

CHAPTER FOUR

RESULTS

The results of employees' opinion on the factors affecting work efficiency : at Foster Wheeler Service (Thailand) Limited, comprise 4 parts as follows:

Part I: Personal information of respondents

Part II: Mean of levels of opinions of employees' at Foster Wheeler Service (Thailand) Ltd.

Part III: Respondent's suggestions on how to increase work efficiency

Part IV: Results of hypothesis testing.

4. STUDY RESULTS

4.1 Part I: Personal information of respondents

Figure1. Frequency and percentage of employees at Foster Wheeler Service (Thailand) Ltd. classified by gender, age, education levels, salary and years of experience.

Personal Information		Employee	Percentage
1. Gender	Male	56	56.0
	Female	44	44.0
Grand Total		100	100.0
2. Age	20 – 29 years old	59	59.0
	30 – 39 years old	37	37.0
	40 – 49 years old	4	4.0
	Higher than 50 years old	0	0.0
Grand Total		100	100.0
3. Education Level	High School	11	11.0
	Certificate(or equivalent certificate)		
	Diploma	22	22.0
	Bachelor's Degree or equivalent	54	54.0
	Higher than Bachelor's Degree	13	13.0
Grand Total		100	100.0

Personal Information		Employee	Percentage
4. Salary	Lower than 10,000 Baht	10	10.0
	10,001 – 20,000 Baht	39	39.0
	20,001 – 30,000 Baht	22	22.0
	30,001 – 40,000 Baht	16	16.0
	40,001 – 50,000 Baht	7	7.0
	Higher than 50,001 Baht	6	6.0
Grand Total		100	100.0
5. Work Experience	Lower than 1 year	15	15.0
	1 – 2 year	16	16.0
	2 – 3 years	24	24.0
	3 – 4 years	8	8.0
	4 – 5 years	11	11.0
	More than 5 years	26	26.0
Grand Total		100	100.0

Figure1 shows that most of employees are male (56.0%), aged between 20 – 29 years old (59.0%), holding a Bachelor's Degree (54.0%), The average salary is between 10,001 – 20,000 Baht (39.0%) and most participants have a working experience of over 5 years (26.0%).

4.2 Part II: Results of opinions of respondents toward factors influencing work efficiency of employees' at Foster Wheeler Service (Thailand) Ltd.

Figure 2. Averages of opinion levels' regarding career self-development and career advancement of employees' at Foster Wheeler Service (Thailand) Ltd.

What Is your opinion of these factors in term of affecting work efficiency?	Level of Agreement by percentage					Mean (X)	opinion levels
	Strongly Agree	Agree	Uncertain	Disagree	Strongly Disagree		
<i>Career self-development and career advancement</i>							
6. Preparation before an operation helps you work effectively.	45 %	49%	6%	-	-	4.39	Strongly agree
7. Job training that the company provides increases your work efficiency.	44%	51%	4%	1%	-	4.38	Strongly agree
8. You can develop your skills, knowledge and ability through your work which can support your work proficiency	31%	61%	5%	3%	-	4.20	Agree
9. Your job performance is clearly noticeable	18%	58%	20%	1%	3%	3.87	Agree
10. Pride in a successful job encourages you to work better.	47%	42%	8%	3%	-	4.33	Strongly agree
Grand Total						4.23	Strongly agree

From Figure2. The result of opinions overall regarding career self-development and career advancement was at strongly agree (X=4.23) preparation before an operation

helps you work effectively was at strongly agree ($X=4.39$), job training that the company provides increases your work efficiency was at strongly agree ($X=4.38$) and pride in a successful job encourages you to work better was at strongly agree ($X=4.33$).

Figure 3. Averages of opinion levels' regarding motivation and job satisfaction at employees' Foster Wheeler Service (Thailand) Ltd.

What Is your opinion of these factors in term of affecting work efficiency?	Level of Agreement by percentage					Mean (X)	opinion levels
	Strongly Agree	Agree	Uncertain	Disagree	Strongly Disagree		
<i>Motivation and job satisfaction</i>							
11. A satisfied salary is a factor that makes you work better.	41%	42%	14%	3%	-	4.21	Strongly agree
12. Welfare such as allowances and health insurance that the company provide influences you to work better.	34%	53%	11%	2%	-	4.19	Agree
13. Acceptance needs from other people is a factor that encourages you to work proficiently.	30%	55%	10%	5%	-	4.10	Agree
14. Your internal motivation such as preference and interest supports you to work effectively	52%	42%	5%	1%	-	4.42	Strongly agree
15. A positive attitude toward your job increase your work efficiency	34%	57%	9%	-	-	4.45	Strongly agree
Grand Total					-	4.27	Strongly agree

From Figure3. The result of opinion overall regarding career motivation and job satisfaction was at strongly agree ($X=4.27$) a positive attitude towards your job increases your work efficiency was at strongly agree ($X=4.45$), your internal motivation such as preference and interest supports you to work effectively was at strongly agree ($X=4.42$) and a satisfactory salary is a factor that makes you to work better was at strongly agree ($X=4.21$).

Figure 4. Averages of opinion levels' regarding communication among the organization of employees' at Foster Wheeler Service (Thailand) Ltd.

