



# Factor Affecting Work Efficiency of Pick Tower Department Employees in Lotus Distribution Center, Khon Kaen, Thailand

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## Abstract

The purpose of this study is to Factor Affecting Work Efficiency of Pick Tower Department Employees in Lotus Distribution Center Khon Kaen. The Sample is Pick Tower Department Employees in Lotus Distribution Center, Khon Kaen. The instrument used was a questionnaire consisting of 80 people by accidental sampling. The average of Item-Objective Congruence Index (IOC) was 0.78 and the Reliability index was 0.83. The statistics used for data analysis were percentage, mean, standard deviation and Stepwise Multiple Regression statistics. The findings disclosed as follows: (1) Motivating elements in terms of job responsibilities, supervisors grant employees autonomy and confidence in carrying out their duties, which has an impact on work productivity. (2) The policy and administration supporting factors consist of an organization-wide executive meeting where policies and work practices are explained, as well as employee participation in operation planning. With respect to the conditions of employment, A secure workplace exists. Orderly and orderly Convenient for business Having adequate and suitable equipment required to perform the task will have an impact on the task's efficacy with the significance level .05.

**Keywords:** Work Efficiency, Employees, Performance

## 1. Introduction

The further development of economics, both in a general sense and within individual firms, is contingent upon various elements, including conditions, social dynamics, and environmental influences. The most important determinant, however, is human resources. With the market's intensifying rivalry, the economy has experienced a steady expansion. Consequently, the process of integration and globalisation has become increasingly significant for every organisation, particularly due to recent advancements in science and technology. (Le D. et al., 2021) Personnel resources The organization's most valuable resource, human resources, requires effective management and utilisation for maximum benefit. In today's business and social landscape, human resource development is a primary objective of personnel

management. In light of increased competition, organisations must modify their strategies to ensure their continued existence and consistent advancement. Planning for organisational development and adaptation is a necessary process for every organisation. Concepts of human resource development It is among the most critical factors in achieving advancement.

Human resource administration development objectives include improvements in quality of life in a variety of domains. Generally, the personnel of an organization invest in its development. Conducting activities with the intention of achieving the organization's goals or objectives is operationally effective. Professionalism and skill sets are elements that influence staff productivity. There is a lack of parity among the organisation's employees with regard to work knowledge, resources, supervisory management style, motivation, skills, knowledge, and abilities. Despite having recently started employment, I am still devoid of work experience. Organisations prioritise the productivity of their workforce. Enhancing the knowledge and abilities of personnel is an imperative (Chernysh & Kozyk, 2014).

Motivation increases employee output, according to recent research (Hartinah et al., 2020). Yaemchoo (2020) refers to an element or stimulus that induces an individual to voluntarily perform or conduct in order to improve labor efficiency. Leadership is an indispensable element in inspiring and directing individuals towards their task. People will treat leaders or executives who serve as exemplars with esteem and confidence. Their cooperative efforts instill a sense of pride in those who follow them. It is the process through which leaders exert an influence on the improvement endeavours of their subordinates (Eua-areesuksakul & Chantuk, 2016). The corporate culture supports the system through a collection of values, beliefs, and principles. Corporate management and the administration of practices and behaviours enhance collaboration efficiency (Boonmatat, 2019). Therefore, it is essential to motivate employees to remain with the organization. Incentives specifically designed for the organisation's workforce are necessary to instill a sense of occupational pride in employees. This increases the motivation of employees to remain with the company.

Therefore, we succeeded in improving the work performance of the Pick Tower department's employees. Hence, it is imperative to devise a resolution to workplace issues stemming from errors committed by employees. Additionally, it is crucial to conduct research on the factors that influence work motivation. Furthermore, the improved work skills of the Pick Tower department staff provide each employee with increased knowledge and proficiency. As a result, the researcher wishes to investigate the variables that influence the work efficiency of the Pick Tower department staff at the Lotus Khon Kaen regional distribution center. The study's findings will serve as a guide for improving the Pick Tower department staff's work efficiency. This will continuously aid the organisation in effectively achieving its goals.

