

KNOWLEDGE MANAGEMENT OF PUBLIC PARTICIPATION ENHANCING CONTRIBUTION TO CRIME PREVENTION AND SUPPRESSION IN THAI SOCIETY

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Abstract

The objectives of the study were to delineate 1) the patterns and 2) the knowledge management of public participation enhancing contributions to crime prevention and suppression in Thai Society, and to make a handbook on such knowledge management. The study was conducted in terms of a literature review and good practice lessons learned from key informant police officers in the provincial police regions 4 and 9 and related civil society sectors, including focus group workshops. The researcher also conducted a public hearing with police and volunteers who participate in crime prevention and suppression in the responsible area of the police province region 7, respectively.

The findings are summarized as follows:

1) Public participation in crime prevention and suppression is not currently high due to issues and obstacles such as the public's attitude toward the police, limited activities involving police and the public, a lack of leadership from Police Chiefs, low police morale, low priority for community policing, and a general lack of focus in this area. Be that as it may, everyone agrees that public participation is essential in crime prevention and suppression and must continue. However, there is a need for public participation to be systematized and standardized in the selection of people, training and evaluation which should follow a recognized approach.

2) Within knowledge management, it was found that the knowledge available to police officers is focused on criminal law and criminal procedures, including related criminal acts as well as police tactics. The police get their knowledge of operations from public engagement and community relations and this is delivered by the high command. While volunteers found that they received virtually no knowledge from public participation. They gained knowledge by talking to friends and police, and through mass media and social groups. Such knowledge lacks refinement, and they need to develop essential knowledge to work efficiently.

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3) Recommendations focused on more women's participation, continuity training management, creating a new generation, and engaging the next generation. In addition to this, the use of information technology to develop knowledge of juvenile offenders, educating vulnerable victims' groups, interest in indirect public participation engagement, and encouraging people to provide intelligence was advised. Furthermore, the creation of a network and a clear-cut framework with determining indicators (KPIs) to assess community police work at police stations, including continuing evaluation of public participation in crime prevention operations was also recommended.

Keywords: Knowledge Management / Public Participation / Crime Prevention and Suppression/ Thai Society

1. INTRODUCTION

The National Police Office plays a vital role in maintaining society's peace and order and is the main authority in the prevention and suppression of community crime. Effective and efficient crime prevention measures and suppression must follow appropriate guidelines and procedures for the public sector, community, and society. According to constitutional provisions, together with the National Strategic Plan, and the National Economic and Social Development Plan, public participation is always needed in the development of this to happen. Development of these plans must focus on engaging with local communities, strengthening ties to the people in the communities, and promoting public, social, and private business organizations to work as networks linked to public sector mechanisms. Section 7 of the National Police Act B.E. 2004 encourages local and community engagement in police affairs to prevent and suppress criminal acts.

From 2012-2021, the Royal Thai Police Agency Strategy focused on public

participation and considered public and private sector networks that are involved in tackling crime and providing services vital to that role, as well as improving laws, rules, orders, and regulations that hinder public opportunities. Several research studies have shown that public and private networks have the potential and knowledge to participate in the prevention and suppression of crime in conjunction with local police.

However, there are limits to what the public sector can do in preventing and suppressing crime in both structure and authority that are not consistent with encouraging public participation in Thailand. Besides, engaging the public, police officers also require knowledge and management of relevant knowledge within set guidelines. Therefore, it is necessary to study methods and patterns for enhancing public participation to support crime prevention and suppression appropriate in a Thai social context. This is the basic approach for the strategic and operational policies of the National Royal Thai Police Agency.

The purpose of this research project, then, is to study problems and obstacles and search for appropriate guidelines for enhancing public participation in supporting the prevention and suppression of crime, including the study of efficient and appropriate models for enhancing public participation in support of crime prevention and suppression appropriate for a Thai social context.

This qualitative research starts by documenting research through related theories related to the concept of public participation, crime prevention and suppression, community policing, and best practices on processes and methods of police service for the community, integration, as well as relevant documents and research analyzing problems, barriers, and regulations. The study combines in-depth interviews with relevant key informants, area-based meetings with focus groups to exchange knowledge from relevant agencies include police and local public networks. The targeted populations were police with more than 10 years' experience in community policing from Provincial Police Headquarters 1-9, Metropolitan Police Headquarters, and public network volunteers for police works who had participated in crime prevention and suppression in responsible areas.

