

THE WORK PRESSURE OF NON-COMMISSIONED POLICE OFFICERS AT SAMPRAN PROVINCIAL POLICE STATION, NAKHON PATHOM PROVINCE, THAILAND

Wanchak Noichan

Police Administration, College of Politics and Government,
Suan Sunandha Rajabhat University
Email: wanchak.no@ssru.ac.th

Thitichaya Krutwichit

Police Administration, College of Politics and Government,
Suan Sunandha Rajabhat University
Email: S64123485002@ssru.ac.th

Abstract

This research aimed to investigate and compare the work-related pressure experienced by non-commissioned police officers at Sampran Police Station, Nakhon Pathom Province, based on personal factors. The population and sample used in the study consisted of 74 non-commissioned police officers. Due to the small size of the population, the entire population was used as the sample group. The data were analyzed using statistical methods such as frequency distribution, percentage, mean, standard deviation, and one-way ANOVA.

The research findings revealed that the overall work-related pressure of non-commissioned police officers at Sampran Police Station was at a moderate level, with an average score of 3.11. When examined by specific aspects, it was found that interpersonal relationships caused the highest level of work-related stress, followed by the nature of work and career achievement and advancement, respectively. Furthermore, it was found that the work-related pressure varied between married and single officers. Additionally, officers of different ages, ranks, and years of service experienced significantly different levels of work-related pressure. The study also confirmed that these differences in marital status, age, rank, and years of service were statistically significant at the 0.05 level.

Keywords: Work Pressure, Non-Commissioned Police Officers, Nakhon Pathom Province, Thailand

Introduction

Currently, the causes of stress stem from various aspects, including economic, social, and political factors, which are considered highly stressful. This stress inevitably affects daily life, leading to heightened levels of psychological strain. Additionally, work-related stress impacts mental well-being, as it is influenced by various conditions under which individuals work. These pressures contribute to stress in the workplace, with the intensity of stress depending on the surrounding circumstances. Pressure, in this sense, is a factor that induces stress or creates abnormal states, hindering the ability to perform tasks effectively. Most employees frequently experience pressure from their superiors. Human beings generally dislike being placed under pressure, even from close or familiar individuals. Similarly, police officers, regardless of their rank—from high-ranking commanders to non-commissioned officers working at police stations—have their own individual thought processes. When officers are allowed to work freely, without excessive control, and are able to perform their daily tasks with creativity and efficiency, they will likely find joy in their work. When employees come together in an organization with the collective goal of producing quality work, fostering a positive

working environment, and maintaining mutual respect, the work process will proceed smoothly (Narongwit Saenthong, 2005).

The police profession is particularly demanding, requiring continuous service to the public, which disrupts regular rest periods. Certain police positions involve exposure to environmental hazards and occupational risks, directly affecting physical health. Moreover, society expects police officers to embody virtue, ethics, and a strong moral compass. These societal expectations place additional pressure on officers, as they must balance the demands of their profession, social obligations, and family responsibilities, often leading to stress and increasing the risk of mental health issues (Supapitch Thirawat, 2022).

In their duties, non-commissioned police officers often experience pressure from their superiors or commissioned officers, resulting in demotivation, emotional instability, and a lack of work motivation. Given the close relationship between superiors and subordinates, leadership plays a crucial role in improving work quality, enhancing skills, and fostering positive behaviors in the workplace (Kamolchanok Sukcharoen, 2012).

Research Objectives

1. To study the work-related pressure experienced by non-commissioned police officers at Sampran Police Station, Nakhon Pathom Province.
2. To compare the work-related pressure among non-commissioned police officers at Sampran Police Station, Nakhon Pathom Province, based on individual factors.

Research Methodology

The research on "The Work Pressure of Non-Commissioned Police Officers at Sampran Provincial Police Station, Nakhon Pathom Province, Thailand" was conducted with the following methodology

1. Population and Sample Group

The population and sample group for this study consisted of 74 non-commissioned police officers from Sampran Police Station, Nakhon Pathom Province, based on data from Sampran Police Station (2023). Due to the relatively small population, the entire group was selected as the sample.

