



# Public confidence in CCTV and Fear of Crime in Bangkok, Thailand

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## Abstract

*The aims of this quantitative research is (1) to determine public confidence in Bangkok Metropolitan Administration (BMA)'s initiative of CCTV; (2) to ascertain the level of fear of crime among residents living in Bangkok; (3) to study factors related to the level of fear of crime among Bangkok citizens; and (4) to propose ways to improve the implementation of the policy regarding the use of CCTV in Bangkok. The samples consisted of 656 Bangkok residents. The research instrument used was interview method and the data was collected by telephonic interview. The results showed that overall public confidence regarding the BMA's CCTV camera is at a moderate level.*

Keywords: CCTV, Fear of Crime, Crime, Bangkok, Thailand.

## Introduction

CCTV (Closed Circuit Television) is one of several options a country can use for the purpose of crime prevention. However, there are still questions on the operation of such technology depending on the circumstances of each country. In Thailand, CCTV cameras have mostly been used in the private sector in various places such as banks, convenient stores, gold-selling shops, for a long time. The policy of using CCTV cameras to control crime in the city was the policy of Mom Rajawongse Sukhumbhand Paribatra, Bangkok Governor, who initiated the policy of installing CCTV cameras in 20,000 points throughout Bangkok within the year 2012 under the project "Safety Bangkok". In 2014, Mr. Wasan Meewong, Advisor of the Governor of Bangkok, said that "At the moment, Bangkok has CCTVs at various points, with the number of camera being 47,000. 20,000 cameras were installed before the end of 2012 and another 27,000 were installed this year" (Dailynews, 2013).

As mentioned, CCTVs were implemented to control crime and increase the level of security in Bangkok. There are doubts, however, in the implementation of such technology to deal with the crime in Bangkok especially, in terms of confidence on the BMA's CCTV. In 2011, there was a situation that affected the confidence of the people of Bangkok in CCTV when they found that CCTV cameras installed by the BMA at several locations were actually had no cameras in the CCTV housing. At the same time, it was

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found that there were too many dummy or fake cameras installed in many areas (Matichon Online, 2011). Suspicions raised by this issue have culminated in the research question: Would the lack of confidence in CCTV cameras affect the level of fear of crime in Bangkok?

### **Objectives**

1. To study public confidence in the BMA's CCTV.
2. To examine the level of fear of crime in Bangkok.
3. To analyze factors related to the level of fear of crime in Bangkok.

### **Hypothesis**

1. Public confidence in the BMA's CCTV is low.
2. The level of fear of crime in Bangkok is high.
3. Public confidence in CCTV has a negative relationship with public fear of crime.

### **Method**

This research is a quantitative research to determine the relationship between public confidence in the use of CCTVs for crime control policy of Bangkok and fear of crime among residents of Bangkok. The researcher used interview method to collect the data. The population in this research was 5,686,252 people who live in Bangkok. (Not including non-registered population) (BMA, 2013). The researcher calculated the sample size from Yamane's criteria at the confidence level of 96.0 (Yamane, 1967). As a result, there were 625 samples. The researcher added 63 samples to prevent 10% chance of error. Hence, the total samples in this research were 688.

In January 2015, the researcher collected information using collected data by telephonic interview based on population, according to Master Sample from the Sever of National Institute of Development Administration (NIDA) Poll. Total population contained in the Sever of NIDA Poll demographics are residents in all provinces in the country, including the data on Number Name (ID), telephone number, gender, age, province (domicile), religion, marital status, education, occupation, income, user name of a particular telephone number, and a random number (Rd) for the random selection of information.

Next is a random draw from the database to collect data. However, before a random draw from the database server can be made, the population must first be narrowed down to those who are aged 18 or over and registered only in Bangkok. Once that is assured, the data was then randomly drawn from sample database with the program 'NIDA Poll' (Master Sample for NIDA Poll) which employs probability sampling with systematic random sampling and a simple random sampling to obtain information from Sever. The program 'NIDA Poll' will randomly list each of the constituent unit out automatically. The interviewers will then interview samples using a phone interview by dialling a phone number that appears on the computer screen and conducting interviews to those only who are willing to provide information (NIDA Poll, 2012).