2. LITERATURE REVIEW

It has been expressed that the body of knowledge in this operation consists of the principles and concepts of public participation, crime prevention and suppression, knowledge management, strengthening of potential, and peace model

participation. The knowledge and technology used in public participation can be summarized in the "PEACE Model. (Meechai Sricharean and colleges: 2018)

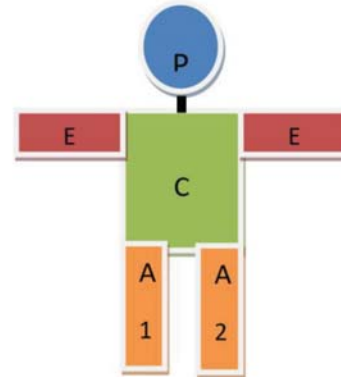


Diagram for the PEACE model

P means the people/police. The police are the people. The public is as the police, and both the public and the police must attribute the following essential characteristics:

1) Consciousness. That means both people and police should play an important role, moving with authority, duties, responsibilities, and the value of participation in crime prevention and suppression in the same direction.

2) Public Consciousness/Public Mind. That means both the police and the public are consistent with the basics' collective consciousness, reflected in their sense of ownership and keenness to take care of society together.

3) Faith means that both the police and the public have the belief, consisting of intelligence and confidence, to collectively create a sense of peace in society.

E means the environment in which the police and the public work together successfully with confidence and self-efficacy, and consisting of co-thinking,

co-planning, co-evaluation, and mutual benefit.

A means Active. A proactive and continuous operation, consisting of policies and practices, which achieve crime prevention.

C means collaboration from various sectors which consists of 1) Internal cooperation; the expression of the performer as the partner and 2) External cooperation; they are working willingly and voluntarily together to ensure the well-being of families, communities and, society and 3) Social networks cooperation; voluntary coordination, exchange of information, or conducting of activities together. There are figures or structures in which members remain independent.

E means efficiency and effectiveness. This consists of 1) Input factors including knowledge, people, and budgets, 2) Processes including performance standards and 3) Operations activities or outcomes including achieving the goal.

3. RESEARCH METHODOLOGY

This research was conducted by using document studies and taking lessons from key informant groups, namely police officers and related social sectors (voluntary people for police works) through in-depth interviewing and focus groups. The Provincial Police regions 4 and 9, which have good practices were the targeted population, seminars and workshops were held with related groups and interviews and lesson-taking activities conducted as ways of collecting information and analyzing descriptive data.

4. RESEARCH RESULTS

4.1 The patterns of public participation enhancing contribution to crime prevention and suppression in Thai Society.

The model of enhancing appropriate public participation in crime prevention and suppression in Thai society.

The public participation model principle in supporting crime prevention and suppression can take several forms. In reality, the law allows few channels to take action, making it almost impossible to achieve any objectives. At present, the public's participation in crime prevention and suppression consists of only a few projects. These consist of the following:

1) Community Policing in Thailand was launched in 1982, with Directive No.1041/1982 dated August 5, 1982, regarding the Police Department's Public Relations Administration, which subsequently established a public relations center of the Police Department, with guidelines for seeking cooperation from the public in reporting criminal information or criminal records. The objective was to allow the public to give confidential intelligence which could be used to lead to an arrest. However, the police department's public relations center operation has been unsuccessful in implementing this because a system has not been put in place. Moreover, there were no laws or regulations specifying or assigning a particular agency with the responsibility of carrying out the task of being a public relations center. Later, the police department issued order No.223/1984 dated February 15, 1984, regarding the mass relations operation Policy of Police

Department. In September 1987, the National Royal Thai Police Department ordered the Research and Planning Division to consider and conduct detailed studies on issues with the community and mass relations by considering the implementation of an ad hoc working group to study the structure and management of youth, community, and mass relations and guiding approaches. The National Royal Thai Police Department also issued order No.1144/1987, dated November 9, 1987, to establish a community relations project with a community relations event scheduled following the Police Department's policy and plan for Community Relations and Development. However, only police officers would be set up at police stations to take responsibility for community work and allow the public to be volunteers to assist police work.

