tourist police.

2. Relating to supervision and control tourism business – tourists and operators see that tourist police should arrest and punish those who cheat on goods while tourist police see that it should follow laws.

3. Relating to patrol and patrol police – tourists, operators and tourist police see that 24-hour patrolling should be allocated.

4. Relating to coordination with different agencies – operators and tourist police see that there is low performance where it should be improve.

5. Relating to Foreign language proficiency - operators, tourism employees, and tourist police see that there should drastically be improved.

6. Relating to safety and image of the country – tourists, operators, tourist police and tourism employees see that performance of tourist police build safety and build better image for Thailand

Relating to expectation of performance, it is concluded that tourists, operators, tourism employees expected that tourist police own capacity of communication, English proficiency, service assisting, prevention and suppression of crime risky to tourists and better publicizing the organization.

CHAPTER III

RESEARCH METHODOLOGY

Research methodology contains population, samples, instruments for data collection and analyses as follows

3.1 Population and Samples

They are foreign tourists visiting Thailand via Chiangmai airport and visiting northern Thailand as well as residing in provinces of Chiangmai and Chiangrai.

3.2 Sampling

Samples are foreign tourists visiting Thailand via Chiangmai airport and visiting northern Thailand as well as residing in provinces of Chiangmai and Chiangrai. Therefore, number is uncertain to establish population framework. Sampling is then used on the bases of unknown genuine value of parameter and number of population. Formula is used as follows;

$$n = \frac{P(1-P)Z}{e^2}$$

Where as	n	=	samples
	P	=	ration of population to be sampled
	Z	=	level of reliability at .05 = 1.96
	e	=	ratio of acceptable for error

In this study, the researcher determines population ratio at = .40 with reliability level at 95% and ratio acceptable for error = 5%

$$\begin{aligned} P &= .40 \\ Z &= 1.96 \\ e &= .05 \end{aligned}$$

$$\text{Valuation } n = \frac{(.40)(1 - .40)(1.96)^2}{(.05)^2}$$

$$n = \frac{.40 \times .60 \times 3.84}{.0025}$$

$$n = \frac{.9216}{.0025}$$

$$n = 368.6$$

Samples are foreign tourists visiting Thailand via Chiangmai airport and use services of the immigration office. It is uncertain to establish population framework. Therefore accidental sampling is used for the data collection with proper distribution based on domicile

3.3 Research Instrument

It is formulated based on theories, concepts and related researches. It contains 3 parts as follows:

Part 1: Personal backgrounds of respondents

Part 2: Attitudes towards expectation of service provided by tourist police

Part 3: Satisfaction of foreign tourists toward services of tourist police

Rating Scale of Likert's is used with attitudes of fear and expectation and satisfaction of foreign tourists toward tourist police among 5 items and 34 items respectively under criteria of 5 levels of scoring as follows:

Levels of Opinions	Positive	Negative
Strongly agree	5	1
Agree	4	2
Uncertain	3	3
Disagree	2	4
Strongly disagree	1	5

After data collected and frequencies have been tarried, the average of each group is used for considering opinion under the following criteria

$$\frac{(topscore - lowestscore)}{(numberoflevel)} = \frac{(5 - 1)}{(3)} = 1.33$$

With the above formula, levels of score are classified as follows

Levels of Opinions	Level of Score
Much	5.00-3.67
Moderate	3.66-2.34
Low	2.33-1.00

Test of Instrument

The researcher test content validity and reliability as follows:

1. To find Validity – the questionnaire is proposed to thesis advisors to check accuracy of content validity of each item whether they match the objective and later they were further improved

2. To find Reliability – the instrument has been conducted with relevant 30 samples by pre-test using item analysis and internal consistency method based on Pearsons Product Moment Correlation Coefficient and valuation is based on Cronbach.

3.4 Data Collection

It is conducted as follows:

The instrument is conducted with 369 foreign tourists visiting Chiangmai and Chiangrai using the service of the immigration office at Chiangmai airport, hotels, and quest-houses.

Data Analyses

SPSS for WINDOW Version 9 is used in data analyses and statistical applications are:

1. Percentage to explain personal backgrounds
2. Mean and Standard Deviation is used in analyzing attitudes of fear and expectations of tourists toward services of tourist police
3. t-test is used to compare independent variables classified into 2 groups
4. F-test is used to compare independent variables classified into 3 groups and Scheffeé test is used to test the differentiation between each pair

Statistical significance is determined at 0.05 levels.

CHAPTER IV

RESULTS

In the study on Fear of Crime and Expectation of Foreign Tourists toward Thai Tourist Police, the analyses had been divided into 4 parts as below.

- 4.1. General Information
- 4.2. Fear of Crime
- 4.3. Satisfaction of Foreign Tourists with the Service provided by the Thai Tourist Police
- 4.4. Tests of Hypotheses

4.1 General Information

It contained gender, age, education, marital status, continent of stay, occupation, trip, trip purposes, traveling type, co-traveler, perception of danger in Thailand, encountering Thai tourist police, difficulties of communication, as details follows:

Table 1 General Information

General Information	Frequency	Percentage
1. Gender		
-Male	43	23.2
-Female	142	76.8
2. Age		
-16-20 years	28	15.1
-21-25 years	109	58.9
-26-30 years	22	11.9
-31-35 years	14	7.6
-36-40 years	0	0
-41-50 years	5	2.7
- More than 60 years	7	3.8
3. Education		
-Primary	9	4.9
-Junior secondary	0	0
-Senior secondary	24	13.0
-Certificate/ diploma	42	22.7
-Bachelor degree	89	48.1
-Higher than bachelor degree	21	11.4
4. Marital status		
-Single	170	91.9
-Married	12	6.5
-Separated	0	0
-Widow	0	0
-Divorced	3	1.6

Table 1 General Information (continued)

General Information	Frequency	Percentage
6. Occupation		
-Business	26	14.1
-Management	23	1.6
-Private sector employee	20	10.8
-Academic/professional	20	10.8
-Civil servant	4	2.2
-Student	79	42.7
-Housewife/spouse	3	1.6
-Retiree	0	0
-Others	30	16.2
7. Trip		
-First time	150	81.1
-Second time	32	17.3
-Third time or more	3	1.6
8. Trip purposes		
-Business	0	0
-Observer of business delegation	0	0
-Government liaison	0	0
-Conference/ seminar/ exhibition	0	0
-Studying / teaching	4	2.2
-Family visit	0	0
-Tour	157	84.9
-Others (place identity)	24	13.0
9. Traveling type		
-Private trip	160	86.5
-Group tour	25	13.5

Table 1 General Information (continued)

General Information	Frequency	Percentage
10. Co-traveler		
-None	27	14.6
-Husband /wife/children	7	3.8
-Relative	9	4.9
-Friend	142	76.8
-Tour group	0	0
11. Perception of danger in Thailand		
-Disagree	104	56.2
-Uncertain	69	37.3
-Agree	12	6.5
12. Encountering Thai tourist police		
-No	99	53.5
-Yes	86	46.5
13. Difficulties of communication.		
-Disagree	48	25.9
-Uncertain	129	69.7
-Agree	8	4.3

It was found from Table 1 that

1. Gender: Most samples at 76.8% were female and 23.2% were male

2. Age: Most samples at 58.9% were 21-25 years. The second at 15.1% were 16-20 years, 11.9% were 26-30 years, 7.6% were 31-35 years, 3.8% were more than 60 years and 2.7% were 41-50 years

3. Education: Most samples at 48.1% earned bachelor degree. The second at 22.7% earned Certificate / Diploma, 13.0% earned senior secondary level, 11.4% earned higher than bachelor degree, and 4.9% earned primary level.

4. Marital status: Most samples at 91.9% were single. The second at 6.5% were married, and 1.6% was divorced.

5. Continent of stay: Most samples at 69.2% lived in Europe. The second at 14.6% lived in North America, 5.9% lived in Asia as well as in Australia, and 4.3% lived in South America.

6. Occupation: Most samples at 42.7% were students. The second at 16.2% were others, businessmen were 14.1%, private sector employee as well as academic/professional was 10.8%, civil servant was 2.2%, and management as well as housewife/spouse was 1.6%.

7. Trip : Most samples at 81.1% were the first trip, 17.3% were the second trip, and 1.6% were the third trip or more.

8. Trip purposes: Most samples at 84.9% were for touring, 13.0% were for others (place identity), and 2.2% were for studying/ teaching.

9. Traveling type: Most samples at 86.5% were private, and 13.5% were tour group.

10. Co-traveler: Most samples at 76.8% traveled with friends, 14.6% traveled alone, 4.9% traveled with relative, and 3.8% traveled with husband/wife/children.

11. Perception of danger in Thailand: Most samples at 56.2% disagreed, 37.3% were uncertain, and 6.5% agreed.

12. Encountering Thai tourist police: Most samples at 53.5% never met, and 46.5% ever met.

13. Difficulties of communication: Most samples at 69.7% were uncertain, 25.9% disagreed, and 4.3% agreed,

4.2 Fear of Crime

It contained fear of crime on life, on body, on property, on cheating and fraud, and on nuisance

Table 2 Fear of Crime

Fear of Crime on	Very high	High	Mode rate	Not very high	Low	Means	Interpre tation
1. Life	47 [25.4]	78 [42.2]	32 [17.3]	4 [2.2]	24 [13.0]	3.6486 [1.2514]	High
2. Body	35 [18.9]	72 [38.9]	45 [24.3]	14 [7.6]	19 [10.3]	3.4865 [1.1846]	High
3. Property	0	26 [14.1]	83 [44.9]	69 [37.3]	7 [3.8]	2.6919 [0.7570]	Moderate
4. Cheating and Fraud	0	28 [15.1]	52 [28.1]	79 [42.7]	26 [14.1]	2.4432 [0.9138]	Not so high
5. Nuisance	0	30 [16.2]	80 [43.2]	61 [33.0]	14 [7.6]	2.6811 [0.8347]	Moderate

It was found in Table 2 that:

1. Fear of crime on life: 42.2% of the samples, highly feared, 25.4% very highly feared, 17.3% moderately feared, 13.0% lowly feared, and 2.2% not so highly feared. Overall range was high.

