

Innovative on Optimizing and Propelling The Development of Police Comprehensive Investigative Skills

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Abstract

The efficacy of the police's investigative performance in delivering justice to the public is questionable. This study aimed to construct and disseminate an investigative skill model to police officers in the Nakhonpathom province region. The target population for this research consisted of ninety individuals: faculty members affiliated with the Faculty of Police Science, ten members of the investigation group Police Cadet Academy, and eighty third- and fourth-year police cadets. The findings were as follows: 1) The investigative skills model, which emphasized collaboration and integration among police investigators, forensic officers, and external agencies, was applicable and suitable for implementation in all cases. 2) The evident advantages encompassed collaboration in their tasks and the acquisition of an identical set of case data; the implementation of CRIMES technology and its searching system facilitated the acquisition of information more quickly and easily; facilitated swift coordination or information transmission; and enabled efficient management of time and travel expenses. Regarding the provision of public services, the model reduced the victim's repetition of case-specific details, which could have resulted in inaccurate or insufficient information or negatively impacted their emotional and mental well-being. The system additionally furnished up-to-date case statuses, notwithstanding the absence of the responsible officer. 3) It was determined that the dissemination of the model improved public satisfaction and the officers' capacity to manage cases effectively. Nevertheless, personnel and the number of cases received might limit the application to all cases. An authentication criterion for editing and access was suggested.

Keywords: Enhancement, Investigative skills, Police officers

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Introduction

Execution the justice process for the people of Thailand, the police, prosecutors, courts, and correctional institutions are the main organizations responsible for enforcing the law to maintain order and peace of the country and each organization has independent missions. The criminal justice process or criminal justice system is the process of verifying the truth created by the state in order to bring the perpetrators to justice according to law, define the authority, duties and criminal liability in various procedural laws, whether it is the procedure for criminal proceedings. The duties of officials in relevant agencies include the police, prosecutors, and judges including the rights and duties of the accused, victims, and witnesses, etc. (Seksan Khruakham, 2015) with the objectives of the justice process is to punish offenders, removing serious offenders from the community and prevention of offenses (Annap Chubamrung and Unisa Lerttomonsakul, 2012). As for the mission of the police, which is like the source of the criminal justice process with a role in law enforcement, peace and order maintenance, and providing service-related duties to build relationships and seek cooperation between the police and the public (Reid, 1997). Therefore, in the case management administration is to provide justice for maximum benefit to the people, efficiency in investigations to identify and lead to the arrest of the offenders which are important and necessary.

In the current investigation of the Royal Thai Police Investigative work and investigative work are separated. As shown in the determination of the positions and duties of police officers. which consists of inquiry officials and investigators This makes investigation and interrogation not truly connected. It affects the quality of work and the provision of justice to the people. Although in the criminal procedure code, the meanings of the words "inquiry" and "investigation" are separated but in practice inquiry and-investigation are closely interrelated processes and cannot be separated. Since the investigation is the searching process for facts used as evidence by searching for evidence before, during, and even after the incident occurred in order to present evidence for the investigating officer compiling into the

investigation file in accordance with the Procedural Act. It can be seen that both inquiry and investigation serve the same purpose and it is a process that is inevitably interrelated. Therefore, the process of studying about police investigations, It is necessary to learn both the inquiry and investigation processes. Then use the results from learning in practice providing maximum benefit to the people. The inquiry work and investigation require working as a team to help each other in the investigation, gathering evidence and following up to arrest the perpetrators and bring them to justice so that the investigation of the case will be completed and effective (Weeraphong Bunyopas and Supattra Phanwichit, 2015). If the inquiry and investigative work are separated independently from each other. It may cause the investigative process to lack of connection and continuity. It can affect the quality of the case.