2) The Audit and Monitoring Police Administration Committee (AMPAC) The National Police Act B.E. 2547 (2004) section 16 established the National Police Policy Board (NPPB) to accomplish such a police mission and complement the public participation in police works. The NPPB in turn set up the Auditing and Monitoring Police Administration Committee (AMPAC) as follows:

Section 1: The Bangkok Metropolitan Auditing and Monitoring Committee.

This committee comprised of qualified experts who had been approved by The National Police Policy Board (NPPB), the Permanent Secretary of Bangkok Metropolitan, Public

prosecutor Director-General of Criminal Prosecutions, Commander of the Metropolitan Police, three deputy commissioners of The Metropolitan Police assigned to Metropolitan Police Headquarters, the director of the Office of Prevention and Resolution of The Trade of Women and Children from the Ministry of Social Development and Human Security, qualified experts assigned by the Chairman of the Bangkok Metropolitan Auditing and Monitoring Committee as representatives for various areas (religion and culture/education/medicine and public health/ mass communication/tourism and hotel business or service/commercial business, industry, handicraft or finance business, private non-profit enterprise) and the general public.

The Police Auditing and Monitoring Committee has the authority to adopt and implement guidelines and policies for police development and management from the Police Commission in order to achieve policy targets. Consultation and recommendations of the Metropolitan Police Headquarters and the Police Auditing and Monitoring Committee in accordance with the policy of the police commission, promote the improvement of the performance of police officers and the police administration, monitor and evaluate the performance of police officers under the Metropolitan Police Headquarters in accordance with the policy of the police commission including receiving public complaints about the conduct of police officers under the Metropolitan Police Headquarters, comply with regulations and receive public testimony regarding the duties of police officers, provide information and offer solutions to problems and needs of

the people in the area, provide advice and support public relations for the work of the Metropolitan Police Headquarters, etc.

Section 2: The Provincial Audit and Monitoring Police Administration Committee.

This committee consists of the provincial governor, the provincial police chief, provincial prosecutor, provincial developing society and human security chief officer, president of the provincial administrative organization, commander of the provincial police division, and qualified experts who were appointed representatives for (Religion and Culture/ Education/ Medicine and Public Health/Mass Communication/Tourism) and people in the provincial area. They have a similar authority to the Bangkok Metropolitan Police Audit and Monitoring Committee, but only focus on the provincial level.

Section 3: Police Station Auditing and Monitoring Committee.

This part is classified as the Metropolitan Police Station Auditing and Monitoring Committee and the Provincial Police Station Auditing and Monitoring Committee. This committee consists of the head of each police station, the Director of District or Sheriff, police officers who perform the duties of each police station as assigned by the police chief but no more than four persons and also no more than three government or/ state officials, and six general people. In the case of the Provincial Police Station Auditing and Monitoring Committee, this will include

a Mayor of the District Administrative Organization and the head of a district in said area (the so-called “Kamnan”) to make up the committee members. The committee has a similar authority as the previously mentioned committee, but with its focus on the community-level or areas of responsibility within the police station area.

In the past it has been found that such operations have worked at a satisfactory level, both in the field of development, capacity building, and in surveillance of crime prevention in different areas, but public engagement in appropriate police work needs to continue to evolve.

4.2 As for knowledge management of public participation enhancing contribution to crime prevention and suppression in Thai Society and making a handbook on such knowledge management. Within the studies on knowledge management, it has been found that police officers’ existing knowledge and knowledge are focused on criminal law, criminal procedure laws including criminal justice acts, and police tactics. The knowledge derived from sharing public engagements and community relations is delivered from the central headquarters concerning units that can find a way to make the most community services. People who participated and learned from sharing and talking with the participants and discussing with police officials and mass media, including social media, but this lacks screening and analysis. There remains a continuous need for genuine knowledge sharing and exchange. Be that as it may, all participants agree that current public participation is moving in the right direction and must continue through sustainable

policy with standards in all processes based on the principles and lessons learned.

In addition to this, the results of the study have shown the following problems and obstacles exist. There are inevitable problems regarding people's attitudes to the police, few appropriate joint activities between the police and community, lack of police station leadership, low police morale, and lack of focus and continuity of action in this area, including inadequate related laws and regulations. However, everyone agrees that the operation is essential and must continue. Nevertheless, a system and standards must set out for the screening, training, evaluation, compensation, honor, and respect regarding public attitude to the police in the public eye. The public are still hesitant in participating in police work because they have always thought negatively about contacting any policeman. There is a reluctance to approach police officers, and there are few activities between police and the community, whether direct events on official work or joint recreational activities.