2. Fear of crime on body: 38.9% of the samples highly feared, 24.3% moderately feared, 18.9% very highly feared, 10.3% lowly feared, 7.6% not so highly feared. Overall range was high.

3. Fear of crime on property: 44.9% moderately feared, 37.3% not so highly feared, 14.1% highly feared, 3.8% lowly feared. Overall range was moderate.

4. Fear of crime on cheating and fraud: 42.7% not so highly feared, 28.1% moderately feared, 15.1% highly feared, and 14.1% lowly feared. Overall range was not so high.

5. Fear of crime on nuisance: 43.2% moderately feared, 33.0% not so highly feared, 16.2% highly feared, 7.6% lowly feared. Overall range was low.

4.3 Satisfaction of Foreign Tourists with the Service Provided by the Thai Tourist Police

It contained areas of expression, coordination, image, service, and fear of crime.

Table 3 Satisfaction of Foreign Tourists with the Service Provided by the Thai Tourist Police

SA = strongly agree, A = agree, U = uncertain, D = disagree, and SD = strongly disagree

Service Provided by the Thai Tourist Police	Level of Satisfaction					Mean S.D.	Result
	SA	A	U	D	SD		
Expression						3.35 [0.72]	Moderate
1. Making tourists feel more secured	4 [2.2]	82 [44.3]	89 [48.1]	10 [5.4]	-	3.43 [0.63]	Moderate
2. Willing to provide service	7 [3.8]	42 [22.7]	122 [65.9]	14 [7.6]	-	3.23 [0.64]	Moderate
3. Friendly advice	15 [8.1]	34 [18.4]	125 [67.6]	11 [5.9]	-	3.29 [0.70]	Moderate
4. Politeness	20 [11.0]	25 [13.7]	127 [69.8]	10 [5.5]	-	3.30 [0.74]	Moderate
Coordination						3.14 [0.45]	Moderate
5. Need to improve communication skills	10 [5.4]	43 [23.6]	112 [61.5]	17 [9.2]	-	3.25 [0.70]	Moderate
6. Enthusiastic to prevent crime	12 [6.6]	26 [14.3]	137 [75.3]	7 [3.8]	-	3.24 [0.63]	Moderate
7. Help cooperate with embassies	-	26 [14.3]	149 [81.9]	7 [3.8]	-	3.10 [0.41]	Moderate
8. Understand tourist's natures	8 [4.4]	38 [20.9]	118 [64.8]	18 [9.9]	-	3.20 [0.67]	Moderate
9. Avoid public order to prevent crime	-	4 [2.2]	160 [87.9]	18 [9.9]	-	2.92 [0.34]	Moderate

Table 3 Satisfaction of Foreign Tourists with the Service Provided by the Thai Tourist Police (Continued)

SA = strongly agree, A = agree, U = uncertain, D = disagree, and SD = strongly disagree

Service Provided by the Thai Tourist Police	Level of Satisfaction					Mean S.D.	Result
	SA	A	U	D	SD		
Image						3.23 [0.67]	Moderate
10. Enthusiastic to provide service	15 [8.2]	19 [10.4]	133 [73.1]	15 [8.2]	-	3.19 [0.70]	Moderate
11. More tourist police	4 [2.2]	50 [27.5]	121 [66.5]	7 [3.8]	-	3.29 [0.67]	Moderate
12. Alarm tourists on crime	7 [3.8]	21 [11.5]	127 [69.8]	17 [9.3]	10 [5.5]	2.99 [0.77]	Moderate
13. Trustfulness of tourist police	7 [3.8]	41 [22.5]	117 [63.2]	17 [9.3]	-	3.21 [0.66]	Moderate
Service						3.00 [0.46]	Moderate
14. Furnish adequately necessary information of trip	7 [3.8]	22 [12.1]	124 [68.1]	29 [15.9]	-	3.04 [0.66]	Moderate
15. Good response to needs	7 [4.0]	16 [9.0]	144 [81.4]	10 [5.6]	-	3.11 [0.54]	Moderate
16. Secured night walk	-	25 [14.1]	129 [72.9]	18 [10.2]	5 [2.8]	2.98 [0.60]	Moderate
17. Good performance of tourist police	-	3 [1.7]	142 [80.2]	25 [14.1]	7 [4.0]	2.80 [0.53]	Moderate

Table 3 Satisfaction of Foreign Tourists with the Service Provided by the Thai Tourist Police (Continued)

SA = strongly agree, A = agree, U = uncertain, D = disagree, and SD = strongly disagree

Service Provided by the Thai Tourist Police	Level of Satisfaction					Mean S.D.	Result
	SA	A	U	D	SD		
Fear of Crime						2.80 [0.43]	Moderate
18. Security system in tourist areas	-	12 [6.6]	122 [67.0]	44 [24.2]	4 [2.2]	2.78 [0.59]	Moderate
19. Security system in accommodation	-	12 [6.5]	89 [49.7]	59 [33.0]	19 [10.6]	2.53 [0.77]	Moderate
20. Not being target of crime	-	20 [11.2]	115 [64.2]	37 [20.7]	7 [3.9]	2.82 [0.67]	Moderate
21. Well-informed when required	5 [2.8]	16 [8.9]	148 [82.7]	10 [5.6]	-	3.09 [0.50]	Moderate
22. Strict to rules and regulations	-	12 [6.5]	151 [86.8]	11 [6.3]	-	3.01 [0.36]	Moderate
Total						3.07 [0.33]	Moderate

From Table 3, satisfaction of foreign tourists with the service provided by the Thai Tourist Police was moderate and to examine by each area, it was found that

4.3.1 Service Provided by the Thai Tourist Police on Expression

It was found that satisfaction of foreign tourists with the service provided by the Thai Tourist Police regarding expression was moderate. Examining by item, it was found that most sampled were moderately satisfied respectively with making tourists feel more secured, politeness, friendly advice and willing to provide service.

4.3.2 Service Provided by the Thai Tourist Police on Coordination

It was found that satisfaction of foreign tourists with the service provided by the Thai Tourist Police regarding coordination was moderate. Examining by item, it was found

that most sampled were moderately satisfied respectively with need to improve communication skills, enthusiastic to prevent crime, understand tourist's natures, help cooperate with embassies, and to avoid public order to prevent crime

4.3.3 Service Provided by the Thai Tourist Police on Image

It was found that satisfaction of foreign tourists with the service provided by the Thai Tourist Police regarding image was moderate. Examining by item, it was found that most sampled were moderately satisfied respectively with more tourist police, trustfulness of tourist police, enthusiastic to provide service, and alarm tourists on crime.

4.3.4 Service Provided by the Thai Tourist Police on Service

It was found that satisfaction of foreign tourists with the service provided by the Thai Tourist Police regarding service was moderate. Examining by item, it was found that most sampled were moderately satisfied respectively with good response to needs, to furnish adequately necessary information of trip, secured night walk, and performance of tourist police.

4.3.5 Service Provided by the Thai Tourist Police on Fear of Crime

It was found that satisfaction of foreign tourists with the service provided by the Thai Tourist Police regarding fear of crime was moderate. Examining by item, it was found that most sampled were moderately satisfied respectively with well informed when required, strict to rules and regulations, not being target of crime, security system in tourist areas, and security system in accommodation

4.4. Tests of Hypotheses

In the study on Fear of Crime and Expectation of Foreign Tourists toward Thai Tourist Police; hypotheses had been assumed as follows:

Hypothesis 1 Foreign tourists with different gender had no different satisfaction with the service provided by the Thai tourist police

Analyses of differences on satisfaction of foreign tourists with the service provided by the Thai Tourist Police classified by gender had been concluded as follows:

Table 4 Analyses of Differences on Satisfaction of Foreign Tourists with the Service Provided by the Thai Tourist Police Classified by Gender

Factors	Gender	N	Mean	SD	Levels of Satisfaction	F	Sig.
Overview	Male	43	3.1860	.39375	Moderate	1.501	0.135
	Female	131	3.0763	.42278	Moderate		
Expression	Male	43	3.6512	.61271	Moderate	3.274	0.001**
	Female	139	3.2518	.72325	Moderate		
Coordination	Male	43	3.2558	.44148	Moderate	1.907	0.058
	Female	139	3.1079	.44544	Moderate		
Image	Male	43	3.1163	.62524	Moderate	-1.218	0.225
	Female	139	3.2590	.68459	Moderate		
Service	Male	43	3.0000	.53452	Moderate	0.000	1.000
	Female	134	3.0000	.44214	Moderate		
Fear of Crime	Male	43	2.7674	.52722	Moderate	-0.566	0.574
	Female	131	2.8168	.38832	Moderate		

**Significance at 0.01 levels

From Table 4, it was found that gender group of foreign tourists had satisfaction of the service provided by the Thai tourist police as follows:

4.4.1.1 Satisfaction of the Service provided by the Thai Tourist Police by Overview

It was found that gender group of foreign tourists had no significant differences on satisfaction of the service provided by the Thai tourist police regarding **overviews** in statistics. Both genders had moderate satisfaction

4.4.1.2 Satisfaction of the Service Provided by the Thai Tourist Police by Expression

It was found that gender group of foreign tourists had significant differences on satisfaction of the service provided by the Thai tourist police regarding **expression** in statistics at 0.01 level. Both genders had moderate satisfaction but the male foreign tourists had more satisfaction than the female foreign tourists.

4.4.1.3 Satisfaction of the Service Provided by the Thai Tourist Police by Coordination

It was found that gender group of foreign tourists had no significant differences on satisfaction of the service provided by the Thai tourist police regarding **coordination** in statistics. Both genders had moderate satisfaction.

4.4.1.4 Satisfaction of the Service provided by the Thai Tourist Police by Image

It was found that gender group of foreign tourists had no significant differences on satisfaction of the service provided by the Thai tourist police regarding **image** in statistics. Both genders had moderate satisfaction.

4.4.1.5 Satisfaction of the Service Provided by the Thai Tourist Police by Service

It was found that gender group of foreign tourists had no significant differences on satisfaction of the service provided by the Thai tourist police regarding **service** in statistics. Both genders had moderate satisfaction.

