

ABSTRACT

Thesis Title : The Efficiency of Staff's Performance : A Case Study
of the Personnel Administration Department of Thai
Airways International Public Company Limited

Student's Name : Mr.Thanin Sutthikunchorn

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Advisory Committee :

1. Assist.Prof. Wutisak Lapcharoensap Chairperson
2. Assoc.Prof. Pornchai Dhebpanya
3. Assoc.Prof. Dr.Surapol Rajbhandaraks

This research has the objective of studying the working efficiency of personnel officials of Thai Airways International Public Co., Ltd.

Methodologically, this study relied on a survey method by utilizing the sample of 162 officials.

The finding could be summarized as follows:

1. According to personnel officials, their performance was belived to be highly efficient.
2. Despite the differences in their background, they did not differ in their opinion about working efficiency.
3. Contrary to our expectation, the incentive factors – such as recognition, job security, and welfare and fringe benefit – had minimal impact on their perception of working efficiency.