With the importance of investigation in seeking evidence to know the facts and details of the offense. If the investigation is done without good investigation or the lacking of cooperation between investigating officers, it is difficult to expect success in investigative work and if the inquiry and the investigative works do not work seamlessly, it might cause problems. For example, creating a burden on citizens to provide duplicate information. There are problems in the investigation or delays in legal proceedings. The collection of evidence is incomplete, especially cases that affect the public or shocking cases, such as violent murder case. If there is a lack of integration and collaboration, there will be a lack of efficiency in case management. In addition, due to the problem of manpower of police officers which is not balanced with the workload as well as the commander's lack of true knowledge or experience and understanding of inquiry and investigative through investigative work before. Yet many legal problems, rules, regulations, and orders that are not organized into categories. Moreover, the lacking of equipment, tools, budget, and vehicles all cause problems and obstacles in investigative work. Therefore, collaborative work will be able to increase efficiency and drive litigation to success.

The Royal Thai Police has implemented measures to reduce risk, prevent mistakes in seeking and gathering evidence and increasing efficiency in making a case by setting up an integrated team that includes inquiry official, investigation official and experts in various fields in important cases, especially security cases according to Royal Thai Police Order No. 558/2020 regarding guidelines for prosecuting offenses related to the security of the Kingdom and the Committee to Consider Offenses Related to National Security by appointing an investigative committee to investigate and collect evidence in the case (Royal Thai Police, 2020). Establishment of an integrated team to investigate important cases of the Royal Thai Police, this increases the efficiency and quality of the investigation. It can be seen from the successful results of the case. In addition, a senior executive of the Office of the Police Commission and many police officers have commented on the case that inquiry and investigation should be integrated into a single team that an investigator who works alone is unable to control or command the investigation department. It will cause the work to be ununited. This results in the prosecution or investigation being unsuccessful or ineffective. Therefore, the preparation of important cases or complex cases should work as a team by dividing work and assign tasks to team members, gathering necessary evidence to ensure efficient and expeditious prosecution. Inquiry and investigative work should be executed with the same team with same boss. This will make it possible to command and coordinate information efficiently. In addition, the research results also indicated that some police officers who served before the separation of investigative work in 1985 still believed that inquiry officers and investigators needed to have knowledge related to a wide variety of criminal cases. Whether it's the forensic examination, police tactics in searching and arresting. The separation of tasks enables the incomplete investigation. Therefore, police officers should be allowed to perform both inquiry and investigative duties as before (Weeraphong Bunyopas, Supattra Phanwichit and Niphon Panyalertkitti, 2013) in order to work together to identify leading to the arrest of the perpetrator as for the effective investigation method,

Kwanjai Yingcharoen, Supachai Supalaknaree, and Sirirat Chusakulkriang (2020) mentioned law enforcement agencies must adapt in response to the advancement of crime. Law enforcers must be experts in various types of crimes in order to be useful in investigations, finding, and collecting evidence to prove offense to be complete and reliable.

In this study, the research has created and developed an integrated case investigation skills mode and subsequently conveyed to police officers and police cadets. The objective is to enhance the performance of police officers more efficient. Especially, investigative work can genuinely reciprocate to the mission of providing justice to the people cause fairness and create satisfaction for society and the people

Objective

1. To create and develop a comprehensive case investigation skills model.
2. To transfer investigative skills to police officers in Nakhon Pathom Province area.

Methodology

This article is a research and development project to create and transfer investigative skills to police officers by carrying out activities in 4 steps as follows:

Step 1 Preparation step by meeting the working group to develop the investigative skills model, consisting of the Provincial Police Commander Nakhonpathom or his representative, Police officers in Sam Phran Police Station, Pho Kaeo Provincial Police Station, and Nakhon Chaisri Provincial Police Station to analyze investigative data sets suitable for preparing (draft) the investigative skills model (Research1: R1).

Step 2 Development step: The research team develops the investigative skills model as follows.

2.1 Design (draft) a case investigation skills model by organizing group discussions consisting of Faculty members of the Royal Police Cadet Academy, Inquiry officials and Investigation team and indicating the structure and guidelines for operations in two parts: the part for receiving notification of complaints in criminal cases and the part of collecting evidence.

2.2 Create a model of investigative skills and quality assessment by the working group to develop the investigative skills model.