4.4.1.6 Satisfaction of the Service Provided by the Thai Tourist Police by Fear of Crime

It was found that gender group of foreign tourists had no significant differences on satisfaction of the service provided by the Thai tourist police regarding **fear of crime** in statistics. Both genders had moderate satisfaction.

Hypothesis 2 Foreign tourists with different ages had no different satisfaction with the service provided by the Thai tourist police

Table 5 Analyses of Differences on Satisfaction of Foreign Tourists with the Service Provided by the Thai Tourist Police Classified by Age

Factors	Age /yr.	N	Mean	SD	Levels of Satisfaction	F	Sig.
Overviews	16-20	28	3.1429	.52453	Moderate	3.516*	.032
	21-25	103	3.0388	.31067	Moderate		
	More than 26	43	3.2326	.52722	Moderate		
	Total	174	3.1034	.41738	Moderate		
Expression	16-20	28	3.0000	.66667	Moderate	17.599* *	.000
	21-25	106	3.2264	.53954	Moderate		
	More than 26	48	3.8125	.86679	Moderate		
	Total	182	3.3462	.71755	Moderate		
Coordination	16-20	28	3.1429	.52453	Moderate	10.340* *	.000
	21-25	106	3.0377	.30627	Moderate		
	More than 26	48	3.3750	.56962	Moderate		
	Total	182	3.1429	.44774	Moderate		
Image	16-20	28	3.2143	.56811	Moderate	13.964* *	.000
	21-25	106	3.0472	.39957	Moderate		
	More than 26	48	3.6250	.98121	Moderate		
	Total	182	3.2253	.67211	Moderate		

Table 5 Analyses of Differences on Satisfaction of Foreign Tourists with the Service Provided by the Thai Tourist Police Classified by Age (Continued)

Factors	Age /yr.	N	Mean	SD	Levels of Satisfaction	F	Sig.
Service	16-20	28	2.9286	.26227	Moderate	1.284	.280
	21-25	106	2.9811	.38990	Moderate		
	More than 26	43	3.0930	.68362	Moderate		
	Total	177	3.0000	.46466	Moderate		
Fear of Crime	16-20	28	2.7857	.56811	Moderate	.084	.920
	21-25	103	2.8155	.38976	Moderate		
	More than 26	43	2.7907	.41163	Moderate		
	Total	174	2.8046	.42574	Moderate		

*Significance at 0.05 level, **Significance at 0.01 level

From Table 5, It was found that tourist samples had 3 different age groups satisfying the service of tourist police as follows:

4.4.2.1 Satisfaction of the Service provided by the Thai Tourist Police by Overview

It was found that tourist samples had 3 different age groups moderately satisfying the service of tourist police by overview. Testing differences, it was found that 3 different age groups had significant differences of satisfaction of the service provided by the Thai Tourist Police in statistics at 0.05 level (F= 3.516*, sig. = 0.032). To know which group had different satisfaction, a LSD test had been applied, it was found that the age group of 21-25 years had different satisfaction with the group of more than 26 years as shown in Table 6

Table 6 Comparing Differences by LSD test of the Age Groups Classified by Overview

Satisfaction by	Age /yrs	Mean	21-25 yrs.	16-20 yrs	More than 26 yrs
Overview	21-25	3.0388	-	0.1040	0.1937*
	16-20	3.1429		-	0.0897
	More than 26	3.2326			-

4.4.2.2 Satisfaction of the Service provided by the Thai Tourist Police by Expression

It was found that tourist samples had 3 different age groups moderately satisfying the service of tourist police by expression. Testing differences, it was found that 3 different age groups had significant differences of satisfaction of the service provided by the Thai Tourist Police in statistics at 0.01 level ($F= 17.599^{**}$, sig. = 0.000). To know which group had different satisfaction, a LSD test had been applied, it was found that the age group of more than 26 years had different satisfaction with the group of 16-20 years and 21-25 years as shown in Table 7

Table 7 Comparing Differences by LSD test of the Age Groups Classified by Expression

Satisfaction by	Age /yrs	Mean	16-20 yrs.	21-25 yrs	More than 26 yrs
Expression	16-20	3.0000	-	0.2264	0.8125*
	21-25	3.2264		-	0.3373*
	More than 26	3.8125			-

4.4.2.3 Satisfaction of the Service provided by the Thai Tourist Police by Coordination

It was found that tourist samples had 3 different age groups moderately satisfying the service of tourist police by coordination. Testing differences, it was found that 3 different age groups had significant differences of satisfaction of the service provided by the Thai Tourist Police in statistics at 0.01 level ($F= 10.340^{**}$, sig. = 0.000). To know which group had different satisfaction, a LSD test had been applied, it was found that the age group of more than 26 years had different satisfaction with the group of 21-25 years and 16-20 years as shown in Table 8.

Table 8 Comparing Differences by LSD test of the Age Groups Classified by Coordination

Satisfaction by	Age /yrs	Mean	21-25 yrs.	16-20 yrs	More than 26 yrs
Coordination	21-25	3.0377	-	0.1051	0.3373*
	16-20	3.1429		-	0.2321*
	More than 26	3.3750			-

4.4.2.4 Satisfaction of the Service provided by the Thai Tourist Police by Image

It was found that tourist samples had 3 different age groups moderately satisfying the service of tourist police by image. Testing differences, it was found that 3 different age groups had significant differences of satisfaction of the service provided by the Thai Tourist Police in statistics at 0.01 level ($F= 13.964^{**}$, sig. = 0.000). To know which group had different satisfaction, a LSD test had been applied, it was found that the age group of more than 26 years had different satisfaction with the group of 21-25 years and 16-20 years as shown in Table 9.

Table 9 Comparing Differences by LSD test of the Age Groups Classified by Image

Satisfaction by	Age /yrs	Mean	21-25 yrs.	16-20 yrs	More than 26 yrs
Image	21-25	3.0472	-	0.1671	0.5778*
	16-20	3.2143		-	0.4107*
	More than 26	3.6250			-

4.4.2.5 Satisfaction of the Service provided by the Thai Tourist Police by Service

It was found that tourist samples had 3 different age groups moderately satisfying the service of tourist police by service. Testing differences, it was found that 3 different age groups had no significant differences of satisfaction of the service provided by the Thai Tourist Police in statistics at 0.01 level ($F= 1.284$, sig. = 0.280).

4.4.2.6 Satisfaction of the Service provided by the Thai Tourist Police by Fear of Crime

It was found that tourist samples had 3 different age groups moderately satisfying the service of tourist police by fear of crime. Testing differences, it was found that 3 different age groups had no significant differences of satisfaction of the service provided by the Thai Tourist Police in statistics at 0.01 level ($F= 0.084$, sig. = 0.920).

Hypothesis 3 Foreign tourists with different education had no different satisfaction with the service provided by the Thai tourist police

Table 10 Analyses of Differences on Satisfaction of Foreign Tourists with the Service Provided by the Thai Tourist Police Classified by Education

Factors	Education	N	Mean	SD	Levels of Satisfaction	F	Sig.
Overviews	< Certificate	33	3.0606	.42862	Moderate	0.217	.884
	Certificate	34	3.0882	.45177	Moderate		
	Bachelor Deg.	86	3.1163	.41780	Moderate		
	> Bachelor	21	3.1429	.35857	Moderate		
	Total	174	3.1034	.41738	Moderate		
Expression	< Certificate	33	3.3030	.58594	Moderate	2.524	.059
	Certificate	42	3.5952	.85709	Moderate		
	Bachelor Deg.	86	3.2326	.71413	Moderate		
	> Bachelor	21	3.3810	.49761	Moderate		
	Total	182	3.3462	.71755	Moderate		

Table 10 Analyses of Differences on Satisfaction of Foreign Tourists with the Service Provided by the Thai Tourist Police Classified by Education (Continued)

Factors	Education	N	Mean	SD	Levels of Satisfaction	F	Sig.
Coordination	< Certificate	33	3.0606	.42862	Moderate	6.426**	.000
	Certificate	42	3.0714	.40682	Moderate		
	Bachelor Deg.	86	3.1163	.41780	Moderate		
	> Bachelor	21	3.5238	.51177	Moderate		
	Total	182	3.1429	.44774	Moderate		
Image	< Certificate	33	3.1212	.48461	Moderate	0.727	.537
	Certificate	42	3.3333	.84584	Moderate		
	Bachelor Deg.	86	3.1977	.62909	Moderate		
	> Bachelor	21	3.2857	.71714	Moderate		
	Total	182	3.2253	.67211	Moderate		
Service	< Certificate	33	2.9394	.24231	Moderate	1.303	.275
	Certificate	37	3.0811	.43323	Moderate		
	Bachelor Deg.	86	3.0233	.48451	Moderate		
	> Bachelor	21	2.8571	.65465	Moderate		
	Total	177	3.0000	.46466	Moderate		
Fear of Crime	< Certificate	33	2.6061	.49620	Moderate	3.862*	.010
	Certificate	34	2.9412	.23883	Moderate		
	Bachelor Deg.	86	2.8140	.44752	Moderate		
	> Bachelor	21	2.8571	.35857	Moderate		
	Total	174	2.8046	.42574	Moderate		

**significant at 0.01 level, *significant at 0.05 level

From Table 10, it was found that tourist samples had 4 different education groups satisfying the service of tourist police as follows:

4.4.3.1 Satisfaction of the Service provided by the Thai Tourist Police by

Overview

It was found that tourist samples had 4 different education groups moderately satisfying the service of tourist police by overview. Testing differences, it was found that 4 different education groups had no significant differences of satisfaction of the service provided by the Thai Tourist Police in statistics ($F= 0.217$, sig. = 0.884).

4.4.3.2 Satisfaction of the Service provided by the Thai Tourist Police by

Expression

It was found that tourist samples had 4 different education groups moderately satisfying the service of tourist police by expression. Testing differences, it was found that 4 different education groups had no significant differences of satisfaction of the service provided by the Thai Tourist Police in statistics ($F= 2.524$, sig. = 0.059).

