

Received: 11 November 2022 Accepted: 28 March, 2023

DOI: <https://doi.org/10.33182/rr.v8i4.269>

The network for the development of crime-safe cities for local government organizations: A case study of Chiangmai city

Dhanapat Pakachaisitha¹

Abstract

The objective of this research were to study the policy network in developing the crime-safe city for local government organization: A case study of Chiangmai City, and to propose the guideline for establishing and operating in network to develop the crime-safe city for local government organization. This study employed a qualitative design with one hundred ninety people included the Chiang Mai city municipality officer those who worked as the policy makers, the police officers, the entrepreneurs, and the community leaders, and participated in semi-structured interviews. The result found that the effective guideline in this matter were consisted of three fundamental issues as follows 1) Network formation 2) Strategies for effective collaboration, and 3) Capacity building. It can be concluded that establishing and operating in network to develop the crime safety city for Local Government Organizations won't be success, if it did not have the collaboration among every stakeholders both private and public sections.

Keywords: *Crime-safe cities, local government organizations, policy network.*

Introduction

The concept of the public safety has created as an vital fundamental function for governments across the world. It refers to the duty and function of the state to ensure the safety of its citizens, organizations, and institutions against threats to their well-being as well as the traditional functions of law and order. Today, more than half of the world's population lives in urban regions, making a safe city increasingly important to maintaining wealth and secure living. Cities are faced with many difficulties due to crime, violence, and fear. The basic principles of good governance must find a direct application in any urban safety strategy, aimed at reducing and preventing common problems of crime and insecurity. The United Nations, through its Habitat Agenda on Human Settlements, which was adopted at the Istanbul Conference, initiated a series of approaches and strategies to effectively reduce and eradicate violence and crime within the cities. The aim of the UN-Habitat Safer Cities program is to reinforce personal safety and reduce fear by improving safety services and accountability to the community (UN- Habitat, 2007). The Safer Cities program has the

¹ Faculty of Social Sciences and Humanities, Mahidol University, Salaya, Nakhonpathum, Thailand. E-mail: dhanapat766@gmail.com.

following building blocks, Building Urban Safety Through Urban Vulnerabilities Reduction. The UN Safer Cities program defines vulnerability as the probability of an individual, a household, or a community falling below a minimum level of welfare (e.g., poverty line), or the probability of suffering physical and socio-economic consequences (homeless or physical injury) as a result of risky events and processes (as forced eviction, crime, or flood).

Paying special attention to urban vulnerabilities and violence shall reduce the probability of crime and ensure a secure and safe city (Academic library, 2023). The Safe City concept in Smart City provides a new way for the government to develop a city security system. "Safe city concept is one approach and as part of the live concept of the city focusing on the crime problem in urban areas". In other words, Safe City is an idea in a community that uses technology to help governments, communities, and businesses reduce the possibility of crime and provide an environment where people feel safe and comfortable (Risidiana & Susanto, 2019). Safe City Index 2019 has given a comprehensive meaning to safety in 4 aspects, which are regarded as the security of the city, namely Infrastructure Security digital security This includes cybercrime. health safety and personal safety which this personal safety includes security from basic crime. For a safe city in a narrow sense, It focuses on the implications of safety from crime (Crime Safe City) which is a city that is safe from all basic crimes, especially cases of kidnapping, robbery, robbery, murder, and rape. It will be a crime that affects the sense of safety and fear of crime among citizens living in the city and affects the image of the city as well as other consequences (The Economist Intelligence Unit, 2019). Most of the world's population lives in the urban areas, and 60 of the world's largest cities are most likely to be visited by tourists. Paris, for example, has 2.1 million residents, yet welcomed more than 30 million visitors in 2022 (Poirot, 2023). Safety is a top priority for people around the world when choosing a place to live or visit. With crime rates, infrastructure, healthcare, and overall stability being key factors (FAIR Team, 2023).

