

Developing a law enforcement communication model in the arresting class of Traffic officers in the area of the Metropolitan Police Headquarters.

Sanchai Pothisuwan

Faculty of Police Science, Royal Police Cadet Academy

Email: chaisan1st@gmail.com

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Abstract

The objectives of this paper are: 1 To study the state of law enforcement communication problems in the arrest class of Traffic officers in the area of the Metropolitan Police Headquarters 2 To study the communication model for traffic law enforcement in the process of arresting traffic officers in the Metropolitan. Police Headquarters area. 3 To develop a communication model for law enforcement in the arrest process of traffic officers in the Metropolitan Police Headquarters area. A qualitative research model was used by structured in-depth interviews with 78 participants. The results were analyzed and presented. descriptive The research found that;

1. Problems of the agencies responsible for the areas that the traffic officers are affiliated with do not communicate the conditions of traffic problems to the people, causing the traffic officers to communicate in order to create knowledge. Understanding people with a non-strict attitude towards observing traffic laws in addition to communicating about traffic law enforcement in the arrest process amid an inappropriate communication environment. and not being careful with gestures and emotions

2. Communication format for arresting traffic offenders is communication outside the organization Dress must be revealed The spoken word and language must be formal or semi formal. Words must be concise and easy to understand. Refrain from giving personal opinions. Understanding the consequences of violating the law and emphasizing the value of complying with traffic laws

3. Development of communication patterns in law enforcement in the arresting class The police station must communicate information about the problem behavior of road users in the overall area to the people who use the road. There should be knowledge management and or removal of law enforcement communication lessons. Inventing the right words to communicate during incidents and resolving stressful situations in law enforcement.

Keywords: Developing a law, Enforcement communication, The arresting class of Traffic



Introductions

The problem of traffic law violation behavior of road users reflects the efficiency of operating procedures of officials and government agencies responsible for solving the problem. that has been carried out effectively The main cause of traffic problems Regardless of road safety or traffic congestion problems, the majority of road users behave (Bureau of Transport and Traffic Policy and Planning, 2019).

The Royal Thai Police is the main agency responsible for enforcing traffic laws in order to deter traffic violation behavior of road users and to obey traffic laws. by using punishment as a reward for violating traffic laws which general road users think that it is a minor violation of traffic rules Therefore, in the process of enforcing traffic laws, in addition to the knowledge of traffic laws traffic officers must have expertise in interpreting and adjusting facts and laws Traffic officials must communicate appropriately while enforcing traffic laws. To create knowledge and understanding for road users to be aware of and comply with traffic laws Problems with proper communication during the traffic officer's arrest of traffic law violators. The problem is perceived by people reflecting on online media about traffic law enforcement, such as arguing with traffic officials. After the traffic officer was arrested because the arrested police officer did not explain the procedure after being arrested.

Metropolitan Police Headquarters It is the agency responsible for managing and solving traffic problems in Bangkok. According to the survey, it was found that the traffic congestion problem in Bangkok was ranked 8th, 53 percent of the congestion level compared to other countries in the world (INRIX Global Traffic Scorecard, 2018). Toll users (Thai Rath, 2019), and traffic officials have solved the problem of violating the law by issuing a ticket for traffic offenders to pay a fine as punishment. In 2017, 5.2 million traffic law violations were issued, in 2018, 8.3 million were issued by traffic officers, and in 2019, the number of tickets was issued. 11 million tickets. The increasing number of tickets reflects the efficiency in the enforcement of traffic police officers who are unable to raise awareness and fear of penalties under the traffic law.

Therefore, there are more traffic violations. The traffic law enforcement process in the arrest process is a step in that traffic officers have the opportunity to communicate to create knowledge and understanding of traffic laws in addition to reporting allegations and offending behavior to arrest. But when considering the public opinion that appears on social media and the statistics of many traffic offenders' arrests, reflecting the problem of enforcing the traffic law at the level of traffic officers' arrests, it is still not possible to understand. This may be because the communication style of traffic officers in the law enforcement process has problems and still cannot make people see the importance of observing traffic laws. Therefore, in order to optimize traffic laws to be able to control the behavior of road users while using the road The researcher, therefore, wanted to study to develop a communication model for enforcing the traffic law in the process of arresting to be effective in the performance of traffic officers to be accepted by the people and to create knowledge and understanding among the people to change their behavior. and see the value of obeying traffic laws in order to solve traffic problems and build public confidence in the performance of traffic officers

Research objectives

1 To study the state of law enforcement communication problems in the arrest class of Traffic officers in the area of the Metropolitan Police Headquarters

2.To study the communication model for traffic law enforcement in the process of arresting traffic officers in the Metropolitan Police Headquarters area.



3 To develop a communication model for law enforcement in the arrest process of traffic officers in the Metropolitan Police Headquarters area.