4.4.3.3 Satisfaction of the Service provided by the Thai Tourist Police by

Coordination

It was found that tourist samples had 4 different education groups moderately satisfying the service of tourist police by coordination. Testing differences, it was found that 4 different education groups had significant differences of satisfaction of the service provided by the Thai Tourist Police in statistics at 0.01 level ($F= 6.426^{**}$, sig. = 0.000). To know which group had different satisfaction, a LSD test had been applied, it was found that the education group of higher than bachelor degree had different satisfaction with the education group of certificate, diploma, and bachelor degree as shown in Table 11.

Table 11 Comparing Differences by LSD test of the Education Groups Classified by Coordination

Satisfaction by	Education	Mean	< Cert.	Cert	Bachelor	> Bachelor
Coordination	< Cert.	3.0606	-	0.0108	0.557	0.4632*
	Diploma	3.0714		-	0.449	0.4524*
	Bachelor deg.	3.1163			-	0.4075*
	> Bachelor deg.	3.5238				

4.4.3.4 Satisfaction of the Service provided by the Thai Tourist Police by Image

It was found that tourist samples had 4 different education groups moderately satisfying the service of tourist police by image. Testing differences, it was found that 4 different education groups had no significant differences of satisfaction of the service provided by the Thai Tourist Police in statistics ($F= 0.727$, sig. = 0.537).

4.4.3.5 Satisfaction of the Service provided by the Thai Tourist Police by Service

It was found that tourist samples had 4 different education groups moderately satisfying the service of tourist police by service. Testing differences, it was found that 4 different education groups had no significant differences of satisfaction of the service provided by the Thai Tourist Police in statistics ($F= 1.303$, sig. = 0.275).

4.4.3.6 Satisfaction of the Service provided by the Thai Tourist Police by Fear of Crime

It was found that tourist samples had 4 different education groups moderately satisfying the service of tourist police by fear of crime. Testing differences, it was found that 4 different education groups had significant differences of satisfaction of the service provided by the Thai Tourist Police in statistics at 0.01 level ($F= 3.862^{**}$, sig. = 0.010). To know which group had different satisfaction, a LSD test had been applied, it was found that the education group of lower than certificate had different satisfaction with the education group of bachelor degree, higher than bachelor degree, and certificate as shown in Table 12.

Table 12 Comparing Differences by LSD test of the Education Groups Classified by Coordination

Satisfaction by	Education	Mean	< Cert.	Cert.	Bachelor	>Bachelor.
Fear of Crime	<Certificate	2.6061	-	0.2079*	0.2510*	0.3351*
	Certificate	2.8140		-	0.0431	0.1272
	Bachelor deg.	2.8571			-	0.0841
	>Bachelor	2.9412				

Hypothesis 4 Foreign tourists with different marital status had no different satisfaction with the service provided by the Thai tourist police

Table 13 Analyses of Differences on Satisfaction of Foreign Tourists with the Service Provided by the Thai Tourist Police Classified by Marital Status

Factors	Marital Status	N	Mean	SD	t	Sig.
Overview	Single	159	3.0629	.39168	-2.903*	0.011
	Others	15	3.4667	.51640		
Expression	Single	167	3.2635	.65126	-5.606**	0.000
	Others	15	4.2667	.79881		
Coordinator	Single	167	3.0838	.40200	-6.594**	0.000
	Others	15	3.8000	.41404		
Image	Single	167	3.1317	.57614	-5.378**	0.000
	Others	15	4.2667	.79881		
Service	Single	162	2.9568	.43666	-3.703**	0.000
	Others	15	3.4667	.51640		
Fear of Crime	Single	159	2.8302	.40888	2.163*	0.046
	Others	15	2.5333	.51640		

**significant at 0.01 level, *significant at 0.05 level

From Table 13, It was found that those tourist samples being single and other marital status satisfying the service of tourist police as follows:

4.4.4.1 Satisfaction of the Service provided by the Thai Tourist Police by

Overview

It was found in the overview that those tourist samples being single and other status (married but separated stay) had significant differences of satisfaction of the service provided by the Thai Tourist Police in statistics at 0.05 level ($t = -2.903^*$, sig. = 0.011). Those foreign tourists with single status had moderate satisfaction while foreign tourists with other marital status had strong satisfaction.

4.4.4.2 Satisfaction of the Service provided by the Thai Tourist Police by Expression

It was found in the expression that those tourist samples being single and other status (married but separated stay) had significant differences of satisfaction of the service provided by the Thai Tourist Police in statistics at 0.01 level ($t = -5.606^{**}$, sig. = 0.000). Those foreign tourists with single status had moderate satisfaction while foreign tourists with other marital status had strongest satisfaction.

4.4.4.3 Satisfaction of the Service provided by the Thai Tourist Police by Coordination

It was found in the coordination that those tourist samples being single and other status (married but separated stay) had significant differences of satisfaction of the service provided by the Thai Tourist Police in statistics at 0.01 level ($t = -6.594^{**}$, sig. = 0.000). Those foreign tourists with single status had moderate satisfaction while foreign tourists with other marital status had strong satisfaction.

4.4.4.4 Satisfaction of the Service provided by the Thai Tourist Police by Image

It was found in the image that those tourist samples being single and other status (married but separated stay) had significant differences of satisfaction of the service provided by the Thai Tourist Police in statistics at 0.01 level ($t = -5.378^{**}$, sig. = 0.000). Those foreign tourists with single status had moderate satisfaction while foreign tourists with other marital status had strong satisfaction.

4.4.4.5 Satisfaction of the Service provided by the Thai Tourist Police by Service

It was found in the service that those tourist samples being single and other status (married but separated stay) had significant differences of satisfaction of the service provided by the Thai Tourist Police in statistics at 0.01 level ($t = -3.703^{**}$, sig. = 0.000). Those foreign tourists with single status had moderate satisfaction while foreign tourists with other marital status had strong satisfaction.

4.4.4.6 Satisfaction of the Service provided by the Thai Tourist Police by Fear of Crime

It was found in the fear of crime that those tourist samples being single and other status (married but separated stay) had significant differences of satisfaction of the service provided by the Thai Tourist Police in statistics at 0.05 level ($t = -2.163^{**}$, sig. = 0.046). Those foreign tourists with single status had moderate satisfaction while foreign tourists with other marital status had less satisfaction.

Hypothesis 5 Foreign tourists with different continental stay had no different satisfaction with the service provided by the Thai tourist police

Table 14 Analyses of Differences on Satisfaction of Foreign Tourists with the Service Provided by the Thai Tourist Police Classified by Continental Stay

Factors	Continents	N	Mean	SD	Levels of Satisfaction	F	Sig.
Overviews	Asia	11	3.4545	.52223	Strong	3.717*	.013
	Europe	117	3.1111	.46937	Moderate		
	Australia	11	3.0000	.00000	Moderate		
	America	35	3.0000	.00000	Moderate		
	Total	174	3.1034	.41738	Moderate		
Expression	Asia	11	4.1818	.87386	Strong	6.960**	.000
	Europe	125	3.2800	.73616	Moderate		
	Australia	11	3.0000	.00000	Moderate		
	America	35	3.4286	.50210	Strong		
	Total	182	3.3462	.71755	Moderate		
Coordination	Asia	11	3.2727	.46710	Moderate	.678	.566
	Europe	125	3.1440	.48699	Moderate		
	Australia	11	3.0000	.00000	Moderate		
	America	35	3.1429	.35504	Moderate		
	Total	182	3.1429	.44774	Moderate		

Table 14 Analyses of Differences on Satisfaction of Foreign Tourists with the Service Provided by the Thai Tourist Police Classified by Continental Stay (Continued)

Factors	Continents	N	Mean	SD	Levels of Satisfaction	F	Sig.
Image	Asia	11	3.6364	1.36182	Strong	1.586	.195
	Europe	125	3.1840	.65234	Moderate		
	Australia	11	3.1818	.40452	Moderate		
	America	35	3.2571	.44344	Moderate		
	Total	182	3.2253	.67211	Moderate		
Service	Asia	11	3.1818	.87386	Moderate	.971	.408
	Europe	120	3.0083	.47626	Moderate		
	Australia	11	3.0000	.00000	Moderate		
	America	35	2.9143	.28403	Moderate		
	Total	177	3.0000	.46466	Moderate		
Fear of Crime	Asia	11	3.0000	.00000	Moderate	6.523**	.000
	Europe	117	2.7094	.49235	Moderate		
	Australia	11	3.0000	.00000	Moderate		
	America	35	3.0000	.00000	Moderate		
	Total	174	2.8046	.42574	Moderate		

**significant at 0.01 level, *significant at 0.05 level

From Table 14, it was found that those tourist samples had 4 different continental stay groups satisfying the service of tourist police as follows:

4.4.5.1 Satisfaction of the Service provided by the Thai Tourist Police by

Overview

It was found that tourist samples from 4 different continents had moderately been satisfying the service of tourist police by overview. Testing differences, it was found that 4 different groups had significant differences of satisfaction of the service provided by the Thai Tourist Police in statistics at 0.05 level ($F= 3.717^*$, sig. = 0.013). To know which group had different satisfaction, a LSD test had been applied, it was found that the Asian group had different satisfaction with the groups staying in Australia, America and Europe as shown in Table 15.

Table 15 Comparing Differences by LSD test of the Continent Stay Classified by Overview

Satisfaction by	Continents	Mean	Australia	America	Europe	Asia
Overview	Australia	3.0000	-	0.000	0.1111	0.4545*
	America	3.0000		-	0.1111	0.4545*
	Europe	3.1111			-	0.3434*
	Asia	3.4545				-

4.4.5.2 Satisfaction of the Service provided by the Thai Tourist Police by Expression

It was found that tourist samples from Asia and America had strong satisfaction in the service of tourist police by expression, while those from Europe and Australia had moderate satisfaction. Testing differences, it was found that 4 different groups had significant differences of satisfaction of the service provided by the Thai Tourist Police in statistics at 0.01 level ($F= 6.960^{**}$, sig. = 0.000). To know which group had different satisfaction, a LSD test had been applied, it was found that the Asian group of higher than bachelor degree had different satisfaction with the groups staying in Australia, Europe and America as shown in Table 16.

