



Factors Affecting the Efficiency of The Airline Employees

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Abstract

This research is a study of factors affecting the efficiency of the airline staff. With objective 1. To study the efficiency of the airline staff. 2. To study the factors that affect the efficiency of the airline staff. The results of the research can be summarized as follows: 1. Most of the airline employees are male, aged 31-35 years, have a bachelor's degree. Most employees have an average income. 20,001-25,000 baht. Employees have 2-5 years of work experience and are mostly single. 2. Overall, if considered in each item at a high level, all items ranked first in the work environment, followed by relationships with colleagues and security progress in the work order, respectively, the final morale in work 3. Overall, if considered in each item at a high level, all items ranked first in the ability to work, followed by job satisfaction. As for the final sequence of work success (Stevens, 1996), all independent variables in this research do not have a multi-factor relationship. Multicollinearity, therefore, allows all independent variables to be used in stepwise multiple regression analysis, in which the variables are predicted in the model one by one. The coefficient of correlation between factors that affect the efficiency of the airline employees. And the working environment, affecting the operational efficiency of the airline staff.

Keywords: Working factors, Work efficiency, Airline staff



Introduction

Thai Airways Limited (public company) is an airline that provides passenger services, cargo, packages, and products. Transportation connects major cities in countries and regions around the world through networks. Suvarnabhumi airport is an aviation hub network. In addition, the company also operates related businesses to support air transportation as a business unit and joint venture with Scandinavian Airlines. The airline's system, or the name used, American Airlines, on August 24, 1959, is designed to carry out international aviation business. The state is registered as a limited company. On September 29, March 1960, 2 million were registered by Thai Airlines Limited. 70% of the shares held by American Airlines and 30% of the registered capital held by American Airlines (Thai Airways, 2019)

Later, on March 30, 1977, the United States had transferred all its existing shares to Thai Airlines Co., Ltd. and canceled the joint venture agreement. The company is composed of Thai Aerospace Co., Ltd. (Thailand) Co., Ltd. (Thailand) Co., Ltd., company, company The U.S. investment was only 2 million. Thai Airlines held 70% of the shares, while American Airlines held 30% of the shares, which later increased. All steps in the past 25 years, Thai Airlines has purchased all its shares from the United States. Therefore, Thai Airlines is a real Thai airline. Role in the National Aviation Administration The company released a vision to determine the goal and ensure that all parties are committed to achieving their goals. He is an effective manager of national airlines. Thailand's focus is to create new values to promote core values. the focus of customer satisfaction is to provide consistent products and services to meet customers' needs and expectations. Our goal is to provide excellent services and standards, encourage employees to create value, from the effectiveness of happy business philosophy. Thai public Airlines Co., Ltd (Thai Airways, 2019)

At the same time, compared with other airlines, the current situation of the company is obvious. Thailand has many fleets and planes, which is not worth it. In addition, the operating costs are high, or the overall performance of the company is lower than that of rival airlines. In addition, the long-term imperfect process makes complex decision-making. This has led to changes and a business environment that cannot be responded to in time, resulting in a shortage of funds for many routes. This is a long-term financial crisis. Therefore, many people even work. They cannot promote the improvement of the



situation, leading to the correct direction of morale and organization. Finally, the Thai airline system may not be able to compete or sustain organizational change.

From knowing the history and importance of the problem, the students were interested in studying. Factors Affecting Operational Efficiency of Airline Employees To bring the information mentioned above. to be used to develop a fleet that is not worth it and low efficiency Due to the work processes that have not been improved for a long time, including improving the efficiency of the personnel in the company and the performance of the employees in the work, and resulting in the efficiency of the employees in the company to achieve and achieve goals intended.

