

ABSTRACT

THESIS : Factors Affecting the Efficiency of Air Traffic Control Officers
of Aeronautical Radio of Thailand Limited

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The purposes of this research were (1) to study the efficiency of air traffic control officers (2) to study factors affecting the efficiency (3) to study the degree of affecting of each individual factor on their efficiency and (4) the research results would be submitted to the management of the Air Traffic Control Center.

A total of 155 air traffic control officers working at the headquarter (Thung Mahamek) as flight data operator, assistant air traffic controller and air traffic controller. The total of 103 copies of questionnaires were returned.

Results

1) Socio-economic background of the air traffic control officers about 57.3 percent were males; 42.7 percent were females. Almost half aged 25-30 (42.7%) and more than half were single (65.0%). Most obtained a bachelor's degree or higher (63.1%). About 36.9 percent majored in air traffic control. The assistant air traffic controller accounted for 41.7 percent of the total subjects. About half the subjects worked at the air traffic control center for less than 5 years (49.5%). They had an income of 20,000 - 40,000 baht (49.6%).

2) Around half of them worked efficiently at a moderate level (49.6%) while 25.2% worked efficiently at a high level and 25.2% at a low level.

3) Marital status, position, income and job satisfaction were found to significantly factors affect their work efficiency. The factors able to account for the variation in work efficiency could be ranked in order of importance as marital status and job satisfaction, respectively. They could do so at the rate of 12% ($R^2 = .124$). When the components of job satisfaction were considered, it was found that work accomplishment and work environment respectively were important factors affecting their work efficiency. It could account for 40 percent of the work efficiency ($R^2 = .399$).