At the end, there were 656 people who voluntarily provided the data, which was more than the initial sample size of 625 people. Thus, the data is sufficient for analytical purposes (Jubb, 1998). Statistical Package for the social sciences (SPSS) was used to process and analyse the data in 2 modes; Descriptive statistics i.e. mean, standard deviation and

inferential statistics, by using multiple regression analysis to test the factors related to the level of fear of crime in Bangkok.

## Results

### 1. Public confidence in the BMA's CCTV

The researcher divided analysis of confidence on the BMA's CCTV cameras into 3 groups (with 15 aspects), namely; (1) confidence in the efficiency of the camera, (2) confidence in installation areas, and (3) confidence in government authorities (Clancey, 2009). The level of confidence would be interpreted by Likert's rating scale as follows:

- 4:51 to 5:00 is very high
- 3:51 to 4:50 is high
- 2:51 to 3:50 is moderate
- 1:51 to 2:50 is low
- 1:00 to 1:50 is very low

**Table 1. A group of confidence in the efficiency of the camera**

Confidence in the efficiency of the camera	Mean	S.D.	Interpreted
1. CCTVs installed by the BMA are able to monitor the behavior of the offender.	3.17	1.13	Moderate
2. CCTVs installed by the BMA are able to record the face or license plate number of the offender.	3.07	1.10	Moderate
3. CCTVs installed by the BMA are strong, not easily broken.	2.84	1.00	Moderate
4. CCTVs installed by the BMA are 24/7 recording.	2.74	1.08	Moderate
5. CCTVs installed by the BMA are all useable	2.49	1.06	Low
Total	2.86	0.89	Moderate

Table 1 shows that overall public confidence in the efficiency of the camera is moderate (mean= 2.86, SD = 0.89). In descending order, the locals believe that CCTVs installed by the BMA are able to monitor the behaviour of the offender at the level of moderate confidence (mean= 3.17, SD = 1.13), followed by the belief that CCTVs installed by the BMA are able to record face or license plate number of the offender is also at a moderate confidence level (mean= 3.07, SD = 1.10) and believe that CCTVs installed by the BMA are strong, not easily broken at the moderate level (mean= 2.84, SD = 1.00). Next, the confidence that CCTVs installed by the BMA are recording 24/7 is also moderate (mean= 2.74, SD = 1.08). Finally, Bangkok residents has a low level of confidence in usability of CCTVs(mean= 2.49, SD = 1.06), which is an issue that needs to be solved, as will be discussed further.

**Table 2. A group of confidence in the installation area**

<b>Confidence in the installation area</b>	<b>Mean</b>	<b>S.D.</b>	<b>Interpreted</b>
1. CCTVs installed by the BMA has enough coverage and covers each area.	2.17	0.98	Low
2. CCTVs installed by the BMA were installed in the right position	2.69	1.02	Moderate
3. CCTVs installed by the BMA bear to the right direction to record.	2.78	0.97	Moderate
4. CCTVs installed by the BMA are not obscured by obstacles such as trees, poles, billboards, etc.	3.22	0.99	Moderate
5. CCTVs installed by the BMA were installed in places where there were a risk of crime.	2.70	1.02	Moderate
Total	2.71	1.20	Moderate

In table 2 the level of confidence of the installation area as a whole is moderate (mean= 2.71, SD = 1.20). In descending order, the residents of Bangkok believe that the CCTVs installed by the BMA are not obscured by obstacles such as trees, poles, billboards, etc. is at a moderate confidence level (mean= 3.22, SD = 0.99), followed by the belief that CCTVs installed by the BMA were faced in the right direction to record is rated by the samples at moderate confidence level (mean= 2.78, SD = 0.97), followed by the belief that CCTVs installed by the BMA were installed in places where there were a risk of crime is at a moderate confidence level (mean= 2.70, SD = 1.02), followed by the confidence that CCTVs installed by the BMA were installed in the right position at a moderate level (mean= 2.69. SD = 1.02). Lastly, CCTVs installed by the BMA has enough coverage and covers each area, with confidence at a low level (= 2.17, SD = 0.98), which is another issue to be discussed further.