To measure a country's safety, the Global Peace Index is used. To measure a city's safety, the Economist Intelligence Unit's Safe Cities Index (SCI) is used. The SCI ranked 60 destinations around the world across 57 indicators covering their digital security, health security, infrastructure, and personal safety. Based on this, cities are given a score between 0 and 100. This is important because 56% of humans live in cities. By 2050, it is estimated that 68% of people will live in cities. Growth of cities will be inevitable over the years, and urban management will be essential in defining the quality of life for the increasing population of humanity living in cities. An important factor in successful urban management is the city's ability to provide a safe and secure environment for its residents, businesses, and visitors. The ten safest cities in the world are 1) Tokyo, Japan (92.0) 2) Singapore (91.5) 3) Osaka, Japan (90.9) 4) Amsterdam, The Netherlands (88.0) 5) Sydney, Australia (87.9) 6) Toronto, Canada (87.8) 7) Washington D.C., United States (87.6) 8) Copenhagen, Denmark (87.4) 9) Seoul, South Korea (87.4) and 10) Melbourne, Australia (87.3) (World Population Review, 2023).

According to the SCI, Tokyo, Japan is the safest city in the world with a score of 92. Following

closely is Singapore with a score of 91.5 and Osaka with a score of 90.9. Singapore ranked first in infrastructure security and personal security, while Tokyo ranked first for digital security and Osaka ranked first for health security. Asia-Pacific cities make up six of the top ten safest countries on the list; however, a city's geographic region does not have a statistical link with its safety and security. Tokyo, Singapore, and Osaka lead in safety not because they are in Asia, but because of their individual strengths in each of the categories. There is, however, a correlation between high income and a safer city. Those cities with higher average incomes reflected that wealth through investment in better healthcare systems and quality infrastructure. Cities at the bottom of the list tend to be located in developing nations.

Additionally, there is a correlation between fair, accountable governments. The SCI results are not evenly distributed, with a large number of cities clustered at the top score, meaning that the top cities are more similar to one another than to those ranked lower. The top 24 safest cities are separated by only 10 points. At the bottom of the list are Lagos in Nigeria, Caracas in Venezuela, Yangon in Myanmar, Karachi in Pakistan, and Dhaka in Bangladesh (World Population Review, 2023). It's a well-established fact that Japan has one of the lowest overall crime rates in the world. Tokyo is no exception to that rule. When it comes to violent crimes, Tokyo is perhaps the safest of all the large metropolitan cities (PLAZA HOMES, 2022).

Thailand has been a popular tourist destination for decades, with countless visitors drawn to explore the exotic jungles, breathtaking beaches, and exciting culture. While there are dangers to traveling there, the crime rate throughout Thailand is fairly low. Most recent statistics put the country's overall crime rate at 4.90 per 100,000 residents. There is no denying that there are serious safety problems in Thailand. These include human trafficking, drug trafficking, corruption, and violence against women. However, Thailand is ranked as one of the safest countries in Southeast Asia and violent crimes against visitors are rare. The majority of crimes experienced by tourists, expats, and retirees are crimes of financial opportunity. These crimes include pickpocketing. Thieves have been known to slice open bags with razors and stealthily reach in and lift belongings in a matter of seconds. This frequently occurs in congested areas like markets, popular tourist attractions, and busy train stations. Thieves also often operate on the long-distance bus and train routes. They take advantage of sleepy travelers and bags left unattended in storage compartments. Fraud is another common crime. This includes credit card cons and rental agreement scams. For instance, people report being charged for damages that did not occur when they rented their jet ski or motorcycle. Unfortunately, local authorities are rarely helpful in resolving these situations. Police corruption is rampant. A large proportion of safety concerns is related to the consumption of alcohol. In popular bars, drinks can be spiked in order to facilitate assaults or robberies.

Alcohol can also be used to lower inhibitions to encourage romantic connections with "bar girls", pay for overpriced drinks, or distract guests in order to lift their identification (International Citizens Group, 2023). Chiang Mai is a popular tourist destination in Thailand thanks to its beautiful scenery, rich culture, fun things to do, and low crime rate. The city's population is roughly

127,240 — 40,000 of which are citizens from outside the country. Though Chiang Mai is a large city, it feels small and intimate. There are many museums, restaurants, stores, and nightlife opportunities. The lower crime rates and abundant entertainment have made it a popular alternative to larger cities such as Bangkok and Phuket. Chiang Mai has an overall safety rating of 76.31, and the biggest threat is air pollution (Travel Safe, 2023).