## **2. Research objectives**

The research aimed to study Factor Affecting Work Efficiency of Pick Tower Department Employees in Lotus Distribution Center Khon Kaen, Thailand.

## **3. Literature Review**

### **3.1 Concepts and Theories Related to Work Motivation**

Motivation is how leaders use external or internal characteristics about their employees to motivate or induce them to maximize their existing potential in their work (Murnpho & Srathongkham, 2022). Employment satisfaction is critical in determining how a person feels about their job. They will labour to the best of their abilities, resulting in successful

performance following established goals and satisfaction only when work is both monetarily and psychologically satisfying (Aeknarajindawat & Jermsittiparsert, 2020; Kalyanamitra, Saengchai, & Jermsittiparsert, 2020). Additionally, it can provide for the workers' fundamental requirements (Strauss & Sayles, 1980).

The two-factor theory of motivation in human activity consists of the following two components: (Herzberg, 1959)

1. A motivation factor is a work-related element that inspires individuals to develop a fondness and passion for their work. It fosters employee contentment within the organization. In order to enhance operational efficiency Because the following elements can satisfy an individual's needs:

1.1 Workplace Success (Achievement) pertains to an individual's capacity to successfully accomplish tasks and attain favourable outcomes. The ability to resolve a variety of issues is also a key component.

1.2 Receiving reverence from superiors constitutes being respected (Recognition). equivalent colleague Friendship groups and individuals in general Praising and admiring remarks may occasionally serve as manifestations of this regard.

1.3 The nature of the work executed (Work itself) pertains to positive and negative emotions experienced in relation to the work's characteristics. Such labor is tedious. The duller Test your capabilities It stimulates innovative thought. Or is the job simple or challenging?

1.4 Responsibilities denote the gratification that results from being bestowed with additional obligations and bestowing with the capacity to assume complete accountability.

1.5 Positional advancement (Advancement) denotes an alteration in the standing or position of an individual within an institution. However, this does not affect a person's classification if they transfer from one department to another within the organization. Its sole purpose is to increase the likelihood of acquiring additional responsibilities; this is referred to as "increasing responsibility." However, this is not genuine career advancement.

2. Sustaining factors It is a factor that will consistently encourage an individual to perform. Its absence or inconsistency with the organization's members will result in members of the organization disliking their work. Moreover, external factors include the following:

2.1 compensation pertains to remuneration and compensation increases within the department that are deemed satisfactory by the staff in their professional endeavors.

2.2 Possibility of future advancement opportunities Further, in relation to significance the appointment and promotion of an individual within the agency. Additionally, it denotes a circumstance in which an individual can develop and improve their professional aptitudes.

2.3 Relationships with subordinate supervisors Colleague entails maintaining communication irrespective of one another's conduct. or terms that demonstrate positive interpersonal connections Capable of cooperating and having a solid grasp of one another's perspectives.

2.4 Occupational status denotes the honor and decorum with which society accepts and regards the occupation.

2.5 Policy and administration pertains to the managerial aspects of the establishment. Granting an individual the ability to effectively complete a given task Integrating organizational communication, as exemplified by the requirement that employees are cognizant

of their employer. That is, the policy of the organization must be explicit. For individuals to execute their tasks accurately

2.6 Work environment encompasses the tangible surroundings that support work, including but not limited to lighting, ventilation, air quality, tools, and apparatus, as well as the workload that an individual is accountable for.

2.7 Personal well-being pertains to circumstances or specific attributes of the workplace that have an impact on one's personal life and overall state of being. Assemble specific job-related knowledge for the individual. For instance, if the organization requires the individual to relocate for a new position, the potential distance could be onerous on the family, and so forth.