Methodology

Use qualitative research The objective is to study the problem condition. Communication patterns for traffic officers' law enforcement and developing law enforcement communication patterns for traffic officers at the arresting floor. The methods for conducting research are as follows:

1) Content scope

Study the communication patterns in law enforcement of traffic officers in the arresting class. To develop a communication model to enhance the use of laws in traffic control

2) Area scope

Areas of responsibility of the Metropolitan Police Headquarters

3) Scope of the research population

The target population is divided into 3 groups, namely traffic officers who have served at police stations under the Metropolitan Police Headquarters for not less than 1 year, people who have been subjected to traffic laws in the Metropolitan Police Headquarters area, and groups of academicians and persons performing duties in the field of traffic laws. traffic law Communication and supervisors Selection of key informants by specific randomization method. to get the most truthful information Collect data from key informants by structured indepth interviews with 78 people.

Research tools

A Study for Developing Communication Models in Traffic Law Enforcement of Traffic Officers in Arrest Levels in the Metropolitan Police Headquarters Area is qualitative research Using the in-depth interview as a study tool. The researcher has framed the key points as the topic of in-depth interviews in accordance with the guidelines used in the study in order to confirm the data to support the findings in detail. Interviewee's personal information It consisted of inquiries about age, gender, education, occupation, and length of service typical Cal operating environment in law enforcement It consists of (1) What is the general working environment like? (2) How is the personnel or colleagues?

Law enforcement guidelines and procedures for arrest, nature, form, and method of communication between law enforcement. and how to solve the problem and problems, obstacles, and guidelines for solving communication problems in order to increase the efficiency of law enforcement and other recommendations.

(1) messenger side

(2) Information

(3) communication channels

(4) Communication environment

(5) Organizational policy

Research results

Condition of communication problems in law enforcement, the arrest of traffic officers in the area of the Metropolitan Police messenger problem In the duty of the state to solve problems in the area, there are agencies that traffic officers are affiliated with and traffic officers who act to enforce the law at the level of an arrest.



1. The station is an agency under which the officers are responsible for solving traffic problems in the responsible area. It is necessary to communicate in order to create an understanding of the public about the condition of the problems that occur in the area as a whole. To help traffic officers who perform arresting duties work more easily. The traffic officer acts on behalf of the state in creating understanding among the people. Talking is an effective communication channel for building knowledge and understanding in order for people who use roads who violate traffic laws to change their behavior in order to comply with the law and to punish them in case of road users. in a manner that violates traffic laws Communication problems of traffic officers in messenger roles to make law enforcement unreliable Build knowledge and understanding of traffic law violators, such as communicating the first step before communicating content. The appearances were inconsistent with the revelation principles with masking devices and name tags. In addition, some select points are undisclosed. Calling or ordering a car to stop and greetings Traffic officers will use words that are inappropriate for outside communication. practical introduction It provides detailed information on the actions of the arrested in order to properly process the process.

Content issues or messages in the process of communication outside the organization with the goal of creating knowledge and understanding in the process of catching traffic law violators. The essence of the content is to inform the users of the facts. that the nature of the user's actions with evidence supporting the notification and adjust the fact that the act is illegal In addition, traffic officers do not report the impact of violations of the law on traffic congestion in order to awaken the spirit of promoting safe driving behavior for road users to know the impact of violating traffic laws, which creates awareness. and understanding the reasons for law enforcement.

Language issues and language expressions are used to communicate in the process of capturing traffic offenders in order to be reliable in their operation and appropriate for formal or semi-formal communication. Do not use words or language that is friendly. Don't tell the truth In addition, gestures or gestures accompany verbal communication. swear words should not appear or words that express intimacy or aggression use of different signals.

Environmental issues or disturbances such as roads are areas used to arrest traffic offenders, dust, smoke, hot air, and sunlight. Loud noise from the exhaust pipe and the car as well as the dangers that may arise from the car a barrier to communication The traffic officers need to spend as little time as possible to avoid potential dangers. So the point of showing up to arrest It is what traffic officers use to fix hazards and avoid problems and distractions caused by the environment.

Recipients or people who are enforced by the traffic law of the audience are born from the traditional beliefs that are transmitted about the road users that the traffic violation is a minor matter, the authorities should be sympathetic and forgive or ignore the inspection. hold It is an important translator for communication. If the officer insists on arresting and issuing a ticket, it will cite personal necessity or other circumstances, comparing it to being more strict with another offense, rather than narrowing down a minor traffic offense. Therefore, being arrested by traffic officers in violation of the law and explaining the nature of actions and laws, as well as raising public awareness of the value and importance of observing traffic.

2. Communication format for law enforcement in the process of arresting traffic offenders of traffic officers in the Metropolitan Police Area From the study, there are appropriate characteristics such as the agency that the traffic officer is affiliated with. The distribution channel must be visible to the passage users while using the passage. Including public relations signs in front of the police station or at the intersection of the big red light in the area of the station Communication of traffic law enforcement workers.