2.3 Try out the investigative skills model in teaching police cadets (Development1: D1) 3rd and 4th year, a total of eighty students, comparing teaching and learning of investigations in the old and new formats of each year. Analyze and evaluate academic achievement (Research2: R2), including bringing investigative skills models into consideration and testing with police officers in Sam Phran Provincial Police Station, Pho Kaeo Provincial Police Station and Nakhon Chai Si Provincial Police Station then subsequently bring information to a meeting of the working group to develop an investigative skills model in order to improve the investigative skills model (Development2: D2)

Step 3: Performance testing and development stage

3.1 The research team tests the effectiveness of the investigative skills model with an experimental group of police cadets, 3rd and 4th year, and police officers among the pilot group of police stations in Nakhon Pathom Province area consists of Sam Phran Provincial Police Station, Pho Kaeo Provincial Police Station, and Nakhon Chai Si Provincial Police Station (Research3: R3) and bring the information into the meeting of the working group to develop the investigative skills model in order to evaluate the efficiency and improve the investigative skills model. (Development3: D3)

3.2 The research team tests readiness to use the investigative skills model with police officers in the line of investigation process of Nakhon Pathom Provincial Police Station

Step 4: Transfer the investigative skills model. The research team publishes and transfers the model to the police officers in Nakhonpathom Province area (Reskills) by presenting to the Nakhonpathom Provincial Police Commander and pilot test in Nakhonpathom Provincial Police Station.

Target group This research study, key informants are selected specifically, a total of ninety people,

consisting of faculty members from the Faculty of Police Science, Inquiry officials and Investigation team of the Royal Police Cadet Academy: five people per group, ten people in total, and 3rd and 4th year police cadets, forty people in each class, eighty people in total.

Research tools Researchers create and develop research tools based on concept reviews, documents and research related to both Thailand and abroad, in total three sets, consisting of Set 1, a collection of questions in group discussions including a total of seven questions to develop (draft) a case investigation skills model. Set 2: Academic Achievement Measurement, there are a total of five questions to analyze and evaluate academic achievement. Set 3, a form for evaluating the efficiency of case investigation skills. There are total of four questions to test the effectiveness of the investigative skills model, verify the quality of research tools by finding content validity and examine the reliability of triangular data on the Investigator Triangulation and the certified research project by the Human Research Ethics Committee. Police Cadet Academy

Result

From the current case investigations, the investigators usually work alone in receiving notification from an injured person and inspecting the crimes. The officers may not have enough skills in operations related to collecting evidence in some cases and then coordinate for cooperation with other agencies to take an action. As a result, it might cause a delay in handling the case. In addition, when the victim files a complaint, they must inform and repeat the detail of the case to the investigating officer which emphasizes the feelings of the victims. Moreover, if the victim wishes to know the steps or the operation process of the investigating officer responsible for the investigation file, they need to contact with the officer in charge of the case only. The other investigators were unable to provide an answer on their behalf because they do not know the steps or processes that have been carried out. The original investigation format has illustrated in Figure 1.