As for problems with police leadership, this seems to stem from the police station's chief being less than interested in community policing. Therefore, the public's interest in preventing and suppressing crime scarcely exists, or if it does, there is little or no participation from the police. Even when the head of the police station is replaced, the situation rarely improves because policemen who work as community police are often viewed as having lower worth than other police. As a result, police chiefs feel that officers who perform their work with dedication for

the public, which enhances the image of the police, have no benefit to the advancement of a career path life. This creates a lack of morale and the police officers no longer want to be proactive. Therefore, police pay more attention to other police line tasks because high-level agencies consider key performance indicators to determine progress in the profession, such as the number of arrests made rather than what community police work or public action in crime prevention has been done. As a result, police officers are mainly focused on the number of cases they can clear. In addition to this, a lack of focus and continuity in action is an obvious problem. This is often caused by changing the head of the police station, or it may be by removing the key police officers who play a role in or focus on public participation. As a result, new arrivals may not have the expertise in community work, are not well-versed, or have no interest in doing so. In this case, the work that has been progressing now lacks continuity.

Finally, concerning the law and regulations in performing a duty. It is important to work within the bureaucracy based on related rules to succeed in work. However, despite the regulatory requirements, such relevant regulations lack a standard in determining duty on those who respond on budget or materials needed, or the regulations are not fully supported in practice. This makes it challenging to work. It is sometimes a significant commitment to get people involved through local government organizations, but there are often problems in the State Audit Office of the Kingdom of Thailand. This raises issues related to law and rules—and such regulations.

5. RECOMMENDATIONS

5.1 Recommendations from the study

1) It was found from the study that within an identifying knowledge that the majority of the content in the knowledge required in the police department is often due to learning from textbooks or documents learned from school, institutions, or training management and is more academically aimed with a lack of examples of problem-based approaches. Therefore, those agencies that process and compile information from manuals or textbooks, should add more knowledge-based learning from actual operations or lessons learned cases by studying successful case studies and the appropriate solutions identified.

2) In general, knowledge of crime prevention is taught in police school or the academy. Police officers who work in a police station have little material available from police document sources, so it is better to bring in a scholar with exceptional knowledge of crime prevention or related practitioners in the field of crime prevention to provide training or exchange learning between officers.

3) According to the study, learning or knowledge about crime prevention and suppression in Thailand is antiquated. The nature and style of action is also old and projects often repeated, so it is important that strategic units review any interventions or lessons learned from overseas countries that have successfully implemented crime prevention and suppression.

4) There are many laws and regulations, but according to the study many

police officers are not educated about the new rules or laws. Because these new rules or laws are passed directly on to the practitioner additional resources or knowledge should be relayed to them so that they can get an overview easily and understand. This would also include instruction on how to apply and deploy these changes appropriately.

5) Studies have shown that in terms of knowledge management involved in collecting knowledge, even if it is collected and relayed as in terms of a manual, or a guide for practice, most of the content are still rules and therefore, a task force or working group should be set up which is responsible for collecting and compiling easy to understand information and practical rules for implementation.

6) According to this study, the collection of information related to the prevention and suppression of crime areas is not systematized. It is also challenging to find a query system and data cannot be processed, especially when the majority of the data, even if it is stored in archives, is collected without classification of the subject, and is stacked in chronological order, but sometimes not continuously, on the same issue. It should be stored in a separate file, or sorted in order of time, so that it can be systematically searched and easily located.

7) It was found from the study that a lot of police officers lack knowledge in technology literacy and related database systems, whether it is an existing database system or a re-emerging database system, especially databases or information about the community area. An example of knowledge limitation is in crime-prone areas or vulnerable groups, possible information

related to a crime in the community. In addition to this, the excellent knowledge and expertise of crime prevention and suppression attained by police is often lost to the police force upon retirement of the officer. There is no collection of such knowledge and expertise from them. Therefore, each police station should be trained to manage knowledge by having a retired police officer process knowledge or transfer knowledge in various fields. Specific information about the involvement of civil society or community relations police work should be retained or voluntary retired civil servants should be appointment to assist acting police officers.