2. Research Instruments

This study employed a quantitative research methodology using a questionnaire as the primary data collection tool. The questionnaire was developed after reviewing relevant literature and research. It comprised two main parts:

Part 1: Questions regarding personal factors, consisting of 5 closed-ended questions covering age, religion, rank, years of service, and marital status.

Part 2: Questions related to work-related factors, addressing five areas: nature of work, organizational roles, interpersonal relationships, career achievement and advancement, and organizational structure and environment. This section contained 30 Likert scale questions adapted from the research questionnaires of Thapanee Wangkanon (2013) and Pavitra Laplamoon (2014).

The Likert scale was used to measure the respondents' agreement levels as follows:

5 = Strongly Agree

4 = Agree

3 = Neutral

2 = Disagree

1 = Strongly Disagree

The interpretation of responses followed the Likert scale, dividing opinions into five levels using the principles of interval classification.

3. Data Collection

Data were collected by the researcher in person by distributing the Google Form questionnaires to the 74 non-commissioned police officers at Sampran Police Station. The researcher explained the study to ensure the respondents understood the context. The data from the questionnaires were then compiled and analyzed using statistical methods.

4. Statistical Analysis

Descriptive statistics: Frequency distribution, percentage, mean, and standard deviation were used for data analysis.

Inferential statistics: One-Way ANOVA was used to compare the work-related pressure experienced by non-commissioned police officers at Sampran Police Station, categorized by personal factors.

Research Results

The study on "Work-Related Pressure of Non-Commissioned Police Officers at Sampran Police Station, Nakhon Pathom Province" revealed the following demographic characteristics of the respondents. The majority of participants were aged between 21 and 30 years (41.3%), followed by those aged 31 to 40 years (30.2%), those aged 41 to 50 years (15.9%), and a smaller group aged 51 to 60 years. In terms of religion, 98.4% of the respondents identified as Buddhists, with only 1.6% identifying as Christians.

Regarding marital status, the sample was nearly equally split, with 50.8% being married and 49.2% being single. In terms of rank, the largest group of respondents held the rank of *Police Sergeant Major* (33.3%), followed by *Police Lance Corporal* (27.0%), *Police Corporal* (15.9%), and *Police Sergeant* (14.3%), with the remaining officers holding the rank of *Senior Police Sergeant*.

Finally, when examining years of service, the largest portion of respondents had more than 15 years of service (41.3%), followed by those with 10 to 15 years of service (33.3%), and the remainder having between 5 and 10 years of service.

1. Work-Related Pressure of Non-Commissioned Police Officers at Sampran Police Station, Nakhon Pathom Province

Table 1: Mean, Standard Deviation, and Interpretation of Work-Related Pressure of Non-Commissioned Police Officers at Sampran Police Station, Nakhon Pathom Province

Operational Pressure	Mean	S.D.	Interpretation
1. Work Characteristics	3.33	.488	Moderate
2. Role within the Organization	2.56	.673	Low
3. Interpersonal Relationship	3.48	.488	High
4. Career Achievement and Advancement	3.22	.420	Moderate
5. Organizational Structure and Atmosphere	2.97	0.437	Moderate
Overall	3.11	0.501	Moderate

According to Table 1, the overall operational pressure experienced by non-commissioned police officers at Sam Phran Police Station, Nakhon Pathom Province, is at a moderate level, with an average score of 3.11. When examined by specific dimensions, the sample group reported the highest level of work-related stress in terms of interpersonal relationships, followed by work characteristics, and career achievement and advancement, respectively.

2. Comparison of Operational Pressure among Non-Commissioned Police Officers at Sam Phran Police Station, Nakhon Pathom Province, Classified by Personal Factors

Table 2 presents a comparison of operational pressure experienced by non-commissioned police officers at Sam Phran Police Station, Nakhon Pathom Province, categorized by various personal factors.