Although, there were benefits from using technology for decreasing and preventing the crime in the city, such as makes it easier to identify the offenders, using an alarm and blocking system etc, the technology had some disadvantages, for example, 1) Most of technology used designed for detecting the offenders after committed the crimes, not used for the prevention 2) The offenders realized where they should committed the crimes. 3) People realized on the technology rather than the community watcher.(Chitsawang, 2021).

Most of the previous papers focused on many areas in this issue, for example, the first one, Cassinger and Thufvesson studies in the title of “Enacting safe places – a study of (im)balancing acts in everyday city centre management”. The aim of this study is to outline a practice approach towards safety in public places whereby safety and place is understood as simultaneously produced in everyday work practice. The study demonstrates how urban places are enacted as safe in and through practice. The findings include some of the ways in which safe places are accomplished, such as maintaining and caring for places and forming collaboration across sectors and actors. To gain a better understanding of safety in city centres (Cassinger & Thufvesson, 2023). The second one, Wereda et al. studies in the title of “The Importance of Stakeholders in Managing a Safe City”. The development of cities and their safety are among the most important international socio-economic processes. It should be emphasized that the main goal of public management in urban space is to create various solutions in the field of safety and thus to improve the quality (Wereda et al., 2022). The third one, Mohamad Ali et al. studies in the title of “Review of Conceptual Model to Spatially Assessing Safe City Level of Affordable Housing in Malaysia”.

The results found that the safety of residential area has become major concern in urban area. Several Governments also developed safe city program, focusing on preventing crime index. Several initiatives were conducted to assess safety, including Safe City Index 2019, Safe City Program, Defensible Space Concept, crime prevention through environmental design (CPTED), Smart Sustainable Cities, etc. This study focuses on integrating spatial information and analysis to improve current initiatives, and come out with conceptual model to spatially assessing safety level of affordable housing in Malaysia. This conceptual model consists of 6 main indicators; crime, safety and security, infrastructure security, accessibility, natural disaster, and health security. With proper assessment model, further planning to improve current safety can be taken by government and affordable housing community (Mohamad Ali et al., 2020). And the last one, Hong studies in the title of ““Safe Cities” in Pakistan: Knowledge Infrastructures, Urban Planning, and the Security State”. The findings indicated that situates safe city projects and the concept of security, more generally, within the history of infrastructure development and urban planning in Pakistan. It shows

that safe city projects shape the relations between the state, people, urban environments, and material things in three key ways. First, the collection and production of vast quantities of data through which ICTs make people not only the objects of—but also the input for—“safe city solutions”. Second, safe city projects idealise state modernity, professionalism, and efficiency. Finally, safe city projects are connected to complex financial and legal regimes, which position security in relation to proprietary technologies (Hong, 2022).

The current study attempts to fill this gap in the literature by focusing on the policy network in developing the crime safety city for Local Government Organizations: A case study of Chiangmai City and the guideline for establishing and operating in network to develop the crime safety city for Local Government Organizations.

Research objectives

- 1) To study the policy network in developing the crime-safe city for Local Government Organizations: A case study of Chiangmai City
- 2) To propose the guideline for establishing and operating in network to develop the crime-safe city for Local Government Organizations

Materials and Methods

This study utilized a qualitative data using semi-structured interviews.

Participants. One hundred ninety people included 9 Chiang Mai city municipality officer those who worked as the policy makers, 14 the police officers those who had the crime safety experiences in the area more than 5 years, 5 government officers from the related organizations those who worked as the important role in are management in the area, 10 entrepreneurs those who had their own business in the area, 5 personnel from the academic institution those who had the experiences in managing the crimes in the area, 97 community leaders in the area, and 50 volunteers in the area.

Instrument. The researcher developed the in-depth interview questions based on the previous literature which were consisted of the Co-production & The Network Approach.

Analysis. The content analysis was used in this research.

Results and Discussion

1.1 The result of the study of the policy network in developing the crime safety city for Local Government Organizations: A case study of Chiangmai City can be shown into five issues as follows;

1) The situation in the crime security issue

From the interview with Chiang Mai city municipality office found that in the overall of the area,

the criminal issues found less than the drug uses issue.

