

Factors Affecting Employees' Performance of MC Container Company Limited.¹

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Abstract :

This research aims to study and compare the factors affecting employees' performance of MC Container Company Limited. This research is a survey research. The samples used in this study were 145 employees who work at MC Container Co., Ltd. The data collection tool was a questionnaire. Statistics used in data analysis were percentage, mean, standard deviation. One-way ANOVA and T-test were used to test the hypothesis. The research found that (1) Employees with different gender had different opinions on the performance of employees of MC Container Co., Ltd. which is significantly different at .05 level on salary, welfare, and management (2) Opinions of the employees with different age and status differed significantly at .05 level on management (3) Opinions of the employees with different educational degree differed significantly at .05 level on working environment and (4) Different working time affected the opinion of the employees of MC Container Co., Ltd. significantly at .05 level on management and working environment.

Keywords: Factors Affecting; Performance; Work; Employee

Background and Signification of the Research Problem

The key factors that make a company successful in achieving its goal are the people or the people in the organization (Somjai Laksana, 2009), and the executive is responsible for organizing the employees' motivation to improve work performance. There are three types of motivations which are 1. Motivating employees with rewards 2. Motivating employees with work 3 . Motivating employees with organizational cultures. (Somjai Laksana, 2009) In general, performance of an individual is determined by motivation, ability, and the working environment. If the person lacks ability, the executive can provide training or replace people. If the environment is not good, they can improve it. But If motivation is a problem, then it is more challenging because behavior of a person is a complex phenomenon. So, motivation is important because motivation will affects the working performance. (Somyot Naweehan, 1997) Personnel management or human resource management is part of the management of both the science and art of human care. Working environment, ability to work as expected, Getting more products, that are high quantity and quality, these are the results of personnel management in the organization. Organizations with good human resource management strategies are more advantageous than those who are not interested in the quality of human resources management. (Somjai Laksana, 2009) Employees in the organization play an important role in managing the input of production processes in order to obtain good productivity or results. Management and implementation to achieve the highest

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effective management of the work, will also affect the work to be good in quality and quantity. (Thanya Phol-Anan, 2003) When combined with customer satisfaction, it means the quality of the product, that will be repurchased or spread by word of mouth as quality products. (Tula Mahapasuthanon, 2002)

Factors affecting employees' satisfaction and performance, are getting enough and reasonable payment. Factors affecting employees' satisfaction and performance, are getting enough and reasonable payment. Evaluation of the work and payment must be accurate to show the importance of comparable work. Also the working environment, lighting, temperature, safety and cleanliness of the working space, welfare provided to employees such as canteen, vehicle, bathroom, healthcare, training, health insurance, and other leisure equipment are important factors. Together with justice on the promotion and justice in the investigation of allegations and complaints. Employees are rewarded by using motivations with rules and fair justice. (Thongchai Santiwong, 1997)

MC Containers Co., Ltd. is now experiencing problems with the performance of its employees which affects the customer service. For that reason, the researcher would like to study the factors that affect the performance of MC Container Co., Ltd. employees in order to bring the research results to the executive as a guideline to improve the management of the company.

Objectives of research

The purposes of this research were as follow:

1. To study the factors affecting the performance of employees of MC Container Co., Ltd.
- 2 . To compare the level of factors affecting the performance of employees of

MC Container Co., Ltd. on potential of employees, job description, management, salary, welfare, and working environment.

Literature Reviews

Concepts and theories about working performance. Thongchai Santiwong (1995) indicated the difference of effectiveness and efficiency that effectiveness means the success of being able to move forward and achieving the goals set by the organization. While efficiency means the comparison of resources used with the results of the work, and how it gets better while working on organizational goals. Technically, the organization should be both effective and efficient, but it often appears that many organizations can accomplish only one. For example, some organizations might achieve the effectiveness, but wasted so many resources (Or inefficiency), which may appear in various forms, such as excessive use of raw materials or materials, along with labor. Concepts and theories on work motivation. Suphattra Suphab (1998, p 125) said about motivation that it's both science and art. To induce others to meet their goals. To convince people to share the working power. In order to make the mission of the organization successful. Executive, chief, or leader must have techniques to convince individuals to dedicate themselves to the organization by doing as follow:

1. Using positive motivation by rewarding or encouraging when they did good by promoting or complimenting.

2 . Using negative motivation by bullying or punishing them. For example, by cutting down the salary or position. Concepts and theories on work satisfaction. Chanida Sribowonwiwat (2001, p 10) talked about work satisfaction that it means good feeling, like, or satisfied with the components of the job and the work environment, including the relationship between colleagues and the fairness received from the supervisor. Getting paid enough money and things that are not money. Including that the workers are being responsive to various needs.

