

MANAGEMENT TO THE PERSPECTIVE OF EXECUTIVES AND EMPLOYEES

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ABSTRACT

The Expressway Authority of Thailand (EXAT) is a state enterprise established according to the announcement of the Board. Revolution No. 290, dated November 27, 1972, from the civil service reform, there was a transfer of the Expressway Authority of Thailand from the Ministry of Interior to the Ministry of Transport. Since October 3, 2002, managing or controlling businesses related to mass transit systems as well as carrying out various tasks related to the expressway To facilitate and speed up traffic and special transportation. Helps eliminate problems and obstacles regarding transportation routes. Especially in Bangkok The purpose of this research is to study the level of the management strategy plan. Personnel Management Network Expansion Asset Utilization Creating Sustainability and Managing Organizations for Excellence This research is a quantitative research with a sample group of Employees and employees of the Expressway Authority of Thailand 360 samples The sample size was determined using the criterion of 20 times the observed variable. Random group Examples of stratified immunity Use a questionnaire to collect data. Analyze data with models The results of the study show that: 1) Management strategic plan, personnel management, Network expansion, asset utilization, sustainability, and organizational management for excellence. There are very high-level comments.

Keywords : Management / Perspective of Executives / Employees

INTRODUCTION

Being an organization of excellence, or a high-performance organization (HPO), is important to business operations. This is because the organization is able to carry out its mission and achieve its objectives with efficiency and effectiveness. Therefore, in order to raise the level of management and increase the competitive efficiency of the country (Pensri Leesuwana, 2016), Therefore, managing an organization to have high performance under the evaluation system requires efficient personnel. Personnel factors are therefore important to the business. To create continuous service potential But to make personnel efficient and effective in performing their jobs, there must be continuous care, development, and retention of personnel. And there is compensation for personnel in the organization to have confidence that they will be able to work stably. with adequate compensation and benefits There is clear progress in career. The organization therefore has an important duty to create employees with good feelings and commitment. Satisfied until it eventually developed into loyalty and commitment to the organization. Commitment to the organization is an important characteristic for every organization. It will bring many benefits in many ways and affect the consistency of employees' work performance. Reduction of absenteeism or turnover statistics Work performance improved, including other behaviors that will help promote work performance. For example, working hard outside of your assigned role. Expressed in the form of creativity so that the organization can compete with its competitors and survive, etc. (Supit Prasopsin, 2017)

From surveys and interviews of employees and employees performing duties at the Expressway Authority of Thailand, it was found that the performance of employees and employees often encounters obstacles. Both from the practitioners themselves and from their co-workers. Each person's problem may be different. such as problems in management Incorrect prioritization of tasks Lack of communication skills or inefficient use of technology These various problems may be the cause of delays in operations, causing the mission to not achieve its goals as set. And if neglected and left unaddressed, it may have even more negative effects on the workers themselves and the organization. From the aforementioned obstacles and problems If it has been used to improve, develop, or increase the skills of personnel to become proficient Work is managed appropriately. It will result in efficient operations, resulting in results that meet the goals and needs of the organization even more. Therefore, the researcher has determined the title of this research to be Management of the Expressway Authority of Thailand from the perspective of executives and employees towards excellence

Research Objectives

To study the level of the management strategic plan. Personnel Management Network expansion, asset utilization, sustainability, and organizational management for excellence.

Research Methodology

The researcher used quantitative research to study theories and concepts related to management strategy planning. Personnel Management Network expansion, asset utilization, sustainability, and organizational management for excellence, and related research.

FINDINGS

The personal factors of the respondents were 195 males (54.17%) and 165 females (45.83%), most of whom were 18-30 years old (125 years old) (34.72%), followed by 96 people aged 31-40 years (26.67%), 75 people aged 41-50 years (20.83%), and 51 years old and over. 64 people, accounting for 17.78 percent, respectively. There were 84 students with a high school education level (23.33%), 125 students with a diploma level (34.72%), 96 students with a bachelor's degree (26.67%), and 55 students with a master's degree or higher (15.28%). 71 people, accounting for 19.72 percent, respectively.