Table 16 Comparing Differences by LSD test of the Continent Stay Classified by Expression

Satisfaction by	Continents	Mean	Australia	Europe	America	Asia
Expression	Australia	3.0000	-	0.2800	0.4286	1.1818*
	Europe	3.2800		-	0.1486	0.9018*
	America	3.4286			-	0.7352*
	Asia	4.1818				-

4.4.5.3 Satisfaction of the Service provided by the Thai Tourist Police by Coordination

It was found that tourist samples from 4 different continents had moderately been satisfying the service of tourist police by coordination. Testing differences, it was found that 4 different groups had no significant differences of satisfaction of the service provided by the Thai Tourist Police in statistics. ($F= 3.717^*$, sig. = 0.566)

4.4.5.4 Satisfaction of the Service provided by the Thai Tourist Police by Image

It was found that tourist samples from Asia had strong satisfaction in the service of tourist police by Image, while those from Europe, Australia and Australia had moderate satisfaction. Testing differences, it was found that 4 different groups had no significant differences of satisfaction of the service provided by the Thai Tourist Police in statistics at 0.01 level ($F= 1.586^{**}$, sig. = 0.195).

4.4.5.5 Satisfaction of the Service provided by the Thai Tourist Police by Service

It was found that tourist samples from 4 different continents had moderately been satisfying the service of tourist police by service. Testing differences, it was found that 4 different groups had no significant differences of satisfaction of the service provided by the Thai Tourist Police in statistics. ($F= 0.971^*$, sig. = 0.408)

4.4.5.6 Satisfaction of the Service provided by the Thai Tourist Police by Fear of Crime

It was found that tourist samples from 4 different continents had moderately been satisfying the service of tourist police by fear of crime. Testing differences, it was found that 4 different groups had significant differences of satisfaction of the service provided by the Thai Tourist Police in statistics at 0.01 level ($F= 6.523^{**}$, sig. = 0.000). To know which group had different satisfaction, a LSD test had been applied, it was found that the Europe group had different satisfaction with the groups staying in Australia, America and Asia as shown in Table 17.

Table 17 Comparing Differences by LSD test of the Continent Stay Classified by Fear of Crime

Satisfaction by	Continents	Mean	Europe	Australia	America	Asia
Fear of Crime	Europe	2.7094	-	0.2906*	0.2906*	0.2906*
	Australia	3.0000		-	0.000	0.000
	America	3.0000			-	0.000
	Asia	3.0000				-

Hypothesis 6 Foreign tourists with once and more than once visits had no different satisfaction with the service provided by the Thai tourist police

Table 18 Analyses of Differences on Satisfaction of Foreign Tourists with the Service Provided by the Thai Tourist Police Classified by Frequency of Visits

Factors	Freq. of visits	N	Mean	SD	t	Sig.
Overview	Once	147	3.1224	.4518	3.286**	.001
	More than once	27	3.0000	.0000		
Expression	Once	147	3.2585	.7128	-3.479**	.001
	More than once	35	3.7143	.6217		
Coordinator	Once	147	3.0884	.4208	-3.150**	.003
	More than once	35	3.3714	.4902		
Image	Once	147	3.2245	.6600	-0.032	.974
	More than once	35	3.2286	.7311		
Service	Once	147	3.0408	.4664	2.630**	.009
	More than once	30	2.8000	.4068		
Fear of Crime	Once	147	2.7687	.4543	-6.172**	.000
	More than once	27	3.0000	.0000		

**significant at 0.01 level

From Table 18, it was found that those tourist samples visiting Thailand once and more than once had been satisfying with the service of tourist police as follows:

4.4.6.1 Satisfaction of the Service provided by the Thai Tourist Police by

Overview

It was found in the overview that those tourist samples visiting Thailand once and more than once had significant differences of satisfaction of the service provided by the Thai Tourist Police on statistics at 0.05 level ($t = 3.286^*$, sig. = 0.001). Those foreign tourists visiting Thailand once and more than once had moderate satisfaction.

4.4.6.2 Satisfaction of the Service provided by the Thai Tourist Police by

Expression

It was found in the expression that those tourist samples visiting Thailand once and more than once had significant differences of satisfaction of the service provided by the Thai Tourist Police in statistics at 0.01 level ($t = -3.479^{**}$, sig. = 0.001). Those foreign tourists visiting Thailand more than once had strong satisfaction, while foreign tourists visiting Thailand once had moderate satisfaction.

4.4.6.3 Satisfaction of the Service provided by the Thai Tourist Police by

Coordination

It was found in the coordination that those tourist samples visiting Thailand once and more than once had significant differences of satisfaction of the service provided by the Thai Tourist Police in statistics at 0.01 level ($t = -3.150^{**}$, sig. = 0.003). Those foreign tourists visiting Thailand once and more than once had moderate satisfaction.

4.4.6.4 Satisfaction of the Service provided by the Thai Tourist Police by

Image

It was found in the image that those tourist samples visiting Thailand once and more than once had no significant differences of satisfaction of the service provided by the Thai Tourist Police in statistics ($t = -0.032^*$, sig. = 0.974). Those foreign tourists visiting Thailand once and more than once had moderate satisfaction.

4.4.6.5 Satisfaction of the Service provided by the Thai Tourist Police by

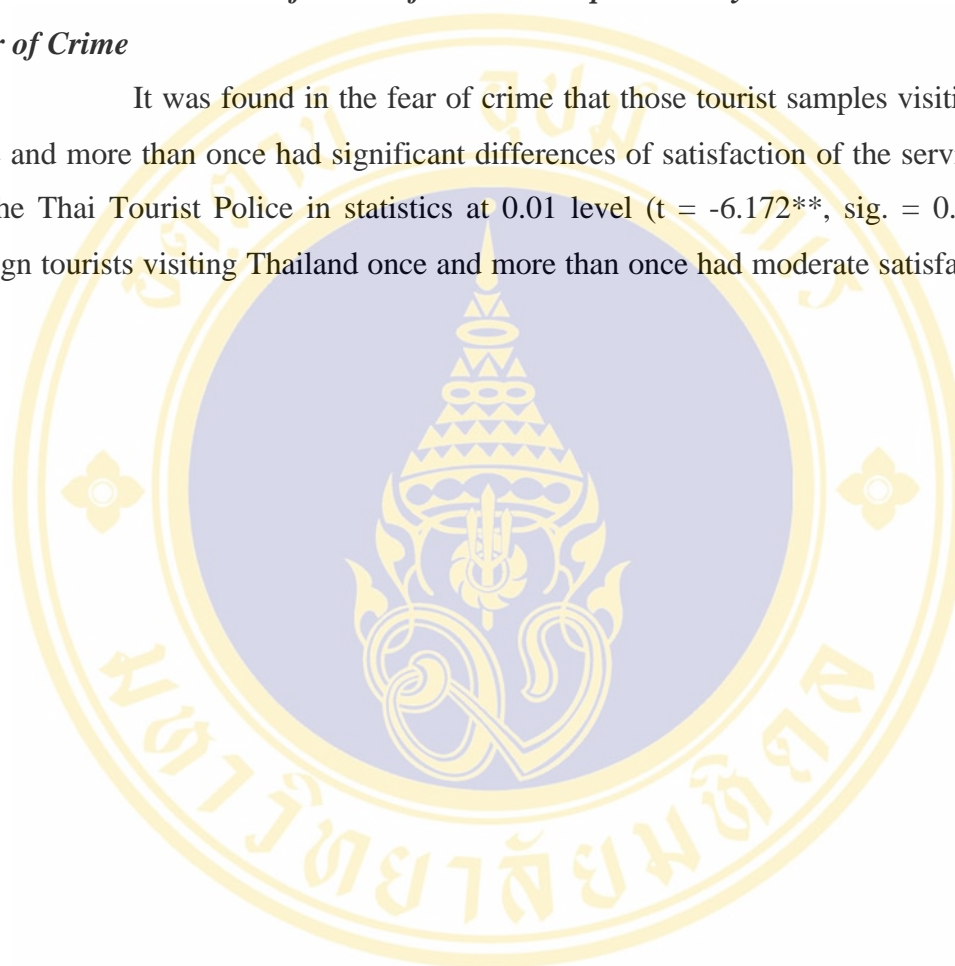
Service

It was found in the service that those tourist samples visiting Thailand once and more than once had significant differences of satisfaction of the service provided by

the Thai Tourist Police in statistics at 0.01 level ($t = 2.630^{**}$, $\text{sig.} = 0.009$). Those foreign tourists visiting Thailand once and more than once had moderate satisfaction.

4.4.6.6 Satisfaction of the Service provided by the Thai Tourist Police by Fear of Crime

It was found in the fear of crime that those tourist samples visiting Thailand once and more than once had significant differences of satisfaction of the service provided by the Thai Tourist Police in statistics at 0.01 level ($t = -6.172^{**}$, $\text{sig.} = 0.000$). Those foreign tourists visiting Thailand once and more than once had moderate satisfaction.



CHAPTER V

DISCUSSION

In the study of Fear of Crime and Expectation of Foreign Tourists toward Thai Tourist Police, it was found that the personal data of gender, most were female visiting Thailand because being attracted by natural and cultural entertainment. Most samples were 21-25 year group, followed by 16-20 years, 26-30 years, 31-35 years, more than 60 years, and 41-45 years. The findings were corresponded with the age group indicating that those youth travelers loved adventuring along mountains, nature, and stayed in northern part of Thailand, where nature were attractive and the panorama was naturally mountainous forest. Most young visitors were graduated in bachelor degree and determined to travel after their graduation. Most visitors were single and had unlikely met Thai tourist police before. Fearing risks of life and body was strong, fearing risks of property and nuisance was moderate, while fearing cheat and fraud was not strong.