In Table 3 the overall confidence of government authorities is moderate (mean= 2.71, SD = 0.85). In descending order, the locals' belief that BMA authorities who monitored the behaviour through surveillance camera would not use footage to their advantage is at a moderate confidence level (mean= 2.89, SD = 1.08), followed by the belief that BMA authorities who monitored the behaviour through surveillance camera would not use footage in a way that is inappropriate or in violation of the right of the people, at a moderate level (mean= 2.87, SD = 1.08), followed by the confidence that BMA authorities who monitored the behaviour through surveillance camera were trained appropriately also at a moderate level (mean= 2.81, SD = 0.96)

The confidence that a timely coordination between BMA authorities and polices when an unusual event occurred in the area of control at a low level (= 2.50, SD = 1.04), and the confidence that the number of BMA authorities to monitor the behaviour of the offender through the surveillance cameras is sufficient at a low level (mean= 2.49, SD = 1.02). In the lack of confidence in the BMA authorities and the Metropolitan Police Bureau, especially the lack of confidence in the number of BMA authorities in monitoring the criminal behaviour through CCTV cameras. In this regard, the public do not believe that there would be great coordination between BMA authorities (in the control room) and the police when an unusual event occurred. The issue is in line with the concerns in research conducted by Trimek

(2010) on the feasibilities and concerns on implementing the full CCTV system in Bangkok. In that research, Mr. Tripop Khantayaporn (a Chief of Traffic Engineering Office and the prime responsibility in the CCTV system in Bangkok) admitted that "the BMA had not enough manpower to monitor the CCTV camera, with the coordination between the BMA authorities and a local police officer as another hindrance". The BMA should tackle the last two issues in particular to increase public perception towards their own safety.

**Table 3. A group of confidence in government authorities**

<b>Confidence in government authorities</b>	<b>Mean</b>	<b>S.D.</b>	<b>Interpreted</b>
1. A sufficient number of BMA authorities to monitor the behavior of the offender through the surveillance cameras.	2.49	1.02	Low
2. A timely coordination between BMA authorities and polices when an unusual event occurred in the area of control	2.50	1.04	Low
3. BMA authorities who monitored the behaviour through surveillance camera were trained appropriately.	2.81	0.96	Moderate
4. BMA authorities who monitored the behaviour through surveillance camera would not use footage in a way that is inappropriat or in violation of the right of the people.	2.87	1.08	Moderate
5. BMA authorities who monitored the behaviour through surveillance camera would not use footage to their advantage.	2.89	1.08	Moderate
Total	2.71	0.85	Moderate

## 2. Public fear of crime in Bangkok

An analysis of public fear of crime in Bangkok would be interpreted by Likert's rating scale as follows

- 4:51 to 5:00 is very high
- 3:51 to 4:50 is high
- 2:51 to 3:50 is moderate
- 1:51 to 2:50 is low
- 1:00 to 1:50 is very low

Table 4 showed the level of fear of crime among residents of Bangkok in 2014 as a whole is moderate (mean= 2.78, SD = 0.64). This level is considered as normal fear compared to the criteria used in the International survey for fear of crime research (Fountain, 2012).

**Table 4. Public fear of crime in Bangkok**

<b>Behaviours and feelings of the samples in past 12 months</b>	<b>Mean</b>	<b>S.D.</b>	<b>Interpreted</b>
Avoid going out of a residential area because of the fear of becoming a victim of crime.	3.09	1.22	Moderate
Fear of crime affects daily life.	2.66	1.11	Moderate
Carry a weapon such as a knife, pepper spray or other weapons when going out of a residential area.	1.68	1.02	Low
The house was equipped with security devices such as burglar alarms, CCTV etc.	2.42	1.26	Low
Try not to bring valuables such as jewellery, gold, when going out of a residential area.	2.71	1.37	Moderate
Try not to carry lots of money when going out of a residential area.	2.77	1.29	Moderate
Always seek the way to protect and prevent himself or herself from being a victim of crime.	3.01	1.10	Moderate
There is a feeling that crime has increased in the community.	2.64	1.20	Moderate
There is a sense that the community should increase the level of crime control.	3.21	1.15	Moderate
Always watch crime news to raise awareness on the risk of crime	3.63	1.04	High
<b>The level of fear of crime</b>	<b>2.78</b>	<b>0.64</b>	<b>Moderate</b>