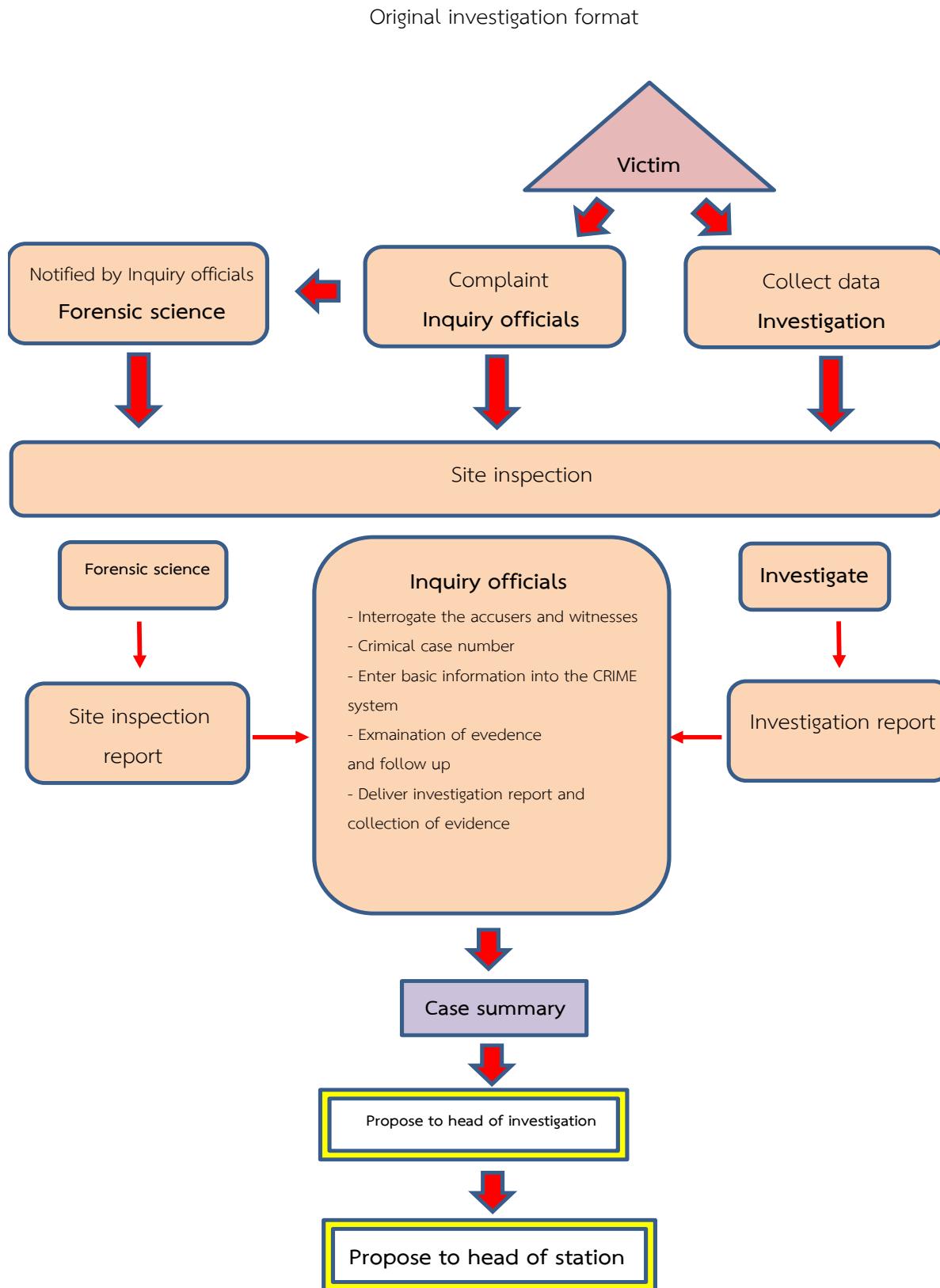


Figure 1: Original investigation format

The research team therefore created and developed a comprehensive case investigation skills model and summarize the results of the study according to the research objectives in two issues as follows:

Issue 1: Results of creating and developing a comprehensive case investigation skills model.

1.1 Designing and developing (draft) the investigative skills model together with the working group to develop the investigative skills model and faculty members of the inquiry and the investigative work group of Police Cadet Academy set the goal that the appropriate format should be to acquire knowledge and skills in technology, forensic science and legal matters related to investigations to be able to collect evidence, obtain the details of the offense Identify and locate the perpetrator including being aware of laws and regulations that have been amended and changed by using the principles of integration and collaboration of all parties involved in case management both inside and outside the police station. The structure and practice guidelines consist of two main parts: the part for receiving notification of complaints in criminal cases; and the part of collecting evidence. As for receiving notification of complaints in criminal cases, it is an integration of the investigation team, including investigators, investigator assistant, forensic evidence officer and police investigators work together to perform duties in receiving complaints from victims and inspect the crime scene. If in any case, it is necessary to require the police to prove evidence, they will also inform each other inspect the scene of the incident together or may also request co-operation from the private sector, such as head of community and village headman, in gathering information or

collecting images from CCTV cameras. For the part of collecting evidence inquiry official and the investigating police officers will jointly conduct the interrogation in order to get complete information details and upload the file into the CRIMES system to make it easier for officials involved in the case for searching and checking the investigation file including the head of station can express legal opinions sent to prosecutors in the system as well (draft) The case of investigative skills model is shown in Figure 2