2.8 Emotions regarding employment security are referred to as "job security." Stability in the office.

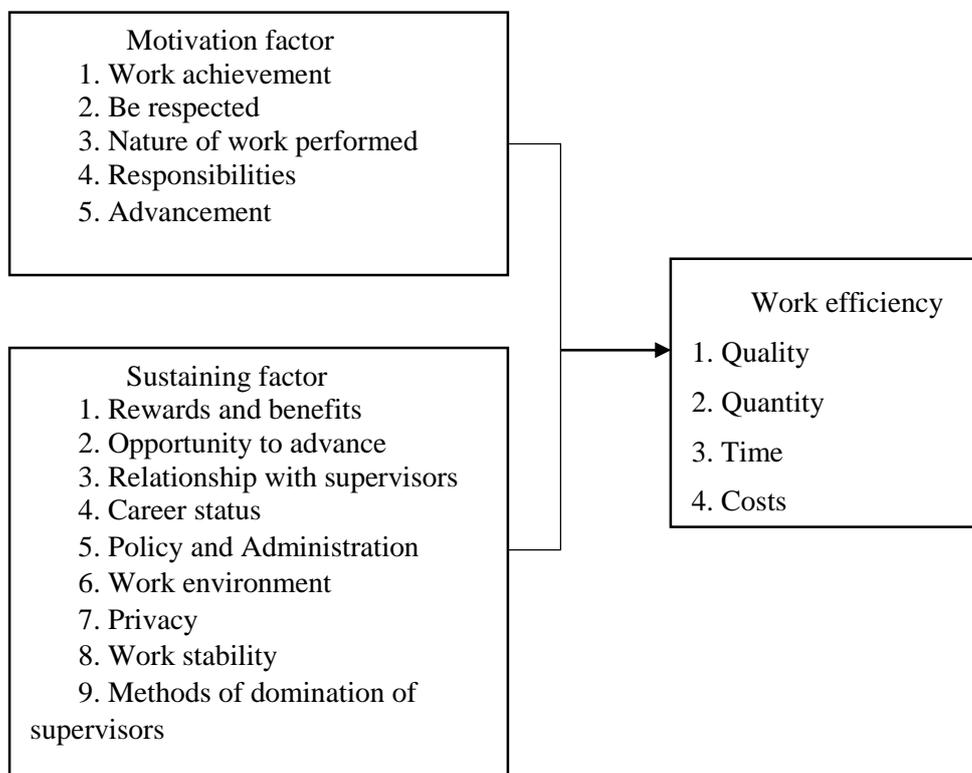
2.9 Command and control means what leaders know and how well they can do their jobs. How fair the administration is and whether or not supervisors are ready to give advice. or delegate different tasks to workers.

### 3.2 Concepts and Theories Related to Work Efficiency

The phrase "work efficiency" pertains to the procedures and undertakings of any endeavor that lead to the attainment of predetermined outcomes and goals, as well as the capacity to conserve and reduce the squander of diverse resources while carrying out activities focused on producing results (Maichan, 2017). The components of operational efficiency are classified as follows: 1) quality, 2) quantity, 3) time, and 4) costs (Peterson & Plowman, 1989).

### 3.3 Conceptual Framework

Figure 1: Conceptual Framework



Source: (Determined by the researcher)

## **4. Research Methods**

### **4.1 Population and sample**

The population used in this study were Pick Tower Department Employees in Lotus Distribution Center, Khon Kaen, Thailand, a total of 100 people, using an accidental sampling method. The size of the sample can be determined by using Yamane's calculation formula at an error of  $\pm 5$  percent. (U-on, 2011) The sample size was 80 people.

### **4.2 Instrument**

The researcher used a questionnaire developed from a literature review to study documents, concepts, theories, and related research that are consistent with the established objectives and conceptual framework. A 5-level Rating Scale questionnaire was created. The questionnaire was divided into 4 parts as follows:

Part 1 Questionnaire about General Data Factors The samples were 1) gender 2) age 3) status 4) educational level and 5) experience. The question was a check-list type, selecting only 1 answer, 5 questions.

Part 2: A questionnaire regarding opinions regarding operational factors. It is a 5-level evaluation questionnaire using Likert's scale format for two factors: motivating factors and sustaining factors. It is divided into 5 motivating factors and 9 sustaining factors, for a total of 14 areas.

Part 3: Questionnaire about work efficiency of employees in the Pick Tower department, is a Five Point Scale, divided into 5 levels from the highest to the lowest according to the Likert Scale.

Section 4 is more suggestions and comments.