Objectives

1. To study the operational efficiency of the airline staff
2. To study the factors affecting the efficiency of the airline

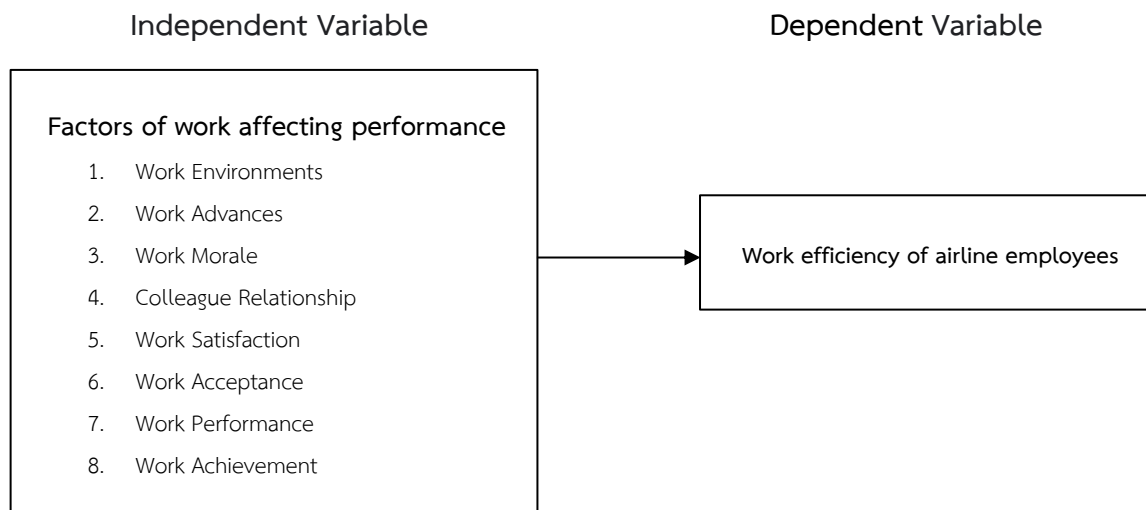
Literature Reviews

Work Factor Theory: (Paisan Kraisit) Working is a necessary activity. and is a specific human activity Only humans must work and only humans can work This is said because Human behavior differs from animal instincts, that is, human action has a consequence of the action occurring in the brain before actual action. It is an activity with goals, based on skills and feelings. Having a decision early on what to do and being aware of the impact it will have on other people.

Two-Factor Theory of Motivation: Herzberg's (1991 cited in Tula Mahaphasuthanon, 2011). Factors related to happiness at work. Opportunity to study to gain additional knowledge or to receive training.

Performance theory: is a kind of support for employee performance. It provides managers with methods to obtain the best performance. The minimum cost is to reduce the cost of objects and personnel and increase the linear speed. And higher-level management

Research Framework



Methodology

The tools used in this research are questionnaires that the researchers created by collecting data from the study of concepts and theories. From related research to study airlines, research, and innovation by dividing the test into 4 episodes as follows:

1. Population and samples
2. Research tools
3. Data collection
4. Data analysis and statistics

This research uses statistics to analyze data with descriptive statistics, consisting of percentage statistics, averages, standard deviations, and hypotheses by analyzing the influence of variables using multiple regression analysis using stepwise techniques.

Results

The results concluded that 1. Airline employees, mainly male, mostly male, mostly aged, ranged from 31-35 years old, with a bachelor's degree, average monthly income, mostly employees earning an average of 20,001-25,000-baht, work experience/year, most of them have 2-5 years of working experience and are mostly single. If you consider each of them to a very high level, first, in terms of work environment, second only to relationships with colleagues, and security progress in the work, respectively. Last



Sequence Section The morale aspect of work 3. Overall, it is very high. If you consider it on a very high level, first, in terms of work capability, second only to job satisfaction and acceptance, respectively. Sequence Section Finally, the success of the job 4. The correlation coefficient between factors affecting the operational efficiency of airline employees. It was found that no more than .80 (Stevens, 1996) caused not all independent variables in this study to have a multicollinearity relationship, so all pool variables could be used in a staged multiple regression analysis. (Stepwise Multiple Regression Analysis, which introduces variables into models one by one 5. Model 4, when the relationship variables for work are further analyzed, showed that the power to describe the operational efficiency of airline employees increased to 44.1 per cent with a standard deviation in forecasting, equal to ± 248 , finding that the relationship with colleagues significantly affected the performance of airline employees statistically at .01 and later when the working environment variables came to analyze together at the .01 level as well, which means The working environment affects the efficiency of the operation of the airline staff. It can be written as a regression equation in the form of a standard score. Performance efficiency of airline staff = $1.113 + (.192 * \text{working environment}) + (.198 * \text{In terms of security, advancement in work}) + (.172 * \text{morale and morale at work}) + (.115 * \text{relationship with co-workers})$

