

ABSTRACT

Title of Dissertation	Management and Development of Labour in the Thai Aviation Industry
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The objectives of this research are to study the current situation of management and development of labour in the Thai aviation industry and to present the guidelines for competency increasing of employees especially those working in the airlines, at the airport and at the site of air cargo. The target population in this study is employees in Thai Airways International Public Company Limited, Airports of Thailand Public Company Limited and Bangkok Flight Services Company Limited. Primary data was collected from 585 samples employed in these three companies.

The sample consisted of 68.5 percent males and 31.5 percent females. About 55 percent are in an age group of between 31 and 50 years old, followed by 21-30 year olds making up 34.4 percent. The majority (64.6 percent) of employees had an educational level to bachelor degree while 19 percent of the sample population held a master degree. Almost one-half (44 percent) of the employees have an income of between 10,001-30,000 baht and those with an income of between 30,001-60,000 baht numbered some 38 percent. In terms of working positions held by those in the sample, about 76 percent are staff level, 13 percent are primary executives and 8 percent are middle executive level. About 48 percent of the sample population has been working in their organization for more than 10 years and 34 percent have been working in their organization for between 3-10 years.

Concerning the organization management, most of the sample population are quite satisfied especially on the matter of staff orientation for new employees and the

compensation system, i.e. salary, wages and other incentives are appropriate. But only one-half of the sample indicated that the recruitment procedures have standards and fairness. About 58 percent agreed that their department has appropriate human resource planning. As for labour development on training aspect, those in the sample indicated the highest satisfaction on training that gives employees knowledge, skills and experience that helps them to perform tasks efficiently and effectively. But the employees have training in technology related to the organization at moderate level. The satisfaction levels on labour development in educational aspects are relatively low. The employees were supported on continuing education at the vocational field below middle average level. The samples indicated that the budget arrangements are not appropriate, especially for employees having an opportunity to get education from abroad and to study in other organizations that have modern technology innovations.

In terms of development, most of the samples have moderate agreement on the activity the organization offer, i.e. the employees have various information technology for personnel development and they are promoted to organize social activities for the organization. The employees have opportunity to change their duty or position according to the knowledge, ability and experience at the moderate average agreement.

Finally, the study presents guidelines for improving labour development in various aspects. On organization management, improvement should be focused on the recruitment and selection procedures, including promotion which should be considered by knowledge, ability and experience of the employees. On the whole, the organization should improve human resource planning for every department. In terms of training aspects, the organization should improve the development in information technology and provide knowledge from the department both internally and outside the organization. Education opportunities for employees should be emphasized both from abroad and also to study in other organizations that have modern innovations especially in technology advancement. The organizations should improve the scholarship schemes and have an appropriate budget for employee's education. Lastly on development, the organization must improve various activities that are currently offered to the personnel in the organization to develop the skills, knowledge and perception more efficiency for long-term personnel development in the organization.