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DUANGJAI WONGSRISAKUL : WAYS TO *Industrial Relations* Improvement. IN WORKPLACE.  
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The objective of the study on Ways to Industrial Relations Improvement in Workplace is to investigate the characteristics and mechanism of “sound” industrial relations in the enterprises, factors and conditions leading to efficient industrial relation development. The study goes further to offer suggestion on approaches enhancing industrial relations within the workplace. Based on data gathered through interview, plant visit, observation and questionnaires, the study is conducted, using Goodyear (Thailand) Co., Ltd. and Thai Yazaki (and all subsidiaries) Co., Ltd. as case study.

The result of the investigation in both workplaces reveals that each corporate has its own characteristics of industrial relation, emphasizing on co-operation between management and employees or their representative which in this case is labor union, a group of employees’ representatives with most important role. The positive and prominent points of industrial relation in both companies in the case study are high reliability and trust between management and labor union, effective communication, participation of employees and labor union and abstinence of strict legal imposition on solving labor problems, etc. These factors all contribute to positive evolution of industrial relation, bringing in return the highest possible benefits to all parties involved. The cause functioning as condition favorable for implementation of industrial relation is probable originated from new philosophy of employers who have adopted policies on disseminating information, consultancy, co-ordination, joint-negotiation, employee participation, revealing information to employee representatives and efficient communication. Furthermore, training and personnel development including strengthening the labor unions are all favorable factors to industrial relations development.

ภาควิชา.....เศรษฐศาสตร์  
สาขาวิชา.....เศรษฐศาสตร์  
ปีการศึกษา.....2541

ลายมือชื่อนิสิต.....ดวงใจ มณีศรีสกุล  
ลายมือชื่ออาจารย์ที่ปรึกษา.....  
ลายมือชื่ออาจารย์ที่ปรึกษารวม.....