Table 1: Demographic and Percentage of Airline Staff

Demographic	Number (n = 150)	Percentage
1. Gender		
Male	126	50.4
Female	124	49.6
2. Age		
Below 25 yrs.	49	19.6
26-30 yrs.	72	28.8
31-35 yrs.	84	33.6
Over 36 yrs.	45	18.0
3. Education		
Undergraduate	20	8.0
Bachelor's Degree	186	74.4
Post - graduate	44	17.6

Demographic	Number (n = 150)	Percentage
4. Salary		
Below 15,000 THB	42	16.8
15,001-20,000 THB	84	33.6
20,001-25,000 THB	88	35.2
Over 25,000 THB	36	14.4
5. Work Experience		
At least 1 year	46	18.4
2-5 years	125	50.0
6-10 years	61	24.4
Over 11 years	18	7.2
6. Status		
Single	135	54.0
Married	108	43.2
Devoiced	6	2.4
Widow	1	0.4

Table 2: Mean, Standard deviation of respondents

Work Factors	Perspective Level		
	\bar{X}	S.D.	Meaning
1. Work environment	3.67	.430	High
2. Work advances	3.62	.477	High
3. Work morale	3.61	.469	High
4. Colleague relationship	3.65	.481	High
Total	3.63	.430	High

From Table 2 Factors in the work of airline employees for each aspect and the overview of working factors, it was found that the overall level was at a high level ($\bar{X} = 3.63$, $SD = .430$), if considering each item at a high level for all items. First, the working environment ($\bar{X} = 3.67$, $SD = .430$), followed by relationships with colleagues ($\bar{X} = 3.65$, $SD = .481$), followed by job security ($\bar{X} = 3.62$, $SD = .477$), respectively. Morale ($\bar{X} = 3.61$, $SD = .469$).

Table 3: Mean, Standard deviation of respondents

Work operation efficiency	Perspective Level		
	\bar{X}	S.D.	Meaning
1. Work Satisfaction	3.59	.516	High
2. Work Acceptance	3.55	.458	High
3. Work Performance	3.61	.474	High
4. Work Achievement	3.54	.443	High

From the table of 3 factors in the work of airline employees for each aspect and the overview of factors in working, it was found that overall, it was at a high level ($\bar{X} = 3.64$, $SD = .330$), if considering each item at a high level for all items. First, the ability to work ($\bar{X} = 3.61$, $SD = .474$), followed by job satisfaction ($\bar{X} = 3.59$, $SD = .516$) and recognition ($\bar{X} = 3.55$, $SD = .458$), respectively. ($\bar{X} = 3.54$, $SD = .443$).

Table 4: The results of the model suitability examination of factors influencing employee engagement in a state enterprise organization.

No	Model	β	t	Collinearity Tolerance	
				Tolerance	VIF
Model 1	Constant		16.739		
	Colleague relationship	.496	8.997	1.000	1.000
Model 2	Constant		10.991		
	Colleague relationship	.373	6.871	.881	1.135
	Work morale	.357	6.569	.881	1.135
Model 3	Constant		8.208		
	Colleague relationship	.315	5.962	.842	1.188
	Work morale	.292	5.491	.832	1.201
	Work advances	.271	5.190	.862	1.161
Model 4	Constant		6.027		
	Colleague relationship	.281	5.257	.801	1.249
	Work morale	.281	5.363	.829	1.207
	Work advances	.248	4.776	.843	1.187
	Work environment	.149	2.931	.880	1.136