Media for enforcing traffic laws in the arresting class is communication outside the organization. The traffic officer acts on behalf of the government agency in sending a message to the people who use the road that violates the law. It should not be emotionally expressing joyful emotions. Regret or express anger, hate, or aggression. The attitude of the messenger must be aware at all times that it is acting on behalf of the state in solving social problems. A point or place to stop a vehicle to make an arrest affects the perception and interpretation of the intention of the recipient, so choosing a point to catch violators. Points of self-identity must be chosen to prevent the interpretation of negative thoughts and to prevent misunderstandings of the intent to apply the law. Appropriate forms of communication for arresting traffic law violators.

(1) Identification

(2) calling or ordering the vehicle to stop. The signal must be clearly displayed.

(3) There should be a word "Hello" before giving any other messages.

(4) Describing the behavior or actions of the road users and adjusting facts to the law.

concise. The necessary details consist of:

A. The nature of the driver's actions shows evidence. Such actions result in impatience with other toll users, causing insecurity and causing traffic congestion.

B. What is the legal offense to do so? stipulated that

C. Traffic officers must be arrested by (Issuing a ticket, arresting and detaining)

(5) Writing a ticket and handing it to the arrested person (6) Advising the arrested person's conduct in the proceedings.

3. Development of a communication model for law enforcement in the arrest of traffic officers in the Metropolitan Police Headquarters area. From the study of communication problems and communication patterns suitable for arresting violators of traffic officers in the area of the Metropolitan Police Headquarters that Defects and inappropriateness both the messenger. At the agency responsible for the area and the traffic officer is affiliated. There is no communication to create awareness of the problem to people who use the road. Communications Guidelines at the Agency level.

1) Functions of the police station level agencies. Must be responsible for supervising and supporting traffic officers to operate in the area effectively.

2) Prepare practical manuals and appropriate communication on how to deal with incidents and guidelines for resolving situations when there is a stressful situation in law enforcement.

3) Do projects or guidelines to improve the communication skills of the staff. When dealing with public response situations in various situations, guidelines for developing a communication model for law enforcement at the individual level.

(1) The supervisors must explain the goals to the traffic officers in the daily line meeting in order to plant ashore and adjust the officer's attitude. to solve traffic problems by enforcing the law in order to understand the correct roles and duties and goals of traffic law enforcement to solve social problems caused by road use behavior will make speech and expression during the duty to be in accordance with the law rather than the use of personal emotions and feelings.

(2) The supervisors arrange a test for specific traffic officers during the release period and practice their skills in using keywords according to the provisions of Laws required to speak a formal or semi-formal language to communicate in adjusting the facts and being legal and report the allegations in a short, concise and understandable manner;



3) have traffic officers practice their communication skills and have a test The form of communication in the capture must contain details as follows:

Greeting must have the word "Hello" in the greeting. for order and safety

When an offense is found The nature of the offense should be reported based on the fact that there is evidence that you are driving a car (acting nature). and insecurity in the use of It is an offense (of an offense)..... according to the traffic law.

The traffic officer must issue a ticket for you to pay the fine through the channel within the time limit.... days from the date of receipt of the order You can deny the allegations. By bringing evidence to show to the local investigating officer..... but if the fine is paid, the case is considered to be settled under the law;

Let the traffic officers listen carefully. and let the people explain until the end So speak (can show appropriate gestures for speaking), explain or how to solve? careful tone, Facial expressions, and visual expressions require looking or making eye contact with the speaker. Don't get emotional when speaking or communicating. Do not respond to people speaking or citing other causes or matters other than law enforcement events. but must cut into the issue of law enforcement or notifying that such issues do not ask for opinions, etc.

Discussions

A Study for the Development of Law Enforcement Communication Models in the Arrest Level of Traffic Officers in the Metropolitan Police Headquarters Area. This is qualitative research. Data were collected using an In-depth Interview Three groups of key informants are traffic officers who work at the police station for at least 1 year in the Metropolitan Police Headquarters area, totaling 36 people. Citizens who had been enforced on the grounds of the Metropolitan Police Headquarters Without gender and age group, 36 people supervisors, 2 legal scholars, and 2 academics and communication practitioners, totaling 7 8 informants. To ask for opinions, communication problems, and appropriate forms of communication in the performance of traffic law enforcement duties. as well as guidelines for improving communication efficiency in law enforcement. The results of the study can be summarized as follows: From conducting research The results of the study can be summarized as follows:

1. The communication style faced a problem since the agency that the traffic officer was affiliated with did not communicate with the people, causing the burden of communication to create knowledge. The understanding of the traffic officer's performance depends on the traffic officer who must communicate in order to create knowledge and understanding with the public in the midst of an inappropriate environment. and the attitude of people who are not strict in observing traffic laws Law enforcement is therefore ineffective in controlling traffic. Having education of Satitkharanee, N (2016) found that

1) empowering police officers to exercise their discretion against traffic offenders is appropriate. Because the police are the leaders of the law and the law is enforced with fairness or equality. Should be treated equally Cases of non-serious offenses should be admonished and recorded in the database. Adjusting the prosecution system according to traffic laws with modern technology systems because it helps reduce the confrontation between police officers and traffic offenders This makes prosecution easier and more transparent.