1.2 Results of the trial (draft) investigative skills model with police cadets, it was found that 95 percent of the students passed the assessment criteria, and the experiment results with police officers found that in investigating cases. Important and necessary skills that officers must have are: 1) Legal skills: Police officers must have knowledge, understanding, and expertise in the legal principles regarding the receipt of notifications such as criminal law, criminal procedure, law act that has criminal penalties, police regulations regarding the case, police protocol has nothing to do with the case and related Royal Thai Police orders including knowledge, understanding and expertise concerning the search for evidence, including personal witnesses, documentary evidence, and physical evidence, in order to prove the guilt or innocence of the accused 2) Psychological skills: Police officers must have knowledge, understanding, and expertise about communication including a gentle personality, posture and voice, also a service mind and work as a team in order to get the facts and evidence that is beneficial to the prosecution. The researchers used the data to develop a model of investigative skills as shown in Figure 3.

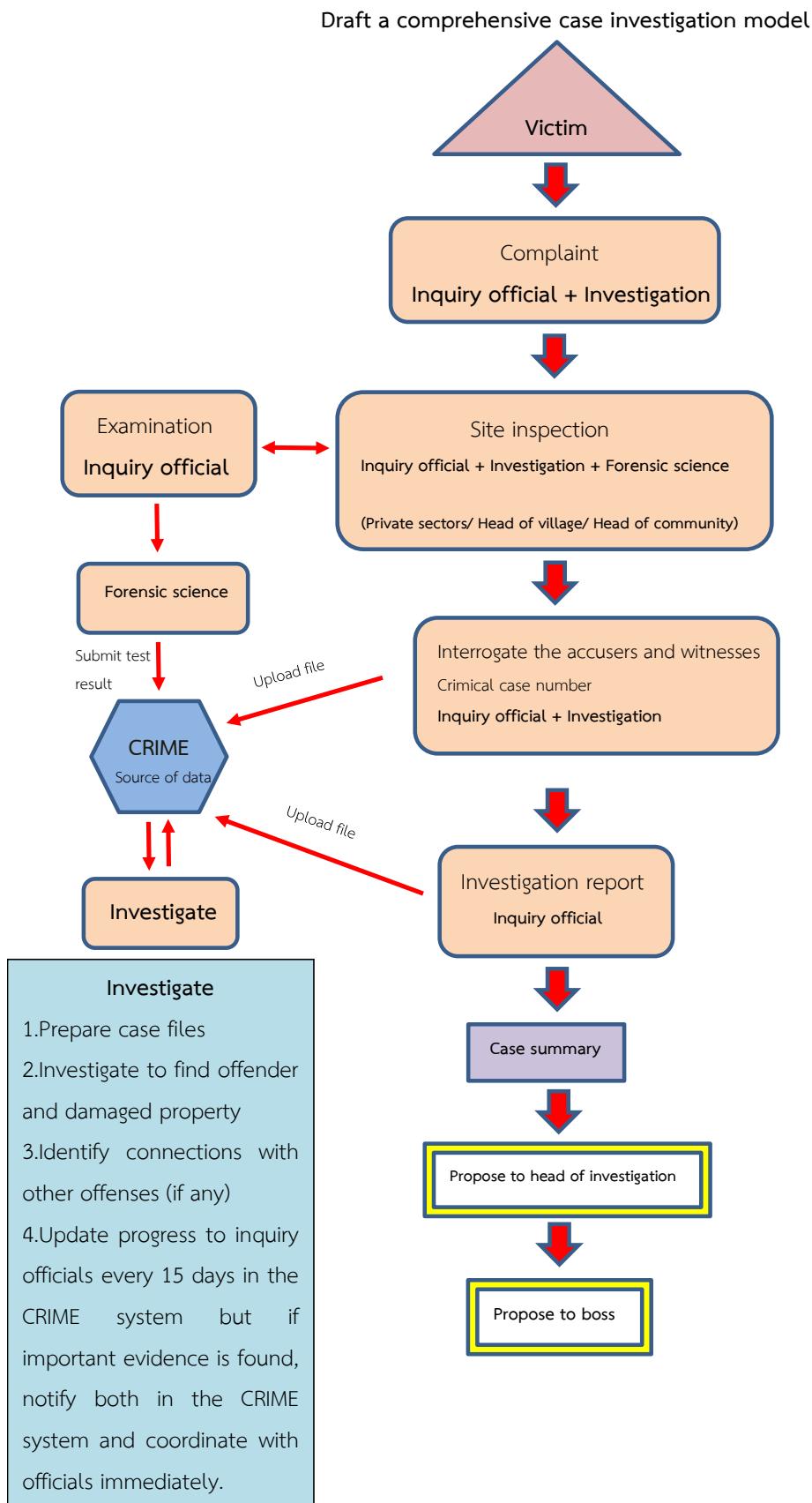


Figure 2. (draft) Investigative skill model



Figure 3. Investigative skills model

From the figure in the **section of receiving notifications**, when the injured person comes to report a complaint to the inquiry officers along with the investigating police officers received detailed information related to the case at the same time. The victim informs the details of the facts related to the case at one time. If there are any issues that the inquiry officer or the investigating police officer would like to inquire further, they can inquire immediately. As a result, it is easier to acknowledge information together and understand in the same way for inquiry and legal investigations to seek relevant evidence by the police officers having **legal skills**, knowledge, understanding and expertise concerning the principles of law in the matter of receiving notifications and authority to act. In terms of **collecting evidence** of proving the guilt or innocence of the accused, the police officers must be able to collect evidence correctly and according to the principles of the law, preponderance and accepted by the court

in considering the judicial process and acceptance of all parties. Inquiry officers and investigating police officers will join together to inspect the crime scene. In some cases, there may be police officers involved in providing evidence including the private sector involved. If the investigating officer wishes to submit evidence, then it will be possible process quickly to the evidence center for inspection and reporting of examination