** It was statistically significant at the .01 level.

Note: The highest values of the Eigen Value of all 4 models = 1.249, 1.993, 2.985 and 3.979.**

From Table 4, the results of checking the relationship between all factors of Model 1 - Model 4 showed that the highest VIF (Variance Inflation Factor) was 1.249, which is not more than 5 values, and the lowest Tolerance value was equal to 0.801, which is not less than 0.2, and the highest Eigen Value, 3.979, which is not more than 10.0, indicating that the independent variables analyzed in the model no correlation does not create a plural relationship between the factors. With multicollinearity, the data is appropriate to use a Stepwise Multiple Regression Analysis (Hair, JF et al., 2010 cited in Chalapatsorn Sittiwarongchai, 2017).

Table 5: Appropriate model analysis of factors influencing employee engagement in a government organization

Airline work efficiency	Model ที่ 1	Model ที่ 2	Model ที่ 3	Model ที่ 4
Constant	2.333	1.734	1.364	1.113
Colleague relationship				.115
Work morale			.188	.172
Work advances		.251	.205	.198
Work environment	.340	.256	.216	.192
R ²	.246	.358	.422	.441
S.E.	.287	.265	.252	.248
F	80.952	68.932	59.757	48.348
p-value of F	.000 ^b	.000 ^c	.000 ^d	.000 ^e

** It was statistically significant at the .01 level.

From Table 5, the results of the first model analysis revealed that the working environment was related to the efficiency of the airline staff. It was statistically significant at the .01 level and was able to describe the operational efficiency of airline employees up to 24.6% with discrepancies. The forecasting standard is $\pm .287$, which means that the work environment affects the efficiency of the airline staff. It can be written as a regression equation in the form of a standard score as follows: Performance of airline staff = $2.333 + (.340 * \text{working environment})$.

Model 2 Analysis When further analysis of the progressive stability variables in the workforce was conducted, the power to explain the operational efficiency of airline employees increased to 35.8 per cent with a standard error in the forecasting of $\pm .265$, finding that the relationship with colleagues significantly affected the performance of airline employees statistically at .01 level and later when the field variables were also analyzed at .01 level, which meant that the aspects of the work practiced affected the performance of airline employees. It can be written as a regressive equation in the form of a standard score as follows: airline employee performance = $1.734 + (.256 * \text{work environment}) + (.251 * \text{security progress in the job})$.

The analysis of model 3, when further analysis of work morale variables, found the power to explain the operational efficiency of airline employees. This increased to 42.2 per cent with a standard discrepancy in forecasting, equal to $\pm .252$, with relationships colleagues finding that relationships with colleagues affected the performance of airline employees. Statistically significant at .01 and later, when the work morale variables were also analyzed together at .01 level, this means that the work environment affects the performance of airline employees. It can be written as a regressive equation in the form of a standard score as follows: airline employee performance = $1.364 + (.216 * \text{work environment}) + (.205 * \text{job progressive security}) + (.188 * \text{morale at work})$.

There was a standard error in the forecasting of $\pm .248$, which found that the relationship with colleagues affects the efficiency of the airline staff. statistically significant at the .01 level and later when the working environment variables came to analyze together at the .01 level as well, which means the working environment affects the efficiency of the operation of the airline staff. It can be written as a regression equation in the form of a standard score. Performance efficiency of airline staff = $1.113 + (.192 * \text{working environment}) + (.198 * \text{Progress security at work}) + (.172 * \text{morale and morale}) + (.115 * \text{relationship with co-workers})$.

Model analysis 4 when the relationship variables with coworkers were added. Further analysis revealed that the Authority to describe the operational efficiency of airline personnel. increased to 44.1% with a standard error of forecasting equal to $\pm .248$, found that the relationship with colleagues affects the efficiency of the airline staff statistically significant at the .01 level and later when operating environment variables were taken into Let's analyze together at the .01 level as well, which means that The working environment



affects the operational efficiency of airline personnel which can be written as a regression equation in Format of standardized scores Performance efficiency of airline staff = $1.113 + (.192 * \text{working environment}) + (.198 * \text{Security and advancement at work}) + (.172 * \text{morale and morale at work}) + (.115 * \text{relationship with co-workers})$.

