

# The Performance Efficiency of the Employee of ACK International Company Limited

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**Abstract**— The purpose of this study was to determine factors affecting the efficiency of personnel performance at ACK International co., Ltd. Samples were 50 A.C.K. International co., Ltd. employees by using a check list and rating scale questionnaire. The statistics used for data analysis were percentage, mean, standard deviation, T-test, One-way Anova, and regression analysis. Findings revealed that most of respondents were females, age between 26-30 years old, bachelor degree graduated, monthly income less than 15,000 baht, and work for company for a period of 5-10 years. The average opinions of factors affecting the efficiency of personnel performance at A.C.K. International co., Ltd. were at high level as following reasons; when considering each aspect with career advancement, job completion, management policy, and job description were at high average level opinions and other aspect as compensation, relationship with managers and co-workers, and work environment were at medium level opinions. Recommendations from this study were administrative officers should build Organizational Commitment, and strengthen relationship between workers, training need analysis, career advancement, provide social activity in order to maintain social level, comparable salary adjustment to match with job responsibilities, and create retirement pension plan. Consequently a willingness of personnel to devote its efforts to strengthen the productivity of the Organization..

**Keywords**— Performance efficiency.

## I. INTRODUCTION

As the world entered into 21<sup>st</sup> century which is in the era of globalization having no boundaries for communication, competition among businesses becomes more severe causing every organization to face big changes. Such changes have 2 main factors which are: external factors including economy, politics, society, culture, law, technology, competitors, and customers; internal factors including work pattern, company policy, work procedures, organization structure, adaptation of new technology, and most importantly is effective human resource.

The changes have caused organizations to adapt and find the way to build strength to survive and try to enhance sustainable competitiveness. Human resource is the first priority that most organizations pay attention to develop since it is the basic resource with vital significance to organizations. It is commonly realized that for an organization to be successful, human resource management plays major role. Organization needs to have quality, skillful, effective, and ethical human resource to move forward and reach its defined targets (Phuangphet Watcharayu, 1994:27). It is stated that the more motivations personnel has, the better and more creative performance for oneself and society will be achieved. Therefore, organization is required to build motivation to promote employees attention to work successfully without the feeling that they are forced to do the work and willing to work and achieve quality performance in a timely manner.

From the above reasons, researcher is interested to study performance efficiency of the employee of ACK International Co., Ltd. The findings will be applied to find appropriate motivation techniques that will respond to the need of employee and will be the path to improve employee's performance, encourage them in work, ensure employee satisfaction in work, and promote organizational commitment

and willingness to work. This will help to improve performance efficiency of employees in ACK International Co., Ltd.

### Objective

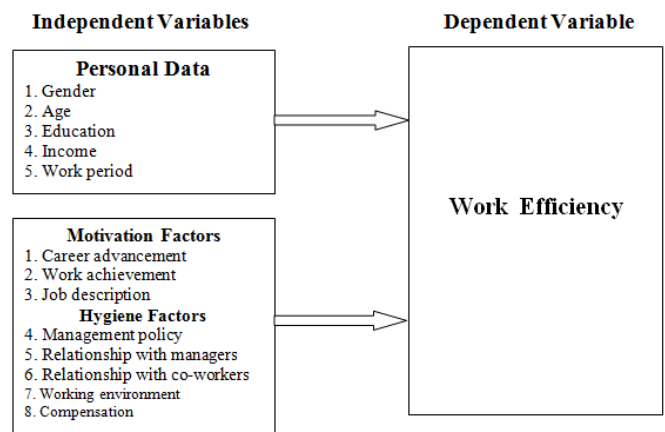
To assess factors that affect work performance of employees of ACK International Co., Ltd.

### Expected benefit

The study should help to understand factors that affect work performance of the employees and support administrative department with information to improve work efficiency of the employees in an organization.

### Conceptual framework

Researcher has applied Frederick Herzberg's theory to form a conceptual framework to study work efficiency of employees of ACK International Co., Ltd. as follows.