There were 95 people with an income of 10,000 – 20,000 baht, accounting for 26.39 percent, 125 people with an income of 20,001 – 30,000 baht, accounting for 34.72 percent, 79 people with an income of 30,001 – 40,000 baht, accounting for 21.95 percent, and an income of 40,001 baht or more. 61 people, accounting for 16.94 percent.

To study the level of the management strategic plan. Personnel Management Network expansion, asset utilization, sustainability, and organizational management for excellence.

1. Management Strategy Plan

Management Strategy Plan The overall average score is very high. ($\bar{X} = 4.19$, S.D. = 0.66) In terms of values. has the highest average score. ($\bar{X} = 4.20$, S.D. = 0.74) Followed by vision, with an average score. ($\bar{X} = 4.19$, S.D. = 0.73) and mission. There is an average score. ($\bar{X} = 4.18$, S.D. = 0.73) respectively

2. Personnel Management

Personnel Management The overall average score is ($\bar{X} = 4.11$, S.D. = 0.79) In terms of operational staff, has the highest average score. ($\bar{X} = 4.13$, S.D. = 0.79) Followed by senior management. There is an average score. ($\bar{X} = 4.12$, S.D. = 0.75) And the one with the lowest average score is the middle management. There is an average score. ($\bar{X} = 4.07$, S.D. = 0.77) respectively

3. Network Expansion

Network Expansion The overall average score is very high. ($\bar{X} = 3.90$, S.D. = 0.75) Structurally. has the highest average score. ($\bar{X} = 3.91$, S.D. = 0.85) Next is the acceptance, average score. ($\bar{X} = 3.90$, S.D. = 0.88) Nature of the work performed. Average Score ($\bar{X} = 3.89$, S.D. = 0.89) respectively

4. Asset Utilization

Asset Utilization The overall average score is very high. ($\bar{X} = 4.03$, S.D. = 0.75) In terms of the management of the substitute fee. There is an average score. ($\bar{X} = 4.05$, S.D. = 0.87) The second is the development of personnel to keep up with changes. has the highest average score. ($\bar{X} = 4.03$, S.D. = 0.88) and capacity management, with the lowest average score. ($\bar{X} = 4.02$, S.D. = 0.87) respectively

5. Creating Sustainability

Creating Sustainability The overall average score is very high. ($\bar{X} = 4.07$, S.D. = 0.82) In terms of the environment. There is an average score. ($\bar{X} = 4.09$, S.D. = 0.94) Next is the social aspect. has the highest average score. ($\bar{X} = 4.06$, S.D. = 0.94) and the community. The lowest average score ($\bar{X} = 4.05$, S.D. = 0.92) respectively

6. Managing the organization towards excellence

Managing the organization towards excellence There is a high overall level of points. ($\bar{X} = 4.07$, S.D. = 0.85) In terms of stable growth. The highest average score ($\bar{X} = 4.11$, S.D. = 0.80) Next is the organization of learning. There is an average score. ($\bar{X} = 4.07$, S.D. = 0.91) And the service is of high quality. The lowest average score ($\bar{X} = 4.03$ S.D. = 0.90) respectively

CONCLUSION

The research, it can be concluded that: According to the findings of the management strategic plan. Influence the management of the organization towards excellence. Statistically significant at the level of 0.01 This can be explained by the management strategic plan. consist vision mission and values.

According to the findings of personnel management. Influence the management of the organization towards excellence. statistically significant at the level of 0.01, which can be explained as the senior management Middle Management and operational staff.

According to the findings of network expansion. Influence the management of the organization towards excellence. statistically significant at the level of 0.01 This can be explained by the structure of System and the process of work.

According to the findings of asset utilization. Influence the management of the organization towards excellence. statistically significant at the level of 0.01 This can be explained by capacity management. Substitution Fee Management and human resource development to keep up with the changes.

According to the findings of sustainability. Influence the management of the organization towards excellence. statistically significant at the level of 0.01 This can be explained by the community. Social and the environment.

Recommendations

1 There should be a study of other variables related to the administration of the Expressway Authority of Thailand from the perspective of executives and employees towards excellence. to compare the importance and to achieve even more coverage

2 There should be a study to evaluate and follow up on the management of the Expressway Authority of Thailand from the perspective of executives and employees towards excellence.

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