It was found that gender had relationship with fearing risk of life and body that most samples were female. Fearing of assaults and rape was then strong on account of their physiology was differed and more fragile from male. The findings were corresponded with the study of Bhirom Boonrodpanich (1988) claiming that foreign travelers felts being disturbed by the problems of life and body assault, followed by fearing risks of property while fearing cheats and fraud was not strong. It was corresponded with the studies of the TAT (Thailand Authority of Thailand (1994) claimed by tourists that they had no worries on price of goods and services. It was likely; foreign tourists were buyers and were discrete in buying. Had goods been too expensive, they would have ignored or noticed officials or asked the Thai to bargained and so on.

It was found with the expectation toward the Thai tourist police that regarding the expression; the samples had moderate satisfaction with the service provided. Having tourist police's presence, visitors felt secure which was corresponded to the principles that the police's presence fear offenders and people felt secure from crime. (Prasert

Mekmanee, 1980). Regarding assisting foreign tourists, it had been highly expected with exceptional service with friendly and polite guidance, which was expected by outsiders from the officials. Examining by item, it was found that most samples were satisfied with improvement of language. Had police been proficient in communication, they would perceive the needs of foreign tourists and adequately provided services. Such findings were corresponded with the studies of the TAT (Thailand Authority of Thailand) (1987) claiming that tourist often found problems of communication (65.50%). Also, with the works of Supiya Tansrisawat (1991) claiming that tourist police were required to improve on languages.

Relating to coordination, it was found that samples had moderate satisfaction with the service provided. Examining by item, it was found that most samples were satisfied. Relating to image, it was found that samples had moderate satisfaction with the service provided. Relating to enthusiasm in service and fear of crime, they should be the aggressive operations rather than passive ones. Such findings were corresponded with the studies of Supiya Tansrisawat (1991) claiming that foreign tourists expected tourist police playing roles of assistance, guidance, publicity, and service provision in association with prevention and suppression of crimes endangering tourists, because the existing ones were considerably passive operations. Examining by item, it was found that most samples were satisfied with services, which was corresponded with the image. Meaning, there should be enthusiasm in providing tourist information. Such findings were corresponded with the studies of the TAT (1991) claiming that tourist police should earn knowledge about visiting sites and trips only the prevention and suppression of crimes. Knowledge on local tourist resources and sites should then be improved. It was found that samples had thus moderate satisfaction with the service provided. Examining by item, it was found that most samples were satisfied with security systems in the tourist areas because they were easily exposed to crimes by crowdedness and offenders likely took advantages on this situations. Roles of tourist police should set security systems of the tourist areas by coordinating with the local police for collaborations. On account of Job 1 of the Tourism Police Division operated policy and plan in association with Job 6 of the Subdivision 2, set the “Plans of Tourist Facilitations and Helps ” determining tourist police exercise mission of control and coordination on security in various activities. Relating to fear of crime, it was found that samples had thus moderate satisfaction with the service provided.

By overview, samples had moderate satisfaction with the service provided in all aspects, i.e. expression, coordination, image, service and fear of crime. They were likely corresponded with observations and responses from open-ended questions that few foreign tourists had met tourist police. Such data was best advantageous for tourist police to improve their jobs in different sites.

Findings of Hypothesis Tests were:

Hypothesis 1 : Foreign tourists with different genders had no different satisfaction with the service provided by the Thai tourist police

By overview, it was found that both male and female foreign tourist had no significant different satisfaction with the service provided by the Thai tourist police in statistics. Both had moderate satisfaction. By categorizing, it was found that related to *Expression*, both genders had significant differences of satisfaction with the service provided by the Thai tourist police in statistics at 0.01 level. Both genders were moderately satisfied but the male tourists had more satisfaction than the female tourists. Related to *Coordination*, both genders had significant differences of satisfaction with the service provided by the Thai tourist police in statistics at 0.01 level. Both genders were moderately satisfied but the male tourists had more satisfaction than the female tourists. Related to *Image*, both genders had no significant differences of satisfaction with the service provided by the Thai tourist police in statistics. Both genders were moderately satisfied. Related to *service*, both genders had significant differences of satisfaction with the service provided by the Thai tourist police in statistics at 0.01 levels. Both genders were moderately satisfied but the male tourists had more satisfaction than the female tourists. Related to *Service* it was found that gender group of foreign tourists had no significant differences on satisfaction of the service provided by the Thai tourist police regarding service in statistics. Both genders had moderate satisfaction. Related to *Fear of Crime*, it was found that gender group of foreign tourists had no significant differences on satisfaction of the service provided by the Thai tourist police regarding fear of crime in statistics. Both genders had moderate satisfaction. In services, even both genders had no differences in expectations and satisfaction by overview but in details there were differences related to expression,

coordination and image. Meaning, the female tourists needed the officials to express enthusiasm of taking care but it was natural that feminine needed attentiveness (Macquire, 1969).

Hypothesis 2 : Foreign tourists with different ages had no different satisfaction with the service provided by the Thai tourist police

By *Overview*, it was found that tourist samples had 3 different age groups moderately satisfying the service of tourist police by overview. Testing differences, it was found that 3 different age groups had significant differences of satisfaction of the service provided by the Thai Tourist Police in statistics at 0.05 level ($F= 3.516^*$, sig. = 0.032). To know which group had different satisfaction, a LSD test had been applied, it was found that the age group of 21-25 years had different satisfaction with the group of more than 26 years. By *Expression*, it was found that tourist samples had 3 different age groups moderately satisfying the service of tourist police by expression. Testing differences, it was found that 3 different age groups had significant differences of satisfaction of the service provided by the Thai Tourist Police in statistics at 0.01 level ($F= 17.599^{**}$, sig. = 0.000). To know which group had different satisfaction, a LSD test had been applied, it was found that the age group of more than 26 years had different satisfaction with the group of 16-20 years and 21-25 years. By *Coordination*, it was found that tourist samples had 3 different age groups moderately satisfying the service of tourist police by coordination. Testing differences, it was found that 3 different age groups had significant differences of satisfaction of the service provided by the Thai Tourist Police in statistics at 0.01 level ($F= 10.340^{**}$, sig. = 0.000). To know which group had different satisfaction, a LSD test had been applied, it was found that the age group of more than 26 years had different satisfaction with the group of 21-25 years and 16-20 years. By *Image*, it was found that tourist samples had 3 different age groups moderately satisfying the service of tourist police by image. Testing differences, it was found that 3 different age groups had significant differences of satisfaction of the service provided by the Thai Tourist Police in statistics at 0.01 level ($F= 13.964^{**}$, sig. = 0.000). To know which group had different satisfaction, a LSD test had been applied, it was found that the age group of more than 26 years had different satisfaction with the group of 21-25 years and 16-20 years. By *Service*,

it was found that tourist samples had 3 different age groups moderately satisfying the service of tourist police by service. Testing differences, it was found that 3 different age groups had no significant differences of satisfaction of the service provided by the Thai Tourist Police in statistics at 0.01 level ($F= 1.284$, sig. = 0.280). By *Fear of Crime*, it was found that tourist samples had 3 different age groups moderately satisfying the service of tourist police by fear of crime. Testing differences, it was found that 3 different age groups had no significant differences of satisfaction of the service provided by the Thai Tourist Police in statistics at 0.01 level ($F= 0.084$, sig. = 0.920). Tourist samples with different age groups had different expectations of the service of tourist police, particularly the age group of more than 26 years. Even they were related to expression, coordination and image, which might be derived from growing older and more experiences, they concerned more on working, coordination and service of officials, while the youth unlikely concerned on the matter. (Praphaphen Suwan, 1973).

Hypothesis 3 : Foreign tourists with different education had no different satisfaction with the service provided by the Thai tourist police

By *Overview*, it was found that tourist samples had 4 different education groups moderately satisfying the service of tourist police by overview. Testing differences, it was found that 4 different education groups had no significant differences of satisfaction of the service provided by the Thai Tourist Police in statistics ($F= 0.217$, sig. = 0.884). By *Expression*, it was found that tourist samples had 4 different education groups moderately satisfying the service of tourist police by expression. Testing differences, it was found that 4 different education groups had no significant differences of satisfaction of the service provided by the Thai Tourist Police in statistics ($F= 2.524$, sig. = 0.059). By *Coordination*, it was found that tourist samples had 4 different education groups moderately satisfying the service of tourist police by coordination. Testing differences, it was found that 4 different education groups had significant differences of satisfaction of the service provided by the Thai Tourist Police in statistics at 0.01 level ($F= 6.426^{**}$, sig. = 0.000). To know which group had different satisfaction, a LSD test had been applied, it was found that the education group of higher than bachelor degree had different satisfaction with the education group of certificate, diploma, and bachelor degree. By *Image*, it was found that

tourist samples had 4 different education groups moderately satisfying the service of tourist police by image. Testing differences, it was found that 4 different education groups had no significant differences of satisfaction of the service provided by the Thai Tourist Police in statistics ($F= 0.727$, sig. = 0.537). By *Service*, it was found that tourist samples had 4 different education groups moderately satisfying the service of tourist police by service. Testing differences, it was found that 4 different education groups had no significant differences of satisfaction of the service provided by the Thai Tourist Police in statistics ($F= 1.303$, sig. = 0.275). By *Fear of Crime*, it was found that tourist samples had 4 different education groups moderately satisfying the service of tourist police by fear of crime. Testing differences, it was found that 4 different education groups had significant differences of satisfaction of the service provided by the Thai Tourist Police in statistics at 0.01 level ($F= 3.862^{**}$, sig. = 0.010). To know which group had different satisfaction, a LSD test had been applied, it was found that the education group of lower than certificate had different satisfaction with the education group of bachelor degree, higher than bachelor degree, and certificate holders. It was found that 4 different education groups had no relationship with fear of crime and expectation of the foreign tourists. Even tourists with different in education had significant differences of satisfaction of the service provided by the Thai Tourist Police in coordination and fear of crime. It reflected the bachelor degree holders were different from the certificate holders, which was corresponded with the principles that individuals with higher education esteemed themselves and their lives more, particularly in fears of crime. (Pornphimol Warawudhibuddhiphong, 1985)

Hypothesis 4 : Foreign tourists with different marital status had no different satisfaction with the service provided by the Thai tourist police