2) It is appropriate to use the discretion of the police in dealing with traffic offenders. Because sometimes the offense is not very serious can be judged by the police.



3) Suggestions are to increase the penalties more and there is also a service. But the serious punishment should be both remembered and fined and canceled the patronage system in Thai society. Making all the same standards will allow the law to be applied equally to everyone equally. and justice.

2. Communication style of traffic officers The agency must be responsible for communicating the overall picture to the people in the area to know the problem. As for the traffic officers who work, they must choose a visible spot. The communication style while arresting traffic law violators is flawed because the attitude of the traffic officers towards law enforcement is not targeted and the language characteristics are therefore inappropriate. The use of words without inventing formal words that are easy to understand and use words that convey the expressions of emotions and thoughts of the officers. Choose the language that is not appropriate for the nature of communication outside the organization. and lack of listening and communication skills, often responding to the public on issues that are not related to the arrest of traffic law violators The explanation of the act and the adjustment of facts to the law is still inaccurate. Finally, there is no public understanding of the consequences of violating the law. causing people to not realize and see the value of observing traffic laws. Makkong M. et al(2020). Approaches to developing better communications are aimed at increasing understanding among two target groups: the citizens and the government sector. For the government sector, seminars should be held to upgrade the knowledge of related personnel and to improve their ability to manage problems. For the local citizens, training sessions should be organized to impart knowledge and create understanding about solving the problem. Citizens should be encouraged to join working teams to participate in every step of the problem-solving process. They should be made aware of the benefits of participation and management and should be invited to participate in volunteer activities. A working team should be formed with the governor as chairman and this team should drive forward the activities and keep the campaign moving. In the same way Berlo. David K. (1960)

1)S=sender (source) is government personnel with skills and expertise in communication. with the ability in coding News content is an activity project. People help think about Reviving Khlong Si Wa very well with a good attitude towards the people for the purpose of having good knowledge of communication and the ability to adjust the level of that information to be appropriate and easy to the level of knowledge of the people or people in the community using simple language to communicate Collaborate and join the project

2)M= information (message) is information related to projects, activities, training, meet

3)C= channel to send information to the recipient through various media. Local media, personal media, mass media, audio on the line, organizing meetings, organizing campaign banners, etc.

4)R= receiver (receiver) is the public, private sector, and civil society. including government agencies that have communicated with each other in which both the receiver and the messenger perform the task of encrypting and decrypting the message from both sides as well

3.Development of communication model for law enforcement in the arrest of traffic officers in the Metropolitan Police Headquarters area The police station must communicate an overview of road use behavior problems that reflect traffic problems in the area to road users. Make a project or practice guide to developing formal communication skills. and appropriate language and expressions of traffic officers in various situations Knowledge Management Compilation Inventing words to communicate how to deal with incidents and to deal with stressful situations in law enforcement.



Research Recommendations

Development of a communication model for law enforcement in the arrest of traffic police officers in the Metropolitan Police Headquarters area This is a study to develop a model or action related to the communication of traffic officers in the arresting class. In order to build public confidence in law enforcement, so that people who use the road to correct actions that violate traffic laws, and to trust the performance of the traffic police, sometimes the communication of individual traffic officers. People who come to use who commit crimes but are not detected will not be prosecuted. It also affects the problem of road use in such areas. Therefore, in order to effectively enforce the law to be able to correct the behavior of observing traffic laws. Therefore, improvements in communication in law enforcement procedures should be made to be appropriate for effective enforcement of the law as follows:

Policy

1) Royal Thai Police Set a policy for area agencies to create communication channels to disseminate statistics on traffic offenses and statistics on the impact of traffic law violations. To create awareness about traffic law compliance problems and the consequences of noncompliance with traffic laws monthly at points that road users can be aware of when using the road, such as at intersections and in front of police stations. It is a prompting and awareness of the problem condition. and reduce the communication time of law enforcement officers.

2) formulate a policy for testing legal knowledge and adjusting the law Traffic officers who practice every year to enhance their knowledge of law enforcement

3) Determine the content model in the main course of the curriculum for outsiders to become police officers and personnel enhancement courses to develop communication skills in the field of public care duties.

4) should study and manage knowledge or take lessons, define traffic law enforcement communication patterns in arresting classes in various situations

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