Checking questionnaires for consistency with research, including clarity of language Wording and testing for content fidelity by having 3 experts and experts to consider and find the Index of item Objective-Congruence (IOC) for the entire issue, the IOC was 0.78 points, which was greater than 0.50, indicating that the question The questionnaire was consistent with the objectives of the research. Including test, the confidence of the tool. The questionnaire was used to collect data from 30 cases initially before the actual test to determine the confidence value. (Reliability) by using Cronbach's Alpha Coefficient. The Cronbach's Alpha Coefficient is 0.83, which is greater than 0.70. It is considered that the question has high confidence (Wanichbuncha, 2016). can be used in the study appropriately.

### **4.3 Data Analysis**

The valid questionnaires evaluated for data analysis. All data were then coded, input, processed and analyzed using SPSS program. Analyzed using statistics as follows: Descriptive Statistic as Percentage, Mean, Standard Deviation and Inferential Statistic is Stepwise Regression Analysis.

## **5. Results and Discussion**

The study focuses on the factors that influence the work efficiency of Pick Tower Department employees at Lotus Distribution Centre, located in Khon Kaen, Thailand. The researcher examined the properties of the data in accordance with the requirements of stepwise regression analysis, which requires the independent variable to be linearly related to the dependent variable (linearity) and not to have a relationship with the dependent variable. If the

relationship between the independent variables, known as multicollinearity, is too high, it can lead to problems and result in highly inaccurate analysis. One way to find out what the VIF (variance inflation factor) value was for each independent variable was to look at the tolerance value, which was 0.427 to 1.000 and was in line with the standard VIF value of 10 or less. The highest VIF value found was 2.344. The value ranges from 0 to 1 (Wanichbuncha, 2016). Tables 1 and 2 demonstrate that no other independent variable influences each independent variable.

Table 1: Motivation Factor Affecting Work Efficiency of Pick Tower Department Employees in Lotus Distribution Center, Khon Kaen, Thailand

Model	Unstandardized		Std.	t	Sig	Collinearity	
	Coefficients		Coef.			Statistics	
	B	Std. Error	Beta			Tolerance	VIF
(Constant)	3.123	0.297		10.522	.000		
<b>Motivation factor</b>							
Responsibilities $x_4$ ( $R^2$	0.225	0.074	0.326	3.046	.003*	1.000	1.000
					Adjusted $R^2$		
					.106		.095

\* Statistically significant at the 0.05 level

Source: (Calculation by the researcher)

In accordance with the prerequisites of stepwise multiple regression analysis, the researcher examined the data properties presented in Table 1 and determined the motivation factors influencing the increase in work efficiency of the Pick Tower department employees at the Lotus Khon Kaen regional distribution centre. Below is a summary of the hypothesis testing results.

The chosen variable for inclusion in the equation was labor responsibility. The variable exhibits an adjusted predictive efficacy of 0.095 (Adjusted  $R^2 = 0.095$ ) and a multiple correlation coefficient of 0.106 ( $R^2 = 0.0106$ ). The equation for regression analysis can be represented as follows:

$$Y = 3.123 + 0.225 (x_4)$$

The positive relationship (Beta = 0.225) in the job responsibility equation ( $x_4$ ) indicates that the job responsibility factor influences the Pick Tower department employees' work efficacy at the Lotus Regional Distribution Center Khong Kaen is greater.

The elements of responsibility in the workplace inspire employees. A significant effect is observed at the 0.05 level of statistical significance in the work efficiency of Pick Tower department employees at the Lotus Khon Kaen regional distribution center. This effect is attributed to employees' recognition of the critical nature of efficient work. Employees will put forth their best effort when the supervisor delegated work. The department chief has established each department's responsibilities. and grant operators decision-making authority. We aim to encourage employees to enhance their efficiency through self-improvement. Until employees feel a sense of pride in their current positions, this is consistent with the findings of Natchaphol Ngamthammachat (2016), who investigated guidelines for enhancing the productivity of XYZ Company Limited's production line personnel. According to the findings of the study, the motivational element of job responsibility influences an increase in the productivity of employees. Significant statistically at the 0.05 level.