**Figure 1. The level of public fear of crime in Bangkok**



The level of fear of crime of people living in each districts were different as shown in figure 1. People living in Nong Khaem District and Khlong Sam Wa District had high fear of crime. People living in 34 districts (Yellow) had moderate fear of crime. People living in 14 districts (Green) had low fear of crime.

### 3. Factors related to the level of fear of crime in Bangkok

Table 5. Coefficients

Model	b	S.E.b	$\beta$	t	p	Tol	VIF
Gender	-.11	.05	-	-	.05	.92	1.08
Age	.00	.00	.0	.04	.96	.60	1.66
Education	.01	.01	.0	.99	.32	.82	1.22
Occupation	.03	.08	.0	.99	.70	.68	1.48
Income	.20	.07	.1	3.09*	.00	.85	1.17
Residential area in Bangkok	.03	.06	.0	.51	.61	.94	1.07
Length of stay in Bangkok	-.01	.06	-	-.17	.87	.82	1.22
Confidence in efficacy of monitoring	.03	.04	.0	.70	.49	.29	3.39
Confidence in efficacy of recording	.07	.04	.1	1.67	.10	.29	3.41
Confidence in the durability of the	.01	.04	.0	.18	.86	.46	2.18
Confidence in the time of recording	-.04	.04	-	-1.10	.27	.36	2.75
Confidence in the number of useable cameras	-.04	.03	-	-1.14	.26	.45	2.23
Confidence in the number of cameras installed	.02	.03	.0	.53	.60	.59	1.68
Confidence in the position of the	-.12	.04	-	-	.01	.35	2.84
Confidence in the bearing of the	.06	.05	.0	1.35	.18	.34	2.95
Confidence in the viewing perimeters of the camera	-.11	.03	-	-	.00	.63	1.60
Confidence in the installation location	-.01	.04	-	-.40	.69	.50	1.99
Confidence in the number of manpower monitoring	.04	.04	.0	1.21	.23	.51	1.98
Confidence in coordination between the BMA and police	-.07	.04	-	-1.87	.06	.42	2.37
Confidence in training of the BMA	.03	.04	.0	.70	.49	.38	2.63
Confidence in not violating human	.06	.04	.1	1.41	.16	.29	3.50
Confidence in the ethics of BMA	-.01	.04	-	-.29	.77	.28	3.61

$R^2 = .086$  Adjusted  $R^2 = .052$  S.E.est=0.62

\* p<.05

Multiple regression analysis has been employed to find out which independent variable can predict the level of public fear of crime. The independent variables including personal factors (gender, age, education, occupation, income, residential area in Bangkok and length of stay in Bangkok) and the confidence in the CCTV camera (efficacy of monitoring, efficacy of recording, durability of the camera, time of recording, number of useable cameras, number of cameras installed, positioning of the cameras, bearings of the camera, viewing perimeters of the camera, installation location, manpower monitoring, BMA authorities coordination with the police, training of BMA authorities, human right issues, and ethics of BMA authorities). The results were as follows:

Table 5 shows that 4 variables (gender, income, confidence in the position of the camera, and confidence in the viewing perimeters of the camera) could contribute significantly to prediction of fear of crime. Gender had a negative relationship with fear of crime, indicating that males had less fear of crime than females. Income had a positive relationship with fear of crime, indicating that people with high income had more fear of crime than people with low income. Confidence in the position and viewing perimeters of the camera had a negative relationship with fear of crime. The findings supported the hypothesis that public confidence in CCTV had a negative relationship with public fear of crime.