8) The study found that in order to manage knowledge with the public, volunteers could help to be educators for the police department Persons involved in crime prevention and suppression must follow good practice. However, it has been found that in reality some people lack understanding, or knowledge of individuals who are at risk of being victimized. For example, a group of students may be deceived by various crimes, but by educating them in a group to be organized and use critical knowledge we may prevent this group from being victimized. Therefore, there should be training for volunteers on children and women at risk of victimization so that they can use this knowledge in real crime prevention work.

9) It was also found from the study that the public's participation in the prevention and suppression of crimes is focused mainly on formal engagement. However, there is informal public involvement in crime prevention and suppression, such as whistleblowing. Providing secret information or information

in confidence is not fully participating with the police but is a public contribution to the prevention and suppression of crime. As a result, intelligence-led policing projects are also considered to be a form of public cooperation in police operations. An appropriate police station officer should be trusted to be a journalist and store information which can be processed and shared regularly.

10) Studies have shown that there are networks for crime prevention in many areas. However, the networks are usually loosely integrated with the police, lack knowledge, and are limited in their operations. It is not clear how much they can actually do by themselves; therefore, it is important that the Government establish a commission to clarify cooperation in the prevention and suppression of crime and evaluate what knowledge networks have and what knowledge networks need.

11) According to the study, policy for the prevention and suppression of crime, policemen and volunteers, still focus on common street crimes or criminal offenses. However, some crimes are called victimless crimes or deviant behaviors, such as competitive car races, drugs, gambling, firearms, or other kinds of crime. Such criminals should be considered as a group at risk of further criminal activity and educated to prevent and suppress further criminal activity. Therefore, it is important to focus on the operation in this section as well.

12) According to the study, police do not genuinely focus on public participation in preventing and suppressing crime. Despite the guidelines, determining assessment indicators weigh on the work and induce less public engagement. To redress

this issue, police KPI indicators should be weighted more toward community work, relationships, and public engagement in crime prevention.

13) Studies have shown that because no two communities are ever the same, there must be a needs assessment process for each area. We should know how the people who take part in crime prevention and suppression require knowledge or knowledge management to be useful, enabling successful, continued, and sustainable action in crime prevention and crime reduction. Therefore, police stations or regional police should be surveyed to get information on such people's knowledge management.

14) According to the study, a joint project to prevent and suppress crime is often carried out by a unilateral host. There are no co-hosted projects, but support is requested from the public or local authorities. Such direction is not consistent with the principle of public participation. Therefore, in particular, police stations should be focused on implementing operations or projects that are more involved and not projects where the police think and act alone.

15) One interesting issue the study found was that in community police operations, community relations or public participation in past operations lacked serious evaluation. The lack of assessment of the implementation of public engagement in the prevention and suppression of real crimes, or the establishment of a network or community of practices related to crime prevention and suppression, requires an assessment of the actions of the community, and an understanding of the practices of the network that has already been implemented.

It is crucial to carry out an accurate principled assessment to reflect the practical effect, whether it should be revised, or how to continue to operate in batches and continue to link the original project systematically to prevent and suppress crime in that community.

5.2 Suggestions for further action clause

1) It was found that the police station committee and the volunteer police's work have not gained any new knowledge of crime prevention and suppression. Their knowledge comes mainly from meetings and exchanges acknowledging community issues or police practices. Sometimes they do not know how to deal with complicated problems. For example, educating juvenile offenders. It is important to know how to deal with these kinds of children or young people. It is important to study what types of people or characteristics are necessary for the police station committee's work and the volunteer police's work in order to organize knowledge and conduct the transfer to benefit them.

2) In any community area, training should be provided to the police and the police station committee, including the volunteers, with coordination of operations with other non-police departments. The Department of Juvenile Observation and Protection - Ministry of Justice, and the Ministry of Social Development and Human Security require essential knowledge in working efficiently in order to strengthen potential, to make understanding and guidance on the prevention of juvenile misconduct in the community, or to set out guidelines for joint action against the police

in vulnerable groups and children and youth. There is an idea of initiatives to continue to implement useful projects in the future.

3) In the public's participation in the prevention and suppression of crime, police can operate with other social institutions in the community, such as schools, or temples, and be involved in the prevention and suppression of crime. As a result, there should be increased education from the participation of police and institutions in society, such as between the police and schools (the Dare project educates students on illegal drugs). There should also be a lot of action or engagement between temples and the police in preventing and suppressing these crimes.

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