results by the Forensic Evidence Center can submit reports into the CRIME system to investigators quickly within a specified period of time. There is no need to wait for investigators to periodically follow up with results or travel across provinces to receive test results. As a result, time and travel expenses are minimized. Various information gathered by the investigating officers, document files will be uploaded into the CRIME system for searching by officials involved in the case. Entering the system, the officers must have an access code and be able to verify access to the system. In addition, police officers

must have **psychological skills** as well both in the part of receiving notifications and collecting evidence.

1.3 Results of the performance test of the investigative skills model among the police stations that are the pilot group in Nakhonpathom Province area consists of Sam Phran Provincial Police Station, Pho Kaeo Provincial Police Station and Nakhon Chai Si Provincial Police Station. It was found that all police cadets in the sample passed evaluation from mentors in every police station. There are four recommendations from the test: 1) Practitioners do not believe that this integrated investigation model will actually bring benefits. Especially the investigative officers which do not have duties according to laws and regulations may not cooperate. The police suggested that there should be training to provide knowledge and create an understanding of the importance of integrated services along with giving orders to perform duties together with the investigating officers. The supervisor is responsible for closely supervising compliance. 2) The CRIMES information system may not be secure. If there is a police officer who fraudulently disseminates information in the system or forget encrypting the database to prevent theft, it may allow hackers to break into the system and destroy the data or disseminate information. A suggestion to prevent such incidents is to design a secure database system, clearly define the responsible person for taking care of the system, checking the system regularly, and restricting access to information. 3) Consolidating information in the investigation file into the CRIMES system increases the burden on the investigating officer. Therefore, the assistant investigator should be assigned the duty of combining the information in the case into the CRIMES system, with the investigator as supervisor 4) Receiving a complaint in a theft case without knowing, it may affect the police station's criminal case statistics. The recommendation is to regard the entry of information in the CRIMES system as receiving a complaint according to regulations. As for the case, whether it be combined with the criminal case number. It is up to the discretion of the investigating officer.