## **Discussion**

The first analysis performed is the analysis on the lack of confidence in the usability of BMA's CCTVs. Such issue is due to the impact of suspicions raised in late 2011, when the locals detected that there were no camera in the CCTV housing in many areas. Besides, the number of fake cameras was installed instead of the actual cameras in many places. Although several countries liked to use dummy cameras to save implementation budget, this practice affected confidence of people as was the case of Bangkok. Bangkok Metropolitan Administration should, therefore, carefully revise the necessity of using dummy cameras in Bangkok. The questions from the public and the media affected the confidence of such policies. In response to public outcries, Mr. Teerachon Manomaipiboon, Deputy Governor replied in an interview with the Prachachat-Turakit that:

The dummy cameras were installed during the previous governor's tenure because, BMA's budget was not sufficient. And it is necessary to install CCTV to control political conflicts. Therefore, BMA had to use fake cameras. There were, however, 500 dummy cameras installed in the inner city of Bangkok at the point of protest area, such as Dusit district, Satorn district and the area where the congregation spread out. Currently, we had sufficient budget. 10,000 cameras were already installed and the target of 20,000 cameras will be completed soon. This includes the installation of CCTV cameras into the blank CCTV housing (Prachachat-Turakit Online, 2011).

However, although the issue has been clarified to public notice, public confidence on actual usability of CCTVs installed in the city remains low. Although this survey research was conducted four years after the event, the confidence of the locals on the issue remains low. This shows that throughout the period of 4 years, the BMA has failed to take any action to restore public confidence.



**Figure 2. Public confidence in the BMA’s CCTVs**

<b>Public confidence in the Bangkok Metropolitan Administration(BMS)’s CCTVs</b>	
<b>Moderate</b>	Efficacy of monitoring
<b>Moderate</b>	Efficacy of recording
<b>Moderate</b>	Durability of the camera
<b>Moderate</b>	Time of recording
<b>Low</b>	Number of useable cameras
<b>Low</b>	Number of cameras installed
<b>Moderate</b>	Position of the camera
<b>Moderate</b>	Bearing of the camera
<b>Moderate</b>	Viewing perimeters of the camera
<b>Moderate</b>	Installation location
<b>Low</b>	Number of manpower monitoring
<b>Low</b>	Coordination between the BMA and police
<b>Moderate</b>	Training of the BMA
<b>Moderate</b>	Not violating human right
<b>Moderate</b>	Ethics of BMA authorities

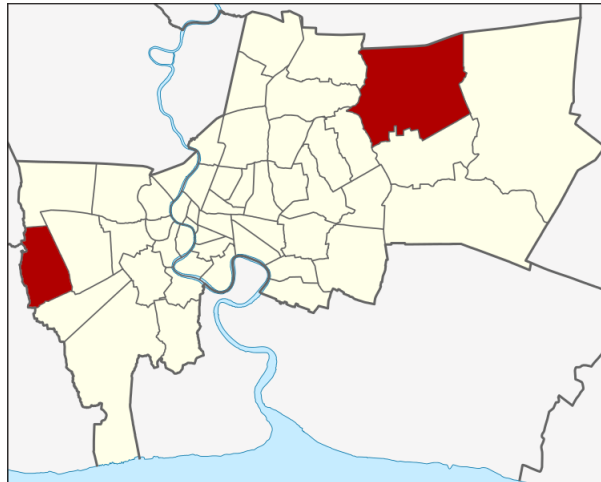


(Trimek, 2015)

The next discussion is the lack of confidence in the sense that number and coverage of CCTV cameras installed by MBA is not sufficient. Although in January 2015(at the time of conducted present research survey), the Governor has confirmed that the BMA has already installed 50,000 cameras, covering all areas of Bangkok, the number of such cameras is a very small number compared to the total area of Bangkok (1,569 square kilometres). This means that there is 1 camera per 31,380 square meters, or one camera per 20 acres, which is not enough to deter crime. In comparison with London, the capital which is relatively equal in size to Bangkok (1.572 square kilometres), it was found that the number of surveillance cameras installed to control the crime were up 422,000 (Davis, 2012), 8 times the number installed in Bangkok.