What Is your opinion of these factors in term of affecting work efficiency?	Level of Agreement by percentage					Mean (X)	opinion levels
	Strongly Agree	Agree	Uncertain	Disagree	Strongly Disagree		
<i>Communication among organization</i>							
16. Relationship among people in an organization increases work efficiency.	36%	55%	9%	-	-	4.25	Strongly agree
17. Discussion among member of an organization can help when problems occur.	41%	50%	9%	-	-	4.27	Strongly agree
18. You are free to express your thought and to perform your responsible job.	43%	48%	9%	-	-	4.32	Strongly agree
19. You have access to your supervisor at all time when you need suggestions for your job.	28%	69%	3%	-	-	4.34	Strongly agree

What Is your opinion of these factors in term of affecting work efficiency?	Level of Agreement by percentage					Mean (X)	opinion levels
	Strongly Agree	Agree	Uncertain	Disagree	Strongly Disagree		
20. Your colleagues' suggestions can help you solve problem about work.	28%	69%	3%	-	-	4.25	Strongly agree
Grand Total						4.29	Strongly agree

From Figure4. The result of opinion overall of communication among members of an organization was at strongly agree (X=4.29) you have access to your supervisor at all times when you need suggestions for your job was at strongly agree (X=4.34), you are free to express your thoughts and to perform your responsible job was at strongly agree (X=4.32) and discussion among members of an organization can help when problems occur was at strongly agree (X=4.27).

Figure 5. Averages of opinion levels' regarding working conditions and environment of employees' at Foster Wheeler Service (Thailand) Ltd.

What Is your opinion of these factors in term of affecting work efficiency?	Level of Agreement by percentage					Mean (X)	opinion levels
	Strongly Agree	Agree	Uncertain	Disagree	Strongly Disagree		
<i>Working conditions and environment</i>							
21. Appropriate work conditions support you to work effectively.	32%	60%	7%	1%	-	4.23	Strongly agree
22. Your personal stress affects working conditions and environment.	25%	33%	21%	20%	1%	3.61	Agree

What Is your opinion of these factors in term of affecting work efficiency?	Level of Agreement by percentage					Mean (X)	opinion levels
	Strongly Agree	Agree	Uncertain	Disagree	Strongly Disagree		
23. A close working relationship in helps you to work effectively.	14%	53%	29%	3%	1%	3.76	Agree
24. Unorganized working conditions decreases your work efficiency.	28%	49%	16%	2%	5%	3.93	Agree
25. Working under pressure decreases your work efficiency.	31%	50%	15%	3%	1%	4.07	Agree
Grand Total						3.92	Agree
Overall of Efficiency Working Factor						4.18	Agree

From Figure5. The result of opinion overall of working conditions and environment was at agree (X= 3.92) appropriate work condition supports you to work effectively was at strongly agree (X=4.23), working under pressure decreases your work efficiency was at agree (X=4.07) and unorganized working conditions decreases your work efficiency was at agree (X=3.93).

4.3 Part III: Results of Respondents' Suggestions to Increase Work Efficiency

Figure 6. Frequency of employees' at Foster Wheeler Service (Thailand) Ltd. by suggestions.

Factors of working efficiency	Suggestion
Enhancement of knowledge and Career advancement	39
Motivation and Job Satisfaction	40
Internal communication	36
Environment of working	30

From Figure 6, 39 employees suggested that the company should provide on the job training, basic and advanced skills, or offer a Self-Learning Development program for employees etc. 40 employees suggested that the company should motivate employees by providing allowances when they work at upcountry sites and bonuses should depend on the amount of benefit. 36 employees suggested that there should be brainstorming, more support on communication among staff, outings and parties, and news notification. 30 employees suggested that the office and the workshop should be clean, modern, have fresh air, and a closer relationship among colleagues.

4.4 Part IV : Results of Hypothesis Testing.

The statistics used for data analysis were the independent t-test and one-way analysis of variance.

4.4.1 Hypotheses

The study's hypotheses are:

4.4.1.1 Staff with different characteristics like gender, age, education level, salary, and work experience have different opinions on factors affecting work effectiveness.

4.4.1.2 Respondents think that factors like career advancement, job satisfaction, communication and stress are related to work effectiveness.

The results of hypothesis testing are presented in the table below:

Figure 7. Results of hypothesis testing.

Personal information	Overall opinion of enhancement of knowledge and career advancement	Overall opinion of motivation and job satisfaction	Overall opinion of communication	Overall opinion of workplace environment	Overall opinion of factors affecting work efficiency	Results
1. Gender	0.297	0.269	0.357	0.645	0.267	Accept H_0
2. Age	0.447	0.412	0.572	0.526	0.000*	Reject H_0
3. Education Level	0.022*	0.039*	0.000*	0.334	0.000*	Reject H_0
4. Average Monthly Income	0.094	0.065	0.026*	0.182	0.001*	Reject H_0
5. Work Experience	0.004*	0.004*	0.005*	0.038*	0.001*	Reject H_0

* Significant level at 0.05. If a significant level's less than 0.05, it will be reject H_0 as

follows: >0.05 = accept the hypothesis H_0

<0.05 = reject the hypothesis H_0

From Figure 7. The results of hypothesis testing are:

1. Hypothesis 1 was confirmed i.e. all personal aspects but gender

Influences the different opinions of respondents.

2. Hypothesis 2 was also verified i.e. respondents agreed that all factors: knowledge and career advancement, motivation, communication and environment play a part in the efficiency of work.