From the interview with the security part, such as the police officer found that the most criminal in the area was the drug uses issue.

It is in line of Thai PBS World. The data revealed that Thailand has one of the highest proportions of people in prison for drug offenses in the world (Thai PBS World, 2022).

From the interview with the people part in the area found that most criminal in the community were fighting, and sometime can be further to be the murders. It is in line of Mataković and Cunjak Mataković. The study found that residents are more likely to be victims of murder and aggravated assault (Mataković & Cunjak Mataković, 2019).

2) The risky area

From the interview with the security part, such as the police officer found that the most 7 criminal places 1) Three Kings Monument Chiang Mai 2) Tha Phae Gate 3) Wua Lai Saturday night market 4) Mae Kha canal landmark 5) Walking Street Night Bazaar and earth wall 6) Suan Dok Community and 7) Railway

From the interview with the people part in the area found that some areas were still insufficient light, such as Ratcha Uthit road, Kumpaeng Din road, Ragang Road.

3) The operation of the crime safety

From the interview with Chiang Mai city municipality officer found that Chiang Mai city municipality processed the criminal safety as follows; 1) The security camera installation in full system, such as the face detection equipment, the license plate detection equipment etc 2) Focus on the social participation in taking care of each other in the community.

From the interview with the security part, such as the police officer found that in the part of the police officer has the main task was to prevent and suppress for all the crimes by processing the patrol in every area, and training the community to collaborate in solving the problems.

From the interview with other organizations, the academic institution found that One of the task of the academic institution was to produce to high impact research, so some education institutions have made the agreement with the police officer and the city municipality in developing the AI innovation about making the security camera to be better performance etc.

From the interview with the people part in the area found that the local participated in securing the community, and reported the problems to the monthly meeting.

It is in line of Lo and Janta The results revealed that security-related concerns were identified as benefits of CBT in the area. In close collaboration with government agencies, product development was recommended to create a unique condition for CBT and address the shortcomings. It is crucial to involve local residents, empower the local community (Lo & Janta, 2020). It is also relevant to

Piza et al. Findings show that CCTV is associated with a significant and modest decrease in crime. The largest and most consistent effects of CCTV were observed in car parks. The analysis also generated evidence of significant crime reductions within other settings, particularly residential areas (Piza et al., 2019). Moreover, there is still another work of Ashby which found that useful CCTV was associated with significantly increased chances of crimes being solved for all crime types except drugs/weapons possession and fraud (Ashby, 2017).

4) Collaboration and participation in crime safety

From the interview with Chiang Mai city municipality officer found that the people participation section was one of the most factors for developing the crime safe city by collaborating through the community chairman who understands the community problems and the community needs, and also with the related organization in order to solve the problems both in the community level and in the city.

From the interview with the security part, such as the police officer found that in the part of the police officer, hosting the brain storm meeting for all stakeholders in preventing the crimes for solving the problems, such as the academic institution can be the part of creating the high impact research in developing the technology for being better performance, the city municipality could have the importance role for allocating and supporting the funding for the sustainable.

From the interview with other organizations, the academic institution found that the academic institution created the high impact research by collaborating among the police officer and the city municipality.

From the interview with the people part in the area found that the people supported to develop the security city by collaborating and creating the activity for the police officer and the city municipality.

It is in line of Matamanda and Chinozvina. The findings indicated that citizen participation enhances urban development by contributing to the attainment of inclusive, sustainable and resilience cities (Matamanda & Chinozvina, 2020). It is also relevant to Pereira et al. The data indicate the concept of smart governance in the context of smart cities, with a focus on analyzing the phenomenon of smart collaboration. The findings have revealed that ICT has an important role in supporting information sharing and integration between government agencies and external stakeholders, including citizens, especially in developing countries (Pereira et al., 2017).

5) Target and expectation

From the interview with Chiang Mai city municipality officer found that in the present day, Chiang Mai city was the first city of the Asia. Nevertheless, Chiang Mai City Municipality was still carry on creating the policy of the security city by building the information center for supporting the development of the security city.

From the interview with the security part, such as the police officer found that the main task of the police officers was to prevent and suppress all the crimes by using the technology and the community participation.