Personal Factors	Group	Mean	S.D.	F	Sig.
Marital Status	Single	2.84	0.499	10.42	0.000*
	Married	3.14	0.403		
	Widowed/Divorced/Separated	3.34	0.509		
Age	21 - 30 years	2.75	0.580	19.80	0.000*
	31 - 40 years	2.90	0.460		
	41 - 50 years	3.25	0.389		
	51 - 60 years	3.36	0.337		
Rank	Police Lance Corporal	2.83	0.456	5.43	0.000*
	Police Corporal	2.93	0.524		
	Police Sergeant	3.03	0.577		
	Police Staff Sergeant	3.33	0.528		
	Police Sergeant Major	3.43	0.479		
Years of Service	Less than 5 years	2.88	0.461	13.41	0.000*
	5-15 years	3.08	0.547		
	More than 15 years	3.38	0.377		

* (p < 0.05)

From Table 2, the comparison of operational pressure among non-commissioned police officers at Sam Phran Police Station, Nakhon Pathom Province, classified by personal factors reveals the following findings:

Marital Status: The comparison of operational pressure based on marital status shows that there are statistically significant differences at the 0.05 level among the groups. Specifically, the operational pressure experienced by officers who are single, married, or widowed/divorced/separated varies significantly.

Age: The comparison of operational pressure based on age indicates statistically significant differences at the 0.05 level among the age groups (21-30 years, 31-40 years, 41-50 years, and 51-60 years). These age groups experience varying levels of operational pressure.

Rank: The comparison of operational pressure based on rank shows that there are statistically significant differences at the 0.05 level among officers holding different ranks. This includes Police Lance Corporals, Police Corporals, Police Sergeants, Police Staff Sergeants, and Police Sergeant Majors, all of whom experience different levels of operational pressure.

Years of Service: The comparison of operational pressure based on years of service reveals statistically significant differences at the 0.05 level among officers with less than 5 years of service, 5-15 years, and more than 15 years of service. These groups demonstrate differing levels of operational pressure.

These findings indicate that personal factors such as marital status, age, rank, and years of service contribute significantly to the variation in operational pressure experienced by non-commissioned police officers.

Discussion

The findings from this study provide significant academic insights into the operational pressure experienced by non-commissioned police officers at Sam Phran Police Station, Nakhon Pathom Province. The overall level of operational pressure is moderate, with an average score of 3.11. When considering the various dimensions, the highest stress is found in interpersonal relationships, followed by work characteristics and career achievement and advancement, respectively. This indicates that the officers experience a moderate level of stress and pressure in their work—not overwhelming but also not negligible.

The moderate level of pressure may arise from multiple interrelated factors. Police officers at the station may face pressure related to their responsibilities, such as maintaining public order, conducting investigations, and managing traffic. These tasks are significant and challenging, but they do not seem to cause severe psychological distress. Additionally, the moderate level of pressure could be due to limited resources, such as insufficient personnel or outdated equipment, which is a common issue in the Thai police force. As a result, officers need to manage their time and work within the available constraints.

Another source of pressure could be the challenges of collaborating with external agencies, such as prosecutors, courts, or local authorities, which complicates case management and affects stress levels. Moreover, police officers often bear the expectations of the public in providing services, maintaining security, and upholding justice. While these expectations contribute to stress, the pressure remains at a manageable level, consistent with findings by Waiphot Kulachai and Sutham Cheurprakobkit (2023). Their research, "Why Do People Trust the Police? A Case Study of Thailand," found that police effectiveness and fairness positively correlate with public trust, while factors such as age, corruption, and fear of crime negatively influence trust. Consequently, the Royal Thai Police should focus on improving efficiency, fairness, and reducing corruption to build public trust.