Table 2: Sustaining Factor Affecting Work Efficiency of Pick Tower Department Employees in Lotus Distribution Center, Khon Kaen, Thailand

Model	Unstandardized		Std.	t	Sig	Collinearity	
	Coefficients		Coef.			Statistics	
	B	Std. Error	Beta			Tolerance	VIF
(Constant)	0.961	0.136		7.057	.000		
<b>Sustaining factor</b>							
Policy and Administration ( $x_5$ )	0.262	0.036	0.430	7.270	.000*	0.427	2.344
Work environment ( $x_6$ )	0.264	0.039	0.372	6.697	.000*	0.482	2.073
	$R^2$				Adjusted $R^2$		
	.888				.882		

\* Statistically significant at the 0.05 level

Source: (Calculation by the researcher)

In accordance with the prerequisites of stepwise multiple regression analysis, the researcher examined the data properties presented in Table 2 and determined the sustaining factors influencing the increase in work efficiency of the Pick Tower department employees at the Lotus Khon Kaen regional distribution centre. Below is a summary of the hypothesis testing results.

The chosen variable for inclusion in the equation was Policy and Administration and Work environment. The variable exhibits an adjusted predictive efficacy of 0.882 (Adjusted  $R^2 = 0.882$ ) and a multiple correlation coefficient of 0.888 ( $R^2 = 0.888$ ). The equation for regression analysis can be represented as follows:

$$Y = 0.961 + 0.262x_5 + 0.264x_6$$

The positive relationship (Beta = 0.225) in the job responsibility equation ( $x_4$ ) indicates that the job responsibility factor influences the Pick Tower department employees' work efficacy at the Lotus Regional Distribution Center Khong Kaen is greater.

According to the equation of policy and administration, a positive correlation is observed (Beta = 0.262) between the supporting factors and the increase in work efficacy of the Pick Tower department employees at the Lotus Khon Kaen regional distribution center.

The equation representing the operating conditions A positive correlation is observed (Beta = 0.264), indicating that the picking tower department employees' work efficacy increases in response to the supporting factors. The Lotus regional distribution center in Khon Kaen experienced growth.

Factors in policy and administration provide support. The presence of well-defined plans and goals for operations at the Lotus Khon Kaen regional distribution centre has a statistically significant impact on boosting the work efficiency of personnel in the Pick Tower department. The observe this effect at a significance level of 0.05. The organization has well-defined roles, responsibilities, and staff members. There exists a distinct and well-defined hierarchy of management. Furthermore, the organization can effectively apply its policies. In study, Kittiya Thitikunrat (2013) examined the productivity of the employees in the organization. Sunshine International The research findings revealed that the supporting variables mostly consisted of policy and administration. It enhances employees' work performance and efficiency. The results are statistically significant at the 0.05 significance level.

Aspects contribute to beneficial working conditions. The statistical significance of the effect at the 0.05 level is that it increases the work efficiency of the Pick Tower department employees at the Lotus Khon Kaen regional distribution center. The stability and safety of the building, location, and work area, along with the condition of the equipment, influence this effect. equipment used at employment Sufficient resources exist to support activity. The overall work environment generally fosters productivity. Therefore, the number of hours worked per day is suitable. This is consistent with the findings of Pitchaya Wattanarangsarn (2015), who investigated how to increase the productivity of staff at a four-star hotel in the vicinity of Siam Square. The supporting factors pertaining to working conditions have an impact on enhancing the productivity of employees' work, according to the findings of the study. Significant statistically at the 0.05 level.

## **6. Conclusion and Recommendations**

### **6.1 Conclusion**

- Motivating factors

The research results supported the hypothesis by showing that, at the 0.05 level of statistical significance, motivational factors and work-related responsibility make Pick Tower department employees at the Lotus Khon Kaen regional distribution center more productive at work.

- Sustaining factors

The research findings supported the hypothesis and determined that policy, administration, and working conditions were the determining factors. At the 0.05 level of statistical significance, the effect of these factors on the increase in efficiency in the work performance of department employees at the Lotus Khon Kaen regional distribution centre was established.