1.4 Results of the readiness test for police officers Muang Nakhonpathom Provincial Police Station

found that 1) Investigative skills model is appropriate and can be applied to work in every case causing integration in working together whether it is inquiry, investigation, evidence forensics officer and external agencies. 2) Application aspect, it was found that there were clear, concrete benefits for both the police officers and the police officers causing coordination and cooperation in operations during inquiry and investigative work, receive information in cases together, convenience and speed in acquiring information combined with the use of CRIMES system technology, data synchronization or fast data transfer. Time and expenses on traveling are minimized. You can search for information from the directory immediately. In terms of providing public services, this prevents the victim from having to recount details related to the case multiple times. This may cause the information to be inaccurate, incomplete, or may affect the mind, touching feelings. Moreover, the victims are feeling more convenience and able to know the status of cases in the system even though the responsible investigating officer is not on duty.

Issue 2: The results of transferring the case investigative skills model.

Researchers transfer investigative skills to police officers in Nakhonpathom Province area. It is presented to the Provincial Police Commander of Nakhonpathom Province and piloted the transfer of skills (Reskills) to police officer of Nakhonpathom Provincial Police Station. It is found that police officers can implement their investigative skills into practice and apply in almost every type of case by working as a team during both reporting and collecting evidence. It is an enhancement of legal skills related to work, coordinating assistance in each other's missing parts which can solve problems in the investigation work, and fill legal gaps including knowledge in searching evidence. For example, collecting data from CCTV cameras. Collection of forensic evidence in addition, importing data into the CRIMES information system helps distribute information to relevant agencies. To put it to work and make it possible for people to have quick access to the justice process. Know the steps involved in litigation. For example, collecting data from CCTV cameras, collection of forensic evidence, and importing

data into the CRIMES information system helps distribute information to relevant agencies for implementation and enhance access for people to the justice process while acknowledge the steps involved in litigation. It is also found that police officers are increasingly aware of the use of psychological skills in performing their duties, such as in interrogation to obtain true information, providing services to the people who come to use the service, publicizing various matters related to the case, friendly personality with tone of voice. The police have also proposed additional recommendations for using the investigative skills model in practice as follows: 1) Information access in the investigation files in the CRIME system should determine the level of authority to the information because legal information is important and may contain secrets that cannot be disclosed to the general public. If information is leaked, it may have a negative effect on the outcome of the case. Therefore, it is recommended that access to information should be restricted according to the level of command by unique entry code and able to recheck any users viewing information in the system including files uploaded to that system. Additionally, persons who have rights to edit data must also be specified. 2) Applying the case investigation skills model to actual work in the police station. Although it is beneficial for both police officers to be able to manage cases efficiently and make the people satisfied with the service but applying it to every case may have limitations. In the area of insufficient police personnel working together in case investigation. Regarding receiving case numbers, it should be carried out according to reality so that all legal information can be imported into the CRIME system making it possible to know information about actual cases in the area which leads to effective planning of incident prevention guidelines and the number of actual cases can be used as information to request an increase in manpower that corresponds to the amount of crime including the matter of receiving the case number of the investigating officer.

Discussion of research results

The research team discussed the results of two important findings from using the case investigative skills model, including the issue of receiving complaints and collecting evidence as follows:

1. Receiving notification of complaints. This investigative skills model uses the principle of integration of the police, investigative department, forensics officers, or related private sector communities for collecting evidence, identifying and arresting the perpetrators which is consistent with the study of Wattanapong Wongyai (2018) that addresses the issue of accusations that it is the beginning of criminal proceedings against the accused without a good preliminary investigation or using the sole discretion of the investigating officer that may lack scrutiny of legality and balances from outside organizations leading to errors in investigations, prosecutions, and judgments. Therefore, the form of investigative skills that integrates teamwork from receiving complaints will be able to create fairness and efficiency in case management for the people. Implementation of the investigative skills model, there are some police officers who do not believe that this model will actually bring any benefit especially cooperation with investigative officials. However, the Royal Thai Police (2014) has set principles for investigative work that it must be executed in conjunction with the investigation work and considered as one step in the investigation process. From the study of Weeraphong Bunyopas, Supattra Phanwichit, and Niphon Panyalertkitti (2013) mentioned about successful investigation work. An important part originates from the integration of investigative work can fulfill the investigation work successfully and useful in litigation which is consistent with supports from the results of this research. Therefore, it is important that supervisors organizing training to clarify understanding, giving importance to integrated services along with increasing motivation for officials including the need to supervise closely and seriously. If there is a lack of supervision, driving towards utilization of this investigative skill model may not be as successful as expected including integration with other relevant officials. As found by Ratchadaphon Noikaew and Worathat