Conclusion

Based on the findings of this research, the researchers took important points to discuss the results in the following details: 1. Based on this research finding, the working factors are very high, if considered individually, at a very high level in all aspects. As for the working environment, the working environment is essential to work to make the results effective. Security progress in the job Every employee needs stability to progress on the job, hoping to be a good supervisor. Expertise in that field comes in relationships with colleagues. Colleagues are the most important thing to do. Happiness lies in colleagues, society, the environment, and in the gifts and encouragement of work. Company employees have a lot of expectations for gifts and strength. Morale is another thing to do your best. And hopefully, it will be paid worth the work. Job satisfaction is also important to make the staff more motivated to work. Employees should be able to work in a good way. The head should not force the employee to work the way it is without the employee's aptitude. The negative consequences of the work will follow. Everyone wants to be accepted by their friends. Brothers, families, supervisors, everyone has success. There's a goal to get there, but every success comes at the expense of talent, will, and positive energy. Confidence, ambition. The feeling of liking work, the happiness of work requires patience, and success is within reach of 2. Performance. Employees must have enough potential to fight that pressure to be achieved no matter what, efficiency is already in everyones. Just when to pull it off and in the right place at the right time. To do it as efficiently as possible must be strict regulations. Discipline in front of oneself Punctuality doesn't take time away extravagantly. Highly responsible Have a willingness to work, be diligent, persevere, to develop their potential to stand out and be accepted by the general public. 3. Based on hypothesis tests the factors that influence employee engagement are compensation and benefits. Statistically significant at .01 and can explain the performance of airline employees by 24.6 per cent with a discrepancy, the forecast standard is $\pm .287$, which means that the work environment affects the performance of airline employees. It

can be written as a regression equation in the form of a standard score as follows: airline employee performance = $2.333 + (.340 * \text{work environment})$. The second model analysis, when using progressive security variables in the job, further analyzed, found that the power to explain the operational efficiency of airline employees increased to 35.8 per cent with a standard error in the forecasting of $\pm .265$, finding that relationships with colleagues affected the operational performance of airline employees. Statistically significant at .01 and later when the side variables are analyzed together at .01 level as well, this means that the nature of the work performed affects the performance of airline employees. It can be written as a regressive equation in the form of a standard score as follows: airline employee performance = $1.734 + (.256 * \text{work environment}) + (.251 * \text{security progress in the job})$. The analysis of model 3, when further analysis of work morale variables, found the power to explain the operational efficiency of airline employees. This increased to 42.2 per cent with a standard discrepancy in forecasting, equal to ± 252 , with relationships colleagues finding that relationships with colleagues affected the performance of airline employees. Statistically significant at .01 and later, when the work morale variables were also analyzed together at .01 level, this means that the work environment affects the performance of airline employees. It can be written as a regressive equation in the form of a standard score as follows: airline employee performance = $1.364 + (.216 * \text{work environment}) + (.205 * \text{job progressive security}) + (.188 * \text{morale at work})$. The analysis of model 4, when taking relationship variables for further analysis, found that the power to explain the operational efficiency of airline employees. This increased to 44.1 per cent with a standard discrepancy in forecasting, equal to ± 248 , with relationships colleagues finding that relationships with colleagues affected the performance of airline employees. Statistically significant at .01 and later when the work environment variables are also analyzed together at .01 level, which means that the work environment affects the performance of airline employees. It can be written as a regressive equation in the form of standard scores as follows: performance of airline employees. = $1.113 + (.192 * \text{Work Environment}) + (.198 * \text{Progressive Security in Work}) + (.172 * \text{Work Morale}) + (.115 * \text{Relationship for Work})$ Organizations need to respond to things that employees need correctly and appropriately. Recognizing that each employee has different needs, allows them to perform their work to the best of their ability.



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