From the interview with the people part in the area found that more security camera installation in the area for creating the confidence to the local and the tourists.

It is in line of Laufs and Borrion. The findings indicated that the digital technology now plays a critical role in security management, with policing apps, drones, and body-worn cameras potentially being game-changers (Laufs & Borrion, 2022). It is also relevant to Ratcliffe et al. An analysis that incorporates controls for long-term trends and seasonality finds that the introduction of cameras is associated with a 13% reduction in crime (Ratcliffe et al., 2009).

1.2 The result of proposing the guideline for establishing and operating in network to develop the crime safety city for Local Government Organizations can be concluded into three issues as follows;

1) Network formation

It should identify the stakeholders, such as the local government officers, the law organizers, the security officers, the IT experts, the private and public sectors, and the academic institutions, and to create the structure for ministering and defining the role and responsibility for participation in order to solving the problems. It is in line of Gil-Garcia et al. The findings indicated that clarity of roles and responsibilities (CRR) influences the performance of individual organizations as well as inter-organizational efforts (Gil-Garcia et al., 2019).

2) Strategies for effective collaboration

It should create the regular communication channel, such as the meeting, the working platform, define the clear and the responsibility of the member, and support the knowledge sharing among the network members. It is in line of Fayyaz et al. It was found that knowledge sharing processes are strongly related to organization innovation efficiency (Fayyaz et al., 2021).

3) Capacity building

It should train and develop the skill by arranging the program for creating the member's potential which focus on the data analytic, the crime map, the community participation, the data approach, the fundraising method and the technology uses etc. Also it should have the evaluation mechanic and the suggestion in order to learn and adapt continuously. It is in line of EL Hajjar and Alkhanaizi. The results revealed that training is a systematic way to improve the performance of employees, and it provides a link between job requirements and the current job specification of the employees. In addition, training requires time, energy, and money. At this juncture, organization must look for the needs to evaluate training programs and assess its impact on both performance and behavior of trainees (EL Hajjar & Alkhanaizi, 2018).

Conclusion

From the research's findings, it can be concluded that establishing and operating in network to develop the crime safety city for Local Government Organizations won't be success, if it did not have the collaboration among every stakeholders both private and public sections. One section was not able to achieve the mission by oneself. The effective collaboration and participation network in crime safety were all local government, private segment, the academic institution, and people who lived in the area must take care for each other, and have proper network system.

Future study

- 1) The further research should be developing the framework, and the evaluation methods of network towards the community crime safety.
- 2) The technology integration should be considered for increasing the effectiveness of the crime safety strategy in the area.
- 3) The lesson learn practice should be done for integration the collaborated mechanics which might reflect the achieving factors in different ways.

References

- Academic library. (2023). Safe City Concepts. https://ebrary.net/190890/geography/safe_city_concepts
- Ashby, M.P.J. (2017). The Value of CCTV Surveillance Cameras as an Investigative Tool: An Empirical Analysis. *Eur J Crim Policy Res*, 23, 441–459. DOI: <https://doi.org/10.1007/s10610-017-9341-6>
- Chitsawang, N. (2021). Safe City : Crime Free. <https://www.gotoknow.org/posts/691407>
- EL Hajjar, S.T., Alkhanaizi, M.S. (2018). Exploring the Factors That Affect Employee Training Effectiveness: A Case Study in Bahrain. *SAGE Open*, 1-12. DOI: 10.1177/2158244018783033
- FAIR Team. (2023). Top 10 Safest Cities in the World – 2023 update. <https://fairbd.net/top-10-safest-cities-in-the-world-2023-update/>
- Fayyaz, A., Chaudhry, B.N., Fiaz, M. (2021). Upholding Knowledge Sharing for Organization Innovation Efficiency in Pakistan. *Journal of Open Innovation: Technology, Market, and Complexity*, 7(1), 4. DOI: <https://doi.org/10.3390/joitmc7010004>
- Gil-Garcia, J. R., Guler, A., Pardo, T.A., Burke, G.B. (2019). Characterizing the Importance of Clarity of Roles and Responsibilities in Government Inter-Organizational Collaboration and Information Sharing Initiatives. *Government Information Quarterly*, 36(4), 101393. DOI: <https://doi.org/10.1016/j.giq.2019.101393>
- Hong, C. (2022). “Safe Cities” in Pakistan: Knowledge Infrastructures, Urban Planning, and the Security State. *Antipode*, 54, 1476-1496. DOI: <https://doi.org/10.1111/anti.12799>
- Laufs, J., Borrión, H. (2022). Technological innovation in policing and crime prevention:

- Practitioner perspectives from London. *International Journal of Police Science & Management*, 24(2), 190–209. DOI: <https://doi.org/10.1177/14613557211064053>
- Lo, Y.C., Janta, P. (2020). Resident's Perspective on Developing Community-Based Tourism – A Qualitative Study of Muen Ngoen Kong Community, Chiang Mai, Thailand. *Front. Psychol*, 11(1493). DOI: 10.3389/fpsyg.2020.01493
- Mataković, H., Cunjak Mataković, I. (2019). The impact of crime on security in tourism. *Security and Defence Quarterly*, 27(5), 1-20. DOI: <https://doi.org/10.35467/sdq/115539>.
- Matamanda, A.R., Chinozvina, Q.L. (2020). Driving Forces of Citizen Participation in Urban Development Practice in Harare, Zimbabwe. *Land Use Policy*, 99, 105090. DOI: <https://doi.org/10.1016/j.landusepol.2020.105090>
- Mohamad Ali, S.N., Tarmidi, Z., Aizuddin Mat Nor, N. (2020). Review of Conceptual Model to Spatially Assessing Safe City Level of Affordable Housing in Malaysia. *IOP Conf. Series: Earth and Environmental Science*, 540, 012046. DOI: 10.1088/1755-1315/540/1/012046
- Pereira, G.V., Cunha, M.A., Lampoltshammer, T, J., Parycek, P., Testa, M.G. (2017). Increasing collaboration and participation in smart city governance: a cross-case analysis of smart city initiatives. *Information Technology for Development*, 23(3), 526-553, DOI: 10.1080/02681102.2017.1353946
- Piza, E., Welsh, B., Farrington, D. and Thomas, A. (2019). CCTV Surveillance for Crime Prevention: A 40-Year Systematic Review with Meta-Analysis. *Criminology & Public Policy*, 18(1), 135-159. DOI: <http://dx.doi.org/10.1111/1745-9133.12419>
- PLAZA HOMES. (2022). Here's Why Tokyo is one of the Safest Cities in the World to Live. <https://www.realestate-tokyo.com/living-in-tokyo/tokyo-general/the-safest-city/>
- Poirot. (2023). Safest Cities in the World. <https://www.farandwide.com/s/worlds-safest-cities-183192b6d0644f28>
- Ratcliffe, J., Travis, T., & Ralph, T. (2009). The Crime Reduction Effects of Public CCTV Cameras: A Multi-Method Spatial Approach. *Justice Quarterly - JUSTICE Q*, 26, 746-770. DOI: 10.1080/07418820902873852.
- Risdiana, D., Susanto, T. (2019). The Safe City: Conceptual Model Development - A Systematic Literature Review. *Procedia Computer Science*, 161, 291-299. DOI:10.1016/j.procs.2019.11.126.
- Thai PBS World. (2022). Will the gentle approach rid Thailand of its drug problem?. <https://www.thaipbsworld.com/will-the-gentle-approach-rid-thailand-of-its-drug-problem/>
- The Economist Intelligence Unit. (2019). Safe Cities Index 2019. <https://safecities.economist.com/safe-cities-index-2019/>
- Travel Safe. (2023). 10 Safest Cities in Thailand. https://www.travelsafe-abroad.com/safest-cities-in-thailand/#google_vignette
- UN- Habitat. (2007). Enhancing Urban Safety and Security: Global Report on Human Settlements. <https://unhabitat.org/enhancing-urban-safety-and-security-global-report-on-human>

settlements-2007

Wereda, W., Moch, N., Wachulak, A. (2022). The Importance of Stakeholders in Managing a Safe City. *Sustainability*, 14, 244. DOI: <https://doi.org/10.3390/su14010244>

World Population Review. (2023). Safest Cities in the World 2023. <https://worldpopulationreview.com/world-city-rankings/safest-cities-in-the-world>