By *Overview*, it was found in the overview that those tourist samples being single and other status (married but separated stay) had significant differences of satisfaction of the service provided by the Thai Tourist Police in statistics at 0.05 level ($t = -2.903^*$, sig. = 0.011). Those foreign tourists with single status had moderate satisfaction while foreign tourists with other marital status had strong satisfaction. By *Expression*, it was found in the expression that those tourist samples being single and other status (married but separated stay) had significant differences of satisfaction of the service

provided by the Thai Tourist Police in statistics at 0.01 level ($t = -5.606^{**}$, sig. = 0.000). Those foreign tourists with single status had moderate satisfaction while foreign tourists with other marital status had strongest satisfaction. By *Coordination*, it was found in the coordination that those tourist samples being single and other status (married but separated stay) had significant differences of satisfaction of the service provided by the Thai Tourist Police in statistics at 0.01 level ($t = -6.594^{**}$, sig. = 0.000). Those foreign tourists with single status had moderate satisfaction while foreign tourists with other marital status had strong satisfaction. By *Image*, it was found in the image that those tourist samples being single and other status (married but separated stay) had significant differences of satisfaction of the service provided by the Thai Tourist Police in statistics at 0.01 level ($t = -5.378^{**}$, sig. = 0.000). Those foreign tourists with single status had moderate satisfaction while foreign tourists with other marital status had strong satisfaction. By *Service*, it was found in the service that those tourist samples being single and other status (married but separated stay) had significant differences of satisfaction of the service provided by the Thai Tourist Police in statistics at 0.01 level ($t = -3.703^{**}$, sig. = 0.000). Those foreign tourists with single status had moderate satisfaction while foreign tourists with other marital status had strong satisfaction. Fear of Crime found it found in the fear of crime that those tourist samples being single and other status (married but separated stay) had significant differences of satisfaction of the service provided by the Thai Tourist Police in statistics at 0.05 level ($t = -2.163^{**}$, sig. = 0.046). Those foreign tourists with single status had moderate satisfaction while foreign tourists with other marital status had less satisfaction.

Tourist samples being single and other status (married but separated stay) had different fear of crime and expectation. Those married ones had more fear of crime and expectation than the single ones. It was likely that married having family life were fully aware of personal roles and significance for their spouses or family members, while the single ones had less concerns on one's live and other. (Foster, 1952). It proved that, the married couples should get special concerns.

Hypothesis 5 : Foreign tourists with different continental stay had no different satisfaction with the service provided by the Thai tourist police

By *Overview*, it was found that tourist samples from 4 different continents had moderately been satisfying the service of tourist police by overview. Testing differences, it was found that 4 different groups had significant differences of satisfaction of the service provided by the Thai Tourist Police in statistics at 0.05 level ($F= 3.717^*$, sig. = 0.013). To know which group had different satisfaction, a LSD test had been applied, it was found that the Asian group had different satisfaction with the groups staying in Australia, America and Europe. By *Expression*, it was found that tourist samples from Asia and America had strong satisfaction in the service of tourist police by expression, while those from Europe and Australia had moderate satisfaction. Testing differences, it was found that 4 different groups had significant differences of satisfaction of the service provided by the Thai Tourist Police in statistics at 0.01 level ($F= 6.960^{**}$, sig. = 0.000). To know which group had different satisfaction, a LSD test had been applied, it was found that the Asian group of higher than bachelor degree had different satisfaction with the groups staying in Australia, Europe and America. By *Coordination*, it was found that tourist samples from 4 different continents had moderately been satisfying the service of tourist police by coordination. Testing differences, it was found that 4 different groups had no significant differences of satisfaction of the service provided by the Thai Tourist Police in statistics. ($F= 3.717^*$, sig. = 0.566). By *Image*, it was found that tourist samples from Asia had strong satisfaction in the service of tourist police by Image, while those from Europe, Australia and Australia had moderate satisfaction. Testing differences, it was found that 4 different groups had no significant differences of satisfaction of the service provided by the Thai Tourist Police in statistics at 0.01 level ($F= 1.586^{**}$, sig. = 0.195). By *Service*, it was found that tourist samples from 4 different continents had moderately been satisfying the service of tourist police by service. Testing differences, it was found that 4 different groups had no significant differences of satisfaction of the service provided by the Thai Tourist Police in statistics. ($F= 0.971^*$, sig. = 0.408). By *Fear of Crime*, it was found that tourist samples from 4 different continents had moderately been satisfying the service of tourist police by fear of crime. Testing differences, it was found that 4 different groups had significant differences of satisfaction of the service provided by the Thai Tourist Police in statistics at 0.01 level ($F= 6.523^{**}$, sig. = 0.000). To know which group had different

satisfaction, a LSD test had been applied, it was found that the Europe group had different satisfaction with the groups staying in Australia, America and Asia.

Differences of thoughts among foreign tourists were from differences of heredity, culture, sentiment, and values. It was found from the studies that there were differences in fear of crime and expectation particularly in association with fear of crime. Europeans had more differences in fear of crime than tourists from other continent. It was likely that European tourists were not familiar to visit locations different from their domicile. Outsiders were likely fear crime more than the locality. (Suwan Ritrak, 1986)

Hypothesis 6 : Foreign tourists with once and more than once visits had no different satisfaction with the service provided by the Thai tourist police

By *Overview*, it was found in the overview that those tourist samples visiting Thailand once and more than once had significant differences of satisfaction of the service provided by the Thai Tourist Police on statistics at 0.05 level ($t = 3.286^*$, sig. = 0.001). Those foreign tourists visiting Thailand once and more than once had more satisfaction. By *Expression*, it was found in the expression that those tourist samples visiting Thailand once and more than once had significant differences of satisfaction of the service provided by the Thai Tourist Police in statistics at 0.01 level ($t = -3.479^{**}$, sig. = 0.001). Those foreign tourists visiting Thailand more than once had strong satisfaction, while foreign tourists visiting Thailand once had moderate satisfaction. By *Coordination*, it was found in the coordination that those tourist samples visiting Thailand once and more than once had significant differences of satisfaction of the service provided by the Thai Tourist Police in statistics at 0.01 level ($t = -3.150^{**}$, sig. = 0.003). Those foreign tourists visiting Thailand once and more than once had moderate satisfaction. By *Image*, it was found in the image that those tourist samples visiting Thailand once and more than once had no significant differences of satisfaction of the service provided by the Thai Tourist Police in statistics ($t = -0.032^*$, sig. = 0.974). Those foreign tourists visiting Thailand once and more than once had moderate satisfaction. By *Service*, it was found in the service that those tourist samples visiting Thailand once and more than once had significant differences of satisfaction of the service provided by the Thai Tourist Police in statistics at 0.01 level ($t = 2.630^{**}$, sig. =

0.009). Those foreign tourists visiting Thailand once and more than once had moderate satisfaction. By *Fear of Crime*, it was found in the fear of crime that those tourist samples visiting Thailand once and more than once had significant differences of satisfaction of the service provided by the Thai Tourist Police in statistics at 0.01 level ($t = -6.172^{**}$, sig. = 0.000). Those foreign tourists visiting Thailand once and more than once had moderate satisfaction.

It was found in the overview that those tourist samples visiting Thailand once and more than once had significant differences of satisfaction. Those who visited Thailand more than once had more satisfaction in different levels more than those of first visit, particularly, the fear of crime. It proved that tourists ever-visited Thailand had familiarity by overviews. They unlikely feared crime and might have positive experiences in touring Thailand. Tourists with positive experiences had good will to countries ever visited. (Seree Wanpajit, 1987).

CHAPTER VI

CONCLUSIONS AND RECOMMENDATIONS

6.1 Conclusions

The study of Fear of Crime and Expectation of Foreign Tourists toward Thai Tourist Police was a survey research aimed at to study fear of crime and expectation of foreign tourists toward tourist police and to study factors related to study fear of crime and expectation of foreign tourists toward tourist police. Samples by accidental sampling were foreign tourists visiting Thailand through Chiangmai airport and stayed in Chiangmai and Chiangrai. Questionnaire was used for data collection and the statistical applications were mean, standard deviation, LSD for difference analyses employing SPSS for Window. Results were as follows:

6.1.1 Most samples were 21-25 year group

Followed by 16-20 years, 26-30 years, 31-35 years, more than 60 years, and 41-45 years. Most young visitors were graduated in bachelor degree and were single with domicile in Europe. This was their first visit for tourism sake and travel with friends.

6.1.2 Expectation of Foreign Tourists toward Thai Tourist Police

Most, by overview, had moderate satisfaction with the service provided by Thai Tourist Police and examining in each area, it was found that:

1. **Expression** – It was found that samples had moderate satisfaction and expectation toward service provided Thai Tourist Police in related to expression.
2. **Coordination** – It was found that samples had moderate satisfaction and expectation toward service provided Thai Tourist Police in related to coordination.
3. **Image** – It was found that samples had moderate satisfaction and expectation toward service provided Thai Tourist Police in related to image.
4. **Service** – It was found that samples had moderate satisfaction and expectation toward service provided Thai Tourist Police in related to service.

5. *Fear of Crime* – It was found that samples had moderate satisfaction and expectation toward service provided Thai Tourist Police in related to fear of crime.

By overview, it was found that samples had moderate satisfaction and expectation toward service provided Thai Tourist Police.

Findings of Hypothesis Tests were:

The study of Fear of Crime and Expectation of Foreign Tourists toward Thai Tourist Police had assumed that :

Hypothesis 1: Foreign tourists with different genders had no different satisfaction with the service provided by the Thai tourist police

It was found that both male and female foreign tourist had no significant different satisfaction with the service provided by the Thai tourist police in statistics. Both had moderate satisfaction. The hypothesis was then accepted.

Hypothesis 2: Foreign tourists with different ages had no different satisfaction with the service provided by the Thai tourist police

It was found that tourist samples had 3 different age groups moderately satisfying the service of tourist police by overview. Testing differences, it was found that 3 different age groups had significant differences of satisfaction of the service provided by the Thai Tourist Police in statistics at 0.05 level ($F= 3.516^*$, sig. = 0.032). To know which group had different satisfaction, LSD test had been applied, it was found that the age group of 21-25 years had different satisfaction with the group of more than 26 years. The hypothesis was then rejected.

