

CHAPTER FIVE

CONCLUSIONS, DISCUSSIONS AND RECOMMENDATIONS

This chapter presents (5.1) summary of the study, (5.2) summary of the findings (5.3) discussions (5.4) conclusion and (5.5) recommendations for further research.

5.1 SUMMARY OF THE STUDY

This research aimed to investigate employee opinion on elements that affect the work efficiency of staff at Foster Wheeler Service (Thailand) Ltd. in order to help people at management level develop the organization and enhance the company's productivity.

5.1.1 Objective of the Study

The objective of the study is to investigate the employees' opinions on elements that affect work effectiveness of Foster Wheeler Service (Thailand) Co., Ltd.

5.1.2 Subject, Materials and Procedure

5.1.2.1 Subject : The subject of the study are 100 employees of Foster Wheeler Service(Thailand) Limited.

5.1.2.2 Materials : One-hundred English questionnaires were distributed to gather the data and the Statistical Program of Social Science (SPSS V.11) was used to analyze and interpret the data. The statistics used for data analysis were percentages, means and standard deviations, the independent t-test, and the one-way analysis of variance.

5.1.2.3 Procedure : 100 copies of the questionnaire were distributed separately at 2 places: at the head office of Foster Wheeler Service (Thailand) Ltd. in Bangkok and at the workshop in Rayong. After all the completed questionnaires were collected, they were checked for completeness. All received data were then analyzed and interpreted by using statistical methods.

5.2 SUMMARY OF THE FINDINGS

The results of this research can be summarized as follows:

Part I: Personal information regarding staff at Foster Wheeler Service (Thailand) Ltd. Most respondents are male (56.0%), aged between 20 – 29 years old (59.0%), having a Bachelor's Degree (54.0%), with an average monthly salary between 10,001 – 20,000 Baht (39.0%) and having experience of more than 5 years (26.0%).

Part II: The result of opinion on factors effecting work efficiency of employees' Foster Wheeler Service (Thailand) Ltd. at the agree level.

It was found that most participants have the same opinions on factors affecting work effectiveness. On the other hand, except for gender, age, education levels, average monthly salary and work experience lead to different opinions on factors affecting work effectiveness.

Part III: Results of respondents' suggestions,

Thirty-nine participants suggested that there should be on the job training, basic and advanced skill development, a pre-service training program and self-learning development program offered to employees, etc. Forty participants suggested that the company should provide money for employees when they work at upcountry sites; bonuses should depend on the amount of benefits, 36 participants suggested that the company should encourage brainstorming activities, equip a better system to support inter communication, arrange outings and staff parties as well as news notification. 30 participants suggested that the workplace should be clean, modern, with a good atmosphere.

5.3 DISCUSSIONS

This part presents the discussions on the results of the study as follows:

1. Self Development

As it was found that respondents strongly agreed that learning takes place by working and it helps develop more skills and knowledge to improve their future job prospects. This matches with what Vichian Kanrai (as cited in Korakot Mekchaidee,

2005) mentioned that career self-development means to have knowledge and the capacity to enhance working skills by self-practice. The respondents thought that in working, beside increasing productivity, they can develop themselves so that they can increase their potential for the future.

2. Motivation

As it was found that respondents strongly agreed that the external motivation such as satisfying salary, welfare, health insurance, allowances as well as internal motivation such as preference and interest and a positive attitude toward their jobs influences their work efficiency. This fits with what Thad (2000) mentioned that motivation is like the fuel that enhances the willingness of workers and the quality of performance. Reward can be a compensation such as money, things or others, which may influence an individual's satisfaction.

3. Communication Among Staff

Respondents strongly agreed that all kinds of communication that is among colleagues and between subordinates and bosses plays a big part in a successful job, which agrees with Hamilton and Parker (1997) stating that working and communicating effectively is crucial to your work success. The respondents thought that having good relationships and chances to communicate in the organization facilitates the process of sharing thoughts, ideas, and expressing of feelings, which leads to more work efficiency and company productivity.

4. Working Conditions and Environment

Respondents agreed that the working conditions and environment, which is safe from any cause of danger, illness to employees will result in their good or poor performances of duties. Locke (as cited in Aree Petpud, 1987) mentioned that the working condition includes the working environment. Thus, for respondents the physical environments such as room temperature, humidity, light, noise as well as a work place can influence working efficiency. Besides, periods of work and having a break are one of the factors that they thought are influential.

5.4 CONCLUSION

From the above discussions, it can be concluded that:

1. The opinion of the respondents on the relationship between the chance to self-development and work efficiency confirms that they believe work which increases their knowledge and skills also leads to mutual benefits for the company.
2. The respondents believed that motivation is related to work efficiency. To them, both external and internal motivation can encourage them to work better.
3. The opinion of the respondents about internal communication confirms that communication in the organization plays an important role in company productivity and success.
4. It was confirmed by the respondents that the working condition and environment influences their work performance and the company productivity.

5.5 RECOMMENDATIONS

1. Research of the same type should be conducted to investigate the opinions of employees at other companies in the same business line to compare and plan at management level.
- 2 The population of this research was limited to employees at Foster Wheeler Service (Thailand) Ltd. only. Therefore, results of the study may not be applicable or generalized to other organizations. The researcher may consider enlarging the population and research area in order to obtain broader results.