


Thesis Title - A Study of Welfare Management at Port Authority of  
Thailand (Bangkok Port 1991)

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Abstract

This thesis is designed to study the employee benefits provided by the Port Authority of Thailand (PAT) by assessing the satisfaction, attitudes and needs of the employees with regard to their welfare. The study was made on the dispensing benefits and guidelines for problem solving, specifically at the Bangkok Port, and includes a review of other general benefits which PAT employees may enjoy. The following are the findings of the study.

1. Most employees learn about their benefits by word of mouth from their fellow employees. So, the message conveyed may become distorted or some employees may not be able to fully utilize their benefits. On the whole the research evaluates that this type of verbal communication is good for employees in informing them about their

basic rights and benefits. For details of the benefits, other types of communications should also be used for efficient information distribution and effective benefit management.

2. From the survey listing employees' understanding of the rules of the PAT benefits, it was found that more than 50 per cent of employees could answer the questionnaire on eight types of benefits correctly. For the remaining 12 benefits, correct answer rate was found to be lower than 50 per cent of the respondents. The twelve benefits are retirement fund (provided for employees of not exceeding five working years who resign)-benefits provided to assist employees' children, cremation fund, housing benefits, sick leave, business leave, maternity leave, ordination leave, vacation leave, necessity loan benefit and benefits provided for employees of less than three working years who resign.

3. An analysis of employee satisfaction of the benefits showed a satisfaction rate of between medium and maximum. The maximum level of satisfaction concentrates on the following benefits: medical care benefit, loan for land and residence purchase, retirement fund, necessity loan benefit, etc. The medium level of satisfaction include the following benefits: fund provided to assist employees' children, library service, club service and services provided at the PAT hospital.

4. In terms of benefit management, more than 50 per cent of employees replied that seventeen benefits should be improved while three benefits covering loan for child education, bonus and paid leave were appropriate.

5. Other factors related to the benefit management analysis are as follows:

5.1 Evaluation of comprehension test on the benefits, made to the PAT employees, disclosed that:

Employee education has a relationship to welfare benefits and benefits provided to the resigning employees with less than three years experience.

Employee salary rate is related to the benefits provided to assist child education in the associate degree level of the state education, maternity assistance, and cremation aid.

Sick leave, cremation aid and benefits provided for resigning employees with less than three years of working experience.

Working years determined the necessity loan, cremation benefit, business leave, cremation aid and benefits provided for resigning employees with less than three years working period.

5.2 On the opinion survey of suitability of the employee welfare management of Port Authority of Thailand, it was found that;

The employment period was related to housing welfare (under 50 per cent of employees were of the opinion that the housing welfare should be improved within each period of working time)

The salary rate was related to medical treatment welfare and funeral fund.

Education was related to social welfare benefits.

The responsibility was related to children's welfare fund, workers ferry service and funeral fund provision.