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To study of performance efficiency of the employee of ACK International Co., Ltd., researcher has searched papers

for concepts, theories, and related research including Two-factor Theory of Frederick Herzberg which mentions 2 main factors. Motivation factors motivate employee to work happily and to have creative ideas. It deals with feeling which is intrinsic including job completion, recognition, job description, responsibility, and career advancement. Hygiene factors aim at satisfaction in work however they are not motivating. They help to achieve employee satisfaction which is counted as extrinsic including salary, possibility of growth, interpersonal relations between managers / subordinates / co-workers, status, management policy, work environment, personal life, job security, and supervision.

*Related Researches*

1. Hansa Thongem (2007) studied work efficiency of employee of American Standard B&K (Thailand) Public Company Limited and found that career advancement is at a high level of mean.
2. Thitima Intharathut (2010) studied enhancement of work efficiency of employee in Laem Thong Plastic Products (2004) Co., Ltd. and found that job completion is at a high level of mean.
3. Onsuda Dusitrattanakul (2012) studied factors affecting work efficiency of personnel in Office of Permanent Secretary of Ministry of Agriculture and Cooperatives : Case study central division personnel and found that career advancement is in a high level of mean.
4. Tuangyos Siriphan (2010) studied enhancement of work efficiency of employee in Sirisathorn A Bo Ford Residence and found that the job description is in a high level of mean.
5. Santiphob Wongsiri (2008) studied an approach to enhance work efficiency of employee in production operation department Siam Glass Industry Co., Ltd. and found that relations with supervisor has medium level of mean.

II. RESEARCH METHODOLOGY

The study of performance efficiency of the employee of ACK International Co., Ltd. has an aim to assess factors that affect work performance of employees of ACK International Co., Ltd. Sample is 50 employees of ACK International Co., Ltd.

Structure of questionnaires includes 3 main parts as follows.

- Part 1 Personal data such as gender, age, education, income, and work period.
- Part 2 Rating scale questions about opinion on factors affecting work efficiency of employees
- Part 3 Open-ended questions for suggestions by respondents to allow them to express their opinion and useful ideas.

Data collection was done by allocation of questionnaires to 50 employees of ACK International Co., Ltd.

*Statistics Used for Data Analysis*

Descriptive statistics used to explain demographic data of the questionnaire respondents are Percentage and Mean. Inferential statistics used to test the hypothesis are t-test, for ANOVA analysis F-test is used (One-way ANOVA), and Regression Analysis.

*Findings*

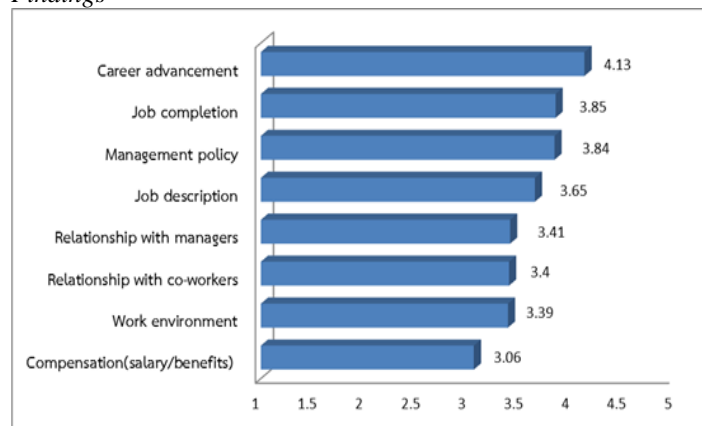


Fig. 1. Factors affecting work efficiency.

The figure indicates that the factors affecting work efficiency of employees of ACK international Co., Ltd. are averagely at high level with the mean of 3.59

TABLE I. Motivation factors that affect work efficiency when considering each aspect which can be viewed in the following table.

