

Abstract

This is a study on "Staff's Opinions after Privatisation of Public Enterprises : A Case Study at the PTT Public Company Limited". The study aims at examining the staff's opinions after privatisation of the enterprise and factors which influence them.

Study methodologies included data and field research. Questionnaires were used as a tool to collect data and information. Proportional Stratified Random Sampling was applied to identify a sample of 222 staff who were in ranks 1-7, employed for at least one year and worked at the main office. Statistics used for data analysis included percentage, mean, standard deviation and one-way analysis of variance. Findings were summarised as follows:

Most of the respondents were male at the age between 26-30 years, with a Master degree of education and earning a monthly income of 20,000-40,000 baht. Most worked at the enterprise for 5-10 years and were in the Gas Business Group. They were staff at rank 7, holding the position of analyst and planner.

The respondents' opinions after privatisation of the enterprise was at the middle level both overall and classified by issues. The opinions on the enterprise's role towards external society and its internal performance acquired more or less the same average of high level, followed by the opinion on the status of staff. Study of opinions on separated issues came up with the following findings: concerning the staff's status, the average level of opinion was the highest on issues concerning salaries and welfare benefits, second to which was on job security. Regarding the internal performance of the enterprise, application of staff's knowledge and abilities to perform acquired the highest average, second to which was their opportunities to participate in the decision concerning work. About the enterprise's role towards the external society, the enterprise's social responsibilities turned out to score the average level a little higher than towards the charge for services.

A comparison between the demographic information and the staff's opinions found that differences in gender, age, income and work agencies had a statistically

significant level of influence (0.5) on the difference in opinions on various issues. However, the staff with different education, length of service, work position and level of responsibilities were found not to have any different opinions after privatisation of the enterprise.

Eventhough the staff's opinions were overall at a middle level, their opinions on many issues were at quite a low level. Therefore, in order to heighten the staff's opinions, the study recommends that the management of the PTT Public Company Limited provide sufficient knowledge to their staff to create a good understanding about privatisation of public enterprises. Moreover, the staff should be encouraged to act as mediums of public relations disseminating information further and creating a good understanding among staff of other agencies. A proper work plan should be designed by the PTT Public Company Limited for preparation in readiness to perform effectively. The plan should also include human resource development to build up the staff's knowledge, capability and culture of business-minded work operation. After privatisation of the enterprise, efforts should be made to provide information in an open and transparent manner and to create positive attitudes among the staff. Moreover, staff at all levels should be encouraged to participate effectively by expressing their opinions both directly and via existing channels of communication.