Hypothesis 3: Foreign tourists with different education had no different satisfaction with the service provided by the Thai tourist police

It was found that tourist samples had 4 different education groups moderately satisfying the service of tourist police by overview. Testing differences, it was found that 4 different education groups had no significant differences of satisfaction of the service provided by the Thai Tourist Police in statistics. The hypothesis was then accepted.

Hypothesis 4: Foreign tourists with different marital status had no different satisfaction with the service provided by the Thai tourist police

It was found in the overview that those tourist samples being single and other status (married but separated stay) had significant differences of satisfaction of the service provided by the Thai Tourist Police in statistics at 0.05 level ($t = -2.903^*$, sig. = 0.011). Those foreign tourists with single status had moderate satisfaction while foreign tourists with other marital status had strong satisfaction. The hypothesis was then rejected.

Hypothesis 5: Foreign tourists with different continental stay had no different satisfaction with the service provided by the Thai tourist police

It was found that tourist samples from 4 different continents had moderately been satisfying the service of tourist police by overview. Testing differences, it was found that 4 different groups had significant differences of satisfaction of the service provided by the Thai Tourist Police in statistics at 0.05 level ($F = 3.717^*$, sig. = 0.013). To know which group had different satisfaction, LSD test had been applied, it was found that the Asian group had different satisfaction with the groups staying in Australia, America and Europe. The hypothesis was then rejected.

Hypothesis 6: Foreign tourists with once and more than once visits had no different satisfaction with the service provided by the Thai tourist police

It was found in the overview that those tourist samples visiting Thailand once and more than once had significant differences of satisfaction of the service provided by the Thai Tourist Police on statistics at 0.05 level ($t = 3.286^*$, sig. = 0.001). Those foreign tourists visiting Thailand once and more than once had more satisfaction. The hypothesis was then rejected.

It was found from hypotheses that factors relating fear of crime and expectation of foreign tourists toward Thai Tourist Police were age, marital status, continental domicile and frequency of visiting Thailand.

6.2 Recommendation from Research

The study of Fear of Crime and Expectation of Foreign Tourists toward Thai Tourist Police had recommended as follows:

6.2.1 Findings claimed that most foreign tourist strongly feared risk of life and body while they moderately feared risk of property and nuisance and less feared in cheating and fraud. Therefore, the community police should be established to secure locality and persuaded local to take care and coordinate with communication and local cultures in order to facilitate the tourist police and outsiders.

6.2.2 Findings claimed that by overview, foreign tourists were still moderately satisfied with Thai Tourist Police relating expression, coordination, image, administration, and fear of crime. The operation of Thai Tourist Police was currently passive. There should be more aggressive operation by introducing themselves and familiarizing with foreign tourists.

6.2.3 Findings claimed that factors relating expectation and satisfaction of foreign tourists toward Thai Tourist Police were age marital status, continental domicile and frequency of visiting Thailand, while gender and educational levels had no relationship with fear of crime and satisfaction. Therefore, mini guidebooks should be provided for useful information.

6.2.4 Findings claimed that any foreign tourists added that they had unlikely found tourist police in the tourist sites and not knowing spot to contact even they needed to. Therefore, centers or kiosks should be obviously established or conveniently and expeditiously to coordinate with tourists. Centers or kiosks should be in communities of tourist sites where they were useful for foreign tourists to contact.

6.2.5 Findings claimed that foreign tourist recommended that it was touched to have tourist police but there should be process for foreign tourist to better contact and coordination to establish sense of friendliness and for guidance. Female tourists would sense trust and properly communicate.

Therefore, if possible, woman tourist police force should be increased for contact and advise female tourists so as to allow them become more familiar and peace of mind in coordination. In turn it would originate foreign female tourists good will for tourist police with the similar gender. It would build better image and motivate more foreign tourists to visit Thailand.

6.3 Recommendation for Further Study

6.3.1 Need Assessment was required among foreign tourists visiting Thailand to realize what they needed most so that the government and private organization could help and facilitate as well as building trust particularly with related to fear of crime or related to the tourist police.

6.3.2 Comparative studies should be conducted in related to fear of crime and expectation between domestic and international tourists a common understanding in related to natures, types, and differences of communication particularly foreign languages and tourist police should match.

6.3.3 Qualitative researches should be conducted on dimensions of crimes and tourist polices because it could better collect data in details and better process. Fact of vertical approaches would be better gained because qualitative researches covered wide and general perspectives.

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6. Occupation

- | | |
|---|---|
| 1. <input type="checkbox"/> Business | 6. <input type="checkbox"/> Student |
| 2. <input type="checkbox"/> Management | 7. <input type="checkbox"/> Housewife/House husband |
| 3. <input type="checkbox"/> Private sector employee | 8. <input type="checkbox"/> Retired |
| 4. <input type="checkbox"/> Academic/Professional | 9. <input type="checkbox"/> Other..... |
| 5. <input type="checkbox"/> Civil servant | |

7. This trip to Thailand this time is your.

- | | |
|---|--|
| 1. <input type="checkbox"/> First time | 3. <input type="checkbox"/> Third time or more |
| 2. <input type="checkbox"/> Second time | |

8. The purpose of this trip

- | | |
|---|--|
| 1. <input type="checkbox"/> Business | 5. <input type="checkbox"/> Studying/teaching |
| 2. <input type="checkbox"/> Observer of business delegation | 6. <input type="checkbox"/> Family visit |
| 3. <input type="checkbox"/> Government liaison | 7. <input type="checkbox"/> Tour |
| 4. <input type="checkbox"/> Conference/seminar/exhibition | 8. <input type="checkbox"/> Other (place identify).... |

9. You came to Thailand this time.....

- | | |
|---|---------------------------------------|
| 1. <input type="checkbox"/> by yourself | 2. <input type="checkbox"/> with tour |
|---|---------------------------------------|

10. Person/people who came with you

- | | |
|---|--|
| 1. <input type="checkbox"/> No one | 4. <input type="checkbox"/> Friend |
| 2. <input type="checkbox"/> Husband/wife/children | 5. <input type="checkbox"/> Tour group |
| 3. <input type="checkbox"/> Relative | |

11. Thailand is a land of dangerous Crime

- | | |
|--------------------------------------|-----------------------------------|
| 1. <input type="checkbox"/> Disagree | 3. <input type="checkbox"/> Agree |
| 2. <input type="checkbox"/> Not sure | |

12. Have you ever seen the Thai tourist Police Before ?

- | | |
|-------------------------------------|--|
| 1. <input type="checkbox"/> Not yet | 2. <input type="checkbox"/> Yes, I had |
|-------------------------------------|--|

13. You had difficulty in communicating with Thai tourist Police1. Disagree3. Agree2. Not sure**Part II : Fear of Crime**

Do you feel secure with respect to	Very high	High	Fair	Not so high	Low	Remarks
1. Life						
2. Body						
3. Property						
4. Fraud						
5. Nuisance						

Part III : Satisfaction of Foreign visitors with the service provided by the Thai tourist Police

		Completely agree	Agree	Not sure	Disagree	Totally disagree
1.	Having tourist police made the tourist feel are secure.					
2.	Thai tourist Police were willing to provide service					
3.	Thai tourist Police were friendly advise					
4.	Thai tourist Police were polite					

Part III : Satisfaction of Foreign visitors with the service provided by the Thai tourist Police (Continued)

		Completely agree	Agree	Not sure	Disagree	Totally disagree
5.	Thai tourist Police should improve their communication language skill					
6.	Thai tourist Police were concerned with the prevention of Crime					
7.	Thai tourist Police can help for cooperation with the Embassy					
8.	Thai tourist Police understand the nature of the tourist					
9.	Thai tourist Police did not take public Order for preventing Crime					
10.	Thai tourist Police were enthusiastic to provide service					
11.	There should be more number of Thai tourist Police					
12.	Thai tourist Police paid good attention to warn the foreigners about Crime					

Part III : Satisfaction of Foreign visitors with the service provided by the Thai tourist Police (Continued)

		Completely agree	Agree	Not sure	Disagree	Totally disagree
13.	You think that the tourist police service can be trusted					
14.	Thai tourist Police give adequately any necessary information for your trip					
15.	The service provided good response to your need					
16.	As having the tourist police, you can walk on the streets at night					
17.	You were dissatisfied with the Thai tourist police performing					
18.	You were dissatisfied with the system of security on the tourist areas					
19.	You were dissatisfied with the system of security at your accommodation					
20.	Foreign tourist are always the target of crime committing					

Part III : Satisfaction of Foreign visitors with the service provided by the Thai tourist Police (Continued)

		Completely agree	Agree	Not sure	Disagree	Totally disagree
21.	Thai tourist Police provided good advice any matters (unconcerned about crime) when required					
22.	Thai tourist Police followed the ruler and regulations					

Part IV : Open – ended Questions

Please answer the following questions as your opinion and give essential detail as much a possible.

- 1) In your opinion, what about crime committing in Thailand ? Do you feel secure your life, bodies and properties ? Why ?

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- 2) What do you think about Thai tourist police ? Describe in positive and negative ways includes evaluate on any aspects as the foreign tourist (ex : justification, figures, services, competency, efficiency, prevention and suppression on crime, etc.,

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- 3) As the foreign tourist, what should Thai government do to secure for the tourist ?

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Thank you very much for your kind.

BIOGRAPHY

NAME	Pol.Lt.Col. Ekapong Amornmuneepong
DATE OF BIRTH	July 22, 1967
PLACE OF BIRTH	Pitsanulok Province, Thailand
INSTITUTIONS ATTENDED	Bachelor of Arts (Public Administration) The Royal Police Cadet Academy Master of Arts (Criminology and Criminal Justice) Mahidol University
POSITIONS AND OFFICES	- Sub-Lt. Investigating Police (Lopburi province) - Lt. Police, Surveillance Highway (Nakornprathom province) - Sub-Police Colonel Mae Ping Police Station, Chiang Mai