Relation	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
Constant	4.856	1.304		3.723	0.002
Career advancement	0.119	0.138	0.148	0.865	0.398
Job completion (Satisfaction in good cooperation from co-workers)	0.314	0.141	0.388	2.220	0.039*
Job description (Challenge of job and continuous learning)	0.638	0.195	0.595	3.280	0.004*
Management policy	0.127	0.160	0.183	0.790	0.440
Relationship with managers	0.158	0.212	0.176	0.743	0.467
Relationship with co-workers (feeling comfortable to work together with co-workers)	0.524	0.186	0.586	2.826	0.011*
Work environment	0.212	0.143	0.322	1.478	0.157
Compensation	0.229	0.137	0.341	1.670	0.112

The study of performance efficiency of the employee of ACK International Co., Ltd. found that for job completion the mean is at high level. This is similar to the research of Thitima Intharathut (2010) which revealed that for enhancement of work efficiency of employee in Laem Thong Plastic Products (2004) Co., Ltd. job completion is at a high level of mean. Job description showed high level of mean in every aspect which means that employees are content. This is in accordance with the study of Tuangyos Siriphan (2010) on enhancement of

work efficiency of employee in Sirisathorn A Bo Ford Residence and found that the job description is in a high level of mean. Relationship with co-workers has medium level of mean which is in the same direction as the research of Santiphob Wongsiri (2008) who studied an approach to enhance work efficiency of employee in production operation department Siam Glass Industry Co., Ltd. and found that relations with supervisor has medium level of mean.

Table shows that job completion, job description, and relationship with co-workers have influences on work efficiency of employees of ACK International Co., Ltd.

### III. CONCLUSION

The study of performance efficiency of the employee of ACK International Co., Ltd. intended to determine factors affecting work efficiency of employees of ACK International Co., Ltd. Samples for the study are 50 employees at the office of ACK International Co., Ltd. who are different in gender, age, education, income, and work period. The study found that factors affecting work efficiency of employees of ACK International Co., Ltd. are generally in a high level of mean including career advancement, job completion, management policy, and job description. For relationship with managers, work environment, and compensation, the mean is in medium level indicating that administrative officers should pay attention to improvement of working system, enhance employee capability by training or seminar, give importance to career advancement, arrange social activity within the company to tighten relationship among workers, encourage participation in work, make employees feel proud of their job and ready to sacrifice for work, make them feel enthusiastic in work by providing benefits and motivation to work such as bonus, salary increase, and fair promotion. All these can make employees happy and encouraged to work more efficiently for the company.

### IV. RECOMMENDATION

From the study of performance efficiency of the employee of ACK International Co., Ltd., researcher has the following recommendations.

For career advancement, organization should support its personnel to grow in the career, continuously develop knowledge and skills, and promote the position to match knowledge and skills of each personnel which will result in efficient work performance and the organization achieve its defined goal.

For management policy, CEO should make clear policy, targets, and operation plans as well as defining vision, mission, and target and communicate them to every department within the organization to ensure mutual understanding. Organization also has to clearly communicate to its personnel regarding roles, duties, and responsibilities of each person. CEO should apply managerial behavioral principles by making employees feel equally treated which in turn will make them feel belonging to the organization. Consequently, employees will feel affiliated and faithful in an organization which will help personnel in organization to

willingly follow the rules and regulation set by an organization.

For job completion, CEO should pay attention to improvement of operation system by motivating employees to have participation in accomplishing the job, give them freedom to work, and give employees in-depth knowledge of the job they perform by sending them for training or seminar which in turn will increase efficiency of employee in performing their job.

For job description, CEO should focus on career advancement, precise duty and responsibility not to make employees confused. Employee skills development system should be maintained to keep up with modernity such as training, assigning project as a trial, sending to observe outside the company. Competition in work should be promoted, performance evaluation is precisely conducted to ensure fair game with employees, and more specifically it will build motivation for employee to work more efficiently.

For relationship with co-workers, CEO should focus on social activities to create togetherness among employees within the organization. Participation in work should be encouraged, making employees committed to their work, willing to devote themselves for the work, and be enthusiast in their work. This could be achieved by providing more proper benefits and motivation.

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