The study also found statistically significant differences in operational pressure across personal factors such as marital status, age, rank, and years of service. The pressure faced in the workplace may be influenced by personal circumstances, such as family status (single, married, or having children), which could affect time management, personal responsibilities, and social expectations. Officers with families may face additional pressure balancing work and family life. Additionally, officers of different ages may have varying life experiences and capacities for stress management. Younger officers might feel pressure adapting to a new work system, while older, more experienced officers may face the increased responsibilities of handling complex tasks.

Differences in rank also lead to varying levels of operational pressure. Lower-ranked officers may experience pressure from following orders and handling tasks under their superiors' supervision, while higher-ranked officers may face pressure managing teams and making critical decisions for the organization. Similarly, officers with different years of service experience distinct levels of pressure. Those with fewer years of service may feel the strain of adjusting to the work environment and developing their skills, while more experienced officers face the challenge of maintaining work efficiency and managing heavier workloads, consistent with the findings by Wanchak Noichan, Chisapath Ngodkrathok, and Buabuttri Ronnaritvichai (2024). Their study on stress among military officers found that stress levels vary significantly based on factors such as age, marital status, and rank.

Recommendations

Policy Recommendations

1. **Stress Management Training:** Given that the police officers face moderate levels of operational pressure, training programs on stress management and psychological skills should

be integrated into personnel development. This would equip officers with the tools needed to manage work pressure and reduce job-related stress more effectively.

2. **Improvement of Working Conditions and Resources:** Since pressure may arise from limited resources, policies should focus on providing adequate resources, including modern technology, tools, and additional personnel. Enhancing these resources will help reduce pressure and increase the efficiency of police operations.

3. **Workplace Mental Health Policies:** To alleviate long-term pressure, mental health care policies should be introduced in the workplace. These could include psychological counseling, organized relaxation activities, and a systematic approach to work-life balance, such as offering flexible working conditions when necessary.

Suggestions for Future Research

1. Future research could focus on specific police units, such as traffic police, investigative officers, or crime prevention officers, to analyze the varying levels of pressure and identify tailored solutions for each group.

2. In-depth studies on internal and external factors influencing operational pressure, such as the influence of economic, social, or political conditions, would provide a clearer picture and allow for more targeted policy responses.

3. A comparison of operational pressure between urban and rural police stations or between different regions would provide insights into the variations in pressure across different contexts, allowing for the design of measures suitable for specific localities. Recommendations for future research

Acknowledgement (if any)

would like to express my sincere gratitude to the Personnel Development Fund of Suan Sunandha Rajabhat University for providing financial support throughout the course of this research. This invaluable assistance has significantly contributed to the successful completion of my study. I deeply appreciate the university's commitment to fostering academic and professional development, which has enabled me to pursue this project with dedication and focus. Without this generous support, the realization of this work would not have been possible.

References

- Kulachai, W., & Cheurprakobkit, S. (2023). Why do people trust the police? A case study of Thailand. *Sustainability*, 15(4), 3249. <https://doi.org/10.3390/su15043249>
- Laphlamoon, P. (2014). *Organizational Stress and its Relationship to Work Efficiency of Employees at I-Tech Communication Co., Ltd.* (Doctoral dissertation).
- Noichan, W., Ngodkrathok, C., & Ronnaritvichai, B. (2024). *Stress among military officials in the anti-aircraft artillery regiment in Thailand*. RF International Conference, 09th May 2024, Hong Kong.
- Saentong, N. (2005). *Modern Human Resource Management in Practice*. Bangkok: HR Center Press Co., Ltd.
- Sukcharoen, K. (2012). *The Coping Behavior of Non-Commissioned Police Officers in Nakhon Pathom Provincial Police*. [Master of Arts in Community Psychology, Graduate School, Silpakorn University].
- Theerawat, S. (2022). *One Hundred Stories of Thailand*. Secretariat of the House of Representatives, Bureau of Academic Affairs.
- Wangkanon, T. (2013). *Factors Related to Job Stress of Employees: A Case Study of Ampass Industry Co., Ltd.*