Wichuwanit (2020), who mentioned that most investigative officers do not yet have clear operational guidelines for managing evidence and independent working officer. There is not much coordination and cooperation with the various parties involved. As a result, the available or obtained information is still limited. It does not have a positive effect on the criminal justice process. As a result, work performance is not as good as it should be. Therefore, this form of investigative skill that emphasizes integration and collaboration between police officers, inquiry department, investigation department, and forensic evidence department. This will create a common body of knowledge in solving cases, save time and increase speed of work leading to maximum efficiency in case investigation.

2. Collection of evidence. This form of investigative skill in addition to focusing on integrated cooperation. It also emphasizes linking data by using the CRIMES system as a tool. The research team proposes a development and application of the CRIMES system for maximum benefit in case management. The investigating officer and police investigators should import data into the CRIMES system at every step of the work enabling access for other officials involved in the case. Regarding the access of the system, it must have an access code and each access can be verified during evidence collection. Relevant persons with authority to investigate, such as the investigation supervisor, head of police station can access the system to examine the investigation files and order commands in the system. This is consistent with Kawai & Samson's (2011) research on strengthening security and ensuring the safety of citizens. It is necessary to create a database system where data is collected. User roles are assigned appropriately for browsing or edit various evidence data, which is considered as a concrete and user-friendly system at all levels.

Recommendation

Policy recommendation

1. Royal Thai Police should organize a basic training skills in case management, such as examining crime scenes, collection of evidence or preliminary

questioning of witness statements to investigators and police officers involved in the case to be able to perform work replacement in the case of a shortage of manpower and provide refresh training at appropriate intervals in order to develop skills for the inquiry, investigation, and forensic science officers and also the citizens who participate in case management to have legal knowledge and understand their role in integrated case management.

2. Royal Thai Police should minimize the process and time needed for case management by utilizing the CRIMES system for maximum benefit, namely case management, case investigation and ordering case. Consolidating of information with other agencies in the justice process can be done in the CRIMES system from the beginning until the end of the case without a paper form and to control the secrecy of official documents. The Royal Thai Police should set the level of access to information to prevent information leakage.

Suggestions for further development

1. Police officers at the police station adopt a comprehensive investigative model for case management by considering the criminal plan and evidence collection methods. For example, community disputes such as trespassing cases, community leaders should be the main players in managing conflicts that occur among people in the community. The case related with property that require inspection of the crime scene. The Forensic Science department should be the main player in case management.

2. Faculty members of the Royal Police Cadet Academy organize integrated training especially subjects related to case management by designing lessons integrated with related subjects whether it is investigative subjects, crime investigation and site inspection subjects. In addition, more practical training should be added to enable students to understand and visualize the of case investigation by using case study simulation formats or actual cases for practical skills.

Suggestions for next research

1. There should be a further development of investigative skills to link with the CRIMES system to be seen concretely in every work process of related parties

involved in case management since receiving the report from the injured person, inspection of the crime scene, questioning victims or witnesses, making an investigation report to summarizing legal opinions to forward to supervisors and prosecutors

2. Studying additional investigative skills. It may be in the form of specific skills of each cases or general basic skills that can be applied in every case.

3. The target group of police officers should be added which performed investigative duties before

1985 in order to obtain comprehensive information for users/stakeholders for investigating the case and increasing the size of the target group of police officers who performed investigative duties before 1985 and police officers who performed investigative duties and investigative work after 1985 in order to obtain research products that can be applied to investigative work more efficient and benefits for the police officers executing investigation work.

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