Also, there is a lack of confidence in the BMA authorities and the Metropolitan Police Bureau, especially, the BMA authorities, monitoring the criminal behaviour through CCTV cameras. In this regard, the public do not believe that there would be great coordination between BMA authorities (in the control room) and the police when an unusual event occurs. The issue is in line with the concerns in research conducted by Trimek (2010) who have studied the feasibilities and concerns on implementing the full CCTV system in Bangkok. In that research, Mr. Tripop Khantayaporn(Chief of Traffic Engineering Office and overlooking the CCTV system in Bangkok) admitted that "the BMA had not enough manpower to monitor the CCTV camera, with the coordination between the BMA authorities and a local police officer as another hindrance."

**Figure 3. Residents of Nong Khaem District and Khlong Sam Wa District had high fear of crime**



Subsequent analysis of the level of fear of crime among residents living in Bangkok revealed that overall fear of crime among residents of the city in 2015 was at a moderate level. People living in Nong Khaem District and Khlong Sam Wa District had high fear of crime. The mentioned level of fear of crime was consistent with area division according to crime occurrence statistics of Metropolitan Police Bureau. Nong Khaem Police Station and Khanna Yao Police Station (Khlong Sam Wa District being in the responsible area of Khanna Yao Police Station) were in the areas with the high rate of crime (Manager Online, 2011). Nong Khaem District is an area in Bangkok which is adjacent to Samut Sakhon Province. Khlong Sam Wa District is adjacent to Pathum Thani Province. People living in the suburban zone in both districts felt unsafe in their lives and properties. The research results were consistent with the research of Zurawski (2007) on different opinions of people living in different areas by using Hamburg as the research area. The research results showed that people living in the suburban zone felt more considerably unsafe in their lives and properties than people living in the urban zone. In the past, Nong Khaem District and Khlong Sam Wa District were areas where people's career were main agricultural. At present, people increasingly migrate into both the areas, rapidly causing disorganization and social changes.

Considerable fear of crime in both districts could be explained with Social Disorganization Theory of Shaw and McKay (1942) which stated that: "The social condition of the community with continuous change of the community and dwellers due to urbanization weakened community's social control mechanism and led to a high rate of crime" (Shaw & Mackay, 1942). Causes of crime behaviour according to this theory stemmed from the country growth, leading to disorganized and continuous change and disorganization of the community which caused the community to have higher rate of crime than other communities. This was consistent with characteristics of change of Nong Khaem District and Khlong Sam Wa District, causing people living in both districts to have more fear of crime than other districts.

As for analysis of relationship of personal factors and confidence in the BMA's CCTVs towards fear of crime by using multiple regression statistics to analyse data, the researcher

found that dependent variables which could forecast the level of fear of crime were gender, incomes, confidence in CCTV cameras installation position, and confidence in the viewing perimeters of CCTV cameras. Female gender was correlated with more fear of crime. This was consistent with the research of Watthanasin (2003) that gender was correlated with fear of crime, with female having more fear of crime than male. As for the factor on incomes, the researcher found that high-income people tended to have considerable fear of crime. This was inconsistent with the research of Watthanasin (2003) finding that monthly incomes did not significantly correlate with fear of crime at the level of .05. The researcher did not find the relationship between the personal factors of age, education, career, dwellings, and period of living, and the fear of crime. The researcher found that the factor on age was inconsistent with the research of Watthanasin (2003) which stated that age was correlated with fear of crime in the opposite direction. Old people had little fear of crime while young people had considerable fear of crime. As for the factors on education, careers, and dwellings, the researcher found that these factors could not similarly forecast fear of crime. The factor on period of living was not consistent with the research findings of Murphy and Eder (2010) that the longer a person lived in the same area, the less fearful he would be of crime. This was because this research asked about the period of living in Bangkok without specifically specifying how long people lived in their dwellings, causing different research results.