Scope of the research

Scope of content This research aims to study the factors affecting employees' performance of MC Container Co., Ltd. in 5 aspects which are

- 1) Qualification of employees
- 2) Job description
- 3) Management 4) Salary and welfare

5) Working environment. Scope of population and sample 1. The populations are employees who work at MC Container Co., Ltd. 2. The samples are 145 employees working at MC Containers Co., Ltd. selected by using purposive sampling. All employees from every department were asked to fill out a questionnaire, which the information would be used for further plan of the company. Research Methodology This is a survey research. The researcher conducted the following steps.

1. Identifying population and sample
2. Creating research tools.
3. Data Collection
4. Data Analysis

5. Statistics used in data analysis Population and sample 1) The populations are employees who work at MC Container Co., Ltd 2) The samples are 145 employees working at MC Containers Co., Ltd.

Creating research tools Data collecting tools The research tool was a questionnaire that were developed and examined by 3 experts based on the concept of document study and related research. It's a two-part check-list based on the variables that are defined as gender, age, status, education level. Including working time and factors affecting the performance of employees of MC Containers Company Limited in 5 aspects. Statistical analysis, percent deviation, hypothesis testing, t-test and one-way ANOVA were used to analyzed the data.

Research result

1 . Overall, factors affecting the performance of employees of MC Container Co., Ltd. were found to be high level which can be arrange from high to low average score as follow: salary and welfare, management, job description, and work environment.

2 . Comparison of factors affecting employees' performance of MC Container Co., Ltd. There were statistically significant differences at .05 level, classified by gender. Classified by age and status, there were statistically significant differences at .05 level. There was a statistically significant difference at the .05 level when classified by education level. There was a statistically significant difference at the .05 level, classified by working time. Result discussion

1. All in all, factors affecting the employees' performance of MC Container Co., Ltd. are in high level. Conforming with the study of Jitta Yuti (2005, Abstract) who studied the factors influencing the development of work efficiency in employees of Poonsub can Co., Ltd. Corresponding with the study of Kochakorn Endurat (2004, Abstract) who studied factors affecting work efficiency of employees of Grohe Siam Co., Ltd. The research objectives were to study satisfaction and work efficiency of employees in Grohe Siam Co., Ltd. in descending order which are salary and welfare, management, job description, and work environment.

2 . Employees with different gender have different opinions on the employees' performance of MC Container Co., Ltd. which is significantly different at .05 level. Conforming with the study of Somyot Yamphauen (2008, Abstract) who studied factors affecting the performance of employees of Asian Marine Services Public Company Limited on salaries and welfare, and management.

3 . Employees with different age and status have different opinions on the employees' performance of MC Container Co., Ltd. which is significantly different at .05 level on management aspect.

4 . Employees with different education level have different opinions on the employees' performance of MC Container Co., Ltd. which is significantly different at .05 level on working environment. 5. Employees with different working time have different opinions on the employees' performance of MC Container Co., Ltd. which is significantly different at .05 level. Conclusion and benefits Executives of MC Container Co., Ltd. can apply the research as a guideline for the development of human resource management to benefit the operation. It is also a guideline for enhancing employees' motivation to be more efficient and productive.

Suggestion

Suggestions for the use of research results

1. About working environment, employees believe that the factor that affects the performance of the employees is that office equipment is appropriate for work. The work area is always clean and the work area is clearly divided and organized.

2 . About employees' qualification, they believe that the factors affecting the performance of the employees is that employees must have the knowledge about the given work and must be honest. So, the company must have policies to encourage employees to learn more. To promote continuous employees' development.

3 . About job description, employees believe that the factor that affect the performance of employees is that the right job is assigned to the right person with knowledge. Moreover, the tools and equipment for working should be up-to-date and ready to be used.

4 . About salary and welfare, employees believe that the factor that affect the performance of employees is that the company has good welfare and reasonable payment, based on knowledge and ability of each employee.

5 . About management, employees believe that the factor that affect the performance of employees is that the executive has the ability and vision. Be honest, fair, and have a clear set of goals and measurable performance and effectiveness. Suggestions for further study According to the results of this study.

The next study should be conducted on the following topics.

1. The research of factors affecting the employees' performance of MC Container Co., Ltd. should be compared with the research of other companies in order to use the result to improve the company.

2. In this study, the conceptual framework was defined by using only 5 variables. The analysis should include other factors such as customer satisfaction toward the employees' performance of MC Container Co., Ltd. So that the result can be used to modify the work of the employees to be more effective.

3. Factors affecting the employees' performance of MC Container Co., Ltd. should be studied by comparing between general employees and supervisors, in order to use the information to improve the company

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