### **6.2 Recommendations**

The researcher provides suggestions for utilizing the findings of the study regarding the factors that influence the work performance efficacy of Pick Tower department employees at the Lotus Khon Kaen regional distribution center. The following guidelines are intended to assist Pick Tower department employees at the Lotus Khon Kaen regional distribution center in increasing their work efficiency:

- Motivating elements

1. Achievement at employment Supervisors ought to impart daily work objectives to staff members in order for them to attain the objectives they establish. Please work together in the department to meet deadlines.

2. To earn respect, It is necessary to develop and maintain standards for employees. Each day, employees should be commended for assisting them in reaching their objectives. Motivate employees to maintain their high performance efficiency.

3. Aspects of the activity executed Each employee should recognise the significance of their position. Every role in the Treasury holds utmost importance, and employees receive the freedom to carry out their assigned tasks to the maximum degree feasible.

4. Vocational obligations It is imperative for the organisation to offer avenues for employee engagement in the decision-making process. It is crucial for the organization to provide channels for employees to express their opinions in a variety of formats, thereby

promoting universal understanding. The leader should be capable of independently planning and organising operations. Manage the tasks that have a deadline. Facilitate the dissemination of new information to employees to ensure they have the most current data.

5. Promotion within occupations: The organisation should improve its operational administration. For instance, by implementing job training programmes that improve employees' accuracy in job performance, the organisation can expand advancement opportunities for its personnel. This also involves giving personnel more freedom to express their opinions to higher-ups.

There are factors that contribute to the maintenance or continuation of a particular situation or condition.

1. Compensation: Salary is commensurate with job performance and suitability. To foster positive employee morale and enhance attentiveness to work.

2. Prospects for future progression It is important to promote and support employees' access to educational opportunities in order to foster their personal growth and maximize their potential. Suggest implementing a promotional examination that evaluates the most accomplished professional background.

3. Supervisory rapport Supervisors and employees should engage in a dialogue. Let's enhance our mutual understanding. In order to alleviate tension between superiors and subordinates, they might enhance their productivity.

4. Employment status: All employees are expected to demonstrate respect for the responsibilities associated with their respective positions. It is crucial for supervisors to recognize and commend every employee in their respective roles, acknowledging their career trajectory, knowledge, abilities, and potential for further growth. Or engage in self-development further.

5. Governance and management It is imperative to establish a well-defined policy for assessing workers' work performance, including the implementation of a specific timeframe for evaluating their success. through more frequent assessments. Direct attention towards policies that will effectively achieve greater success in operations. In order to foster employee motivation and enhance their productivity, hence facilitating more achievement.

6. Conditions of employment: Inspect the equipment prior to commencing work on a daily basis. Conduct a comprehensive assessment of each department to identify areas of error. Prior to commencing work, it is essential to prioritize safety. Perform frequent post-work cleanups. In order to maintain cleanliness and enhance operational efficiency, it is important to ensure that the department remains tidy.

7. Individual welfare the corporation is coordinating a project to conduct home visits for employees. To assess the daily living conditions for potential issues and further enhance positive interactions with superiors and subordinates.

8. Converting temporary employees to permanent positions is a suggestion for employment stability, provided they consistently carry out their responsibilities, take few absences, and meet daily performance goals. In order to provide employees with more job security.

9. A command-based system of governance Supervisors must engage in discussions and gain a comprehensive understanding of the individual personality features exhibited by each employee. Oversee and administer the department to accommodate the personnel's needs. Maintaining a balanced workload is crucial.

### 6.3 Future Research Recommendations

1. As a result of temporal constraints that impede the execution of this research. By conducting an individual employee analysis within the Pick Tower department, a comprehensive assessment of the employees' work efficacy and motivation can be obtained. As a result, it is critical to examine the level of employee efficacy through a departmental analysis. To be aware of the evaluation results for each department in order to increase productivity and employee motivation in that department accordingly.

2. An examination of challenges and barriers in enhancing employee productivity across different levels should be conducted in order to inform administrative policies. A method of working that effectively mitigates errors and impacts the efficiency of tasks so that they can be executed with a satisfactory level of quality for management.

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