According to the hypothesis testing, public confidence in CCTV has a negative relationship with public fear of crime. Such relationship was associated with two aspects: confidence in installation position and confidence in viewing perimeters of CCTV cameras. The researcher did not find any relationship in any other aspects of confidence and would like to analyse each aspect of confidence as follows:

The researcher used 15 aspects of confidence to test and forecast fear of crime. The researcher brought the mentioned confidence from the survey form of confidence in CCTV cameras which contained questions covering the issues on efficiency of CCTV cameras, installation points, and staffs. The research of Clancey (2009) examined the level of CCTV cameras acceptance and the level of confidence in CCTV cameras installed by the government. However, the examination principles in Clancey (2009) have never been used to find relationship or capability to forecast fear of crime, therefore, any new findings in this research had never been found in any other researches. As for confidence in each aspect which did not correlate with fear of crime, the researcher would like to discuss as follows:

As for confidence in the efficiency of CCTV cameras, the researcher believed that CCTV cameras were a new technology used by the government for controlling crime in Thailand according to opinions of the informants. The researcher believed that few informants understood the equipment and technical capabilities of CCTV cameras. The informants might answer five questions by giving scores on the level of confidence at a high level, making the researcher unable to significantly measure relationship with the level of fear of crime. As for this issue, the researcher would like to propose that if one wants to measure the level of this group with technical information at a high level, one should select the specific sample groups with moderate perception of techniques on CCTV cameras to test relationship in the future research.

As for the group with confidence in installation points, the researcher found the relationship between confidence in CCTV cameras and fear of crime. As for confidence in CCTV cameras installation position, people were not confident that Bangkok

Metropolitan Administration installed CCTV cameras in suitable positions, causing people's high fear of crime. As for confidence in viewing perimeters of CCTV cameras, people were not confident that CCTV cameras had good viewing perimeters or they thought that CCTV cameras were obscured by obstructions such as trees, electricity post, advertisement signs, causing high fear of crime of people in Bangkok. This was a newfound issue and there are no previous researches that have studied the mentioned issue.

As for other issues consisting of sufficient number of CCTV cameras, record direction, and CCTVs installation in risky areas, the researcher thought that to form a well-informed opinion on the mentioned issues required technical knowledge like the first confidence group, making the informants unable to correctly give the information and no relationship was found. As for confidence in government authorities, the confidence stemming from acknowledgement of the information on that agency was different according to attitudes of the informants. The level of confidence in these staffs was, therefore, useful for development of officers' implementation. However, the level of confidence in this group could not be used for forecasting fear of crime as shown in the research results.

### **Conclusion and Recommendations**

In terms of public confidence in BMA's CCTV, the research found that residents of Bangkok's confidence in BMA's CCTV were at a moderate level. However, public confidence was at a low level in the following aspects: 1. The public does not believe that all CCTVs installed by BMA are usable. 2. The public does not believe that the number of CCTVs installed by the BMA is sufficient. 3. The public does not believe that BMA have enough staff to keep an eye on the behaviour of the offenders through CCTVs and; 4. The public does not believe that there would be great coordination between BMA authorities and Metropolitan Police Bureau when an unusual event occurred in the area of control. As for the public fear of crime, the study found that the fear of crime in Bangkok was at a moderate level. The four variables that can predict the fear of crime are gender, personal income, confidence in the position installed CCTVs, and confidence in the vision of the cameras, with the latter two factors contributing an increase in the level of fear of crime.

*Recommendations:* 1. BMA does not have to install any fake CCTV camera or dummy camera. Even though in many countries, the use of dummy cameras mingling with real cameras can reduce the operating budget, such an approach will adversely affect the confidence of locals in Bangkok as mentioned above in the findings. 2. BMA should increase the number of CCTV cameras. With the number of cameras currently at 50,000, this is still not enough. 3. BMA should set up a specific department responsible for the maintenance and repair of CCTVs installed. This suggestion follows from the finding that lack of confidence in the position and vision of the cameras result in a higher fear of crime. 4. BMA should analyse crime hotspots before determining the point of installation. 5. The Metropolitan Police Bureau should cooperate with the BMA authorities promptly when an unusual event is detected by CCTV cameras.

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