

Motivation Factors Affecting the Performance of Bus Drivers - The Third Bus Operating Group Department 2 Bangkok Mass Transit Authority

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Abstract— The purpose of this study was to investigate the motivation level of the job. To study job satisfaction. And to study motivation factors affecting organizational satisfaction of bus drivers under the bus operating group 3, Bangkok Mass Transit Authority, Bangkok Mass Transit Authority. The study is a quantitative study. (Quantitative Research) Population is the study population as a driver. Under the Traffic Operation Group 3, the second bus route, the Bangkok Mass Transit Authority Total population was 124. Statistics used were percent, mean, standard deviation One-Way ANOVA Correlation and Regression Analysis

The results showed that 124 respondents were male, aged 41-50 years old. Education Level Diploma / Diploma Earnings of 25,000-30,000 baht and over 20 years of service. Motivation factors affecting the performance of the driver. The study of incentives. The effect of the driver. Under the Traffic Operation Group 3, Transport Department 2, Bangkok Mass Transit Authority

Overview the incentive factor is moderate, there are many levels contains 3 items is a success in the job description and the job responsibilities and is moderate with a 2 sided respect, and progress in, the position respectively.

Overview sustaining factors is moderate, there are many levels, contains 1 item is the relationship with colleagues and is moderate, the list contains 4 relationship with bosses. A side benefit of the employee's annual bonus and the salary.

Recommendations from this study should give priority to the welfare of employees should consider the employee's competency to provide salary annual bonus should be adequate and appropriate, and the Chief Executive should make relationships with subordinates. Counseling when there is a problem so that subordinates are not lonely peace of mind occurs.

History and significance of education Nowadays, the business operation of any type of business is very important to the personnel. It is considered as a valuable resource and a principle in managing the organization of business. There are 4 types called 4M (Man), which is considered the most important factor. Because businesses are born, they have to rely on people's ideas. Having someone to act or manage causes many business activities to succeed in doing business. Money is another type of business that must be brought to business. Each business will use different amounts of money. It depends on whether the business is small or large. Material or material in which the product. Raw materials must be produced so management must know how to manage raw materials efficiently. To get a low cost And the most profitable business and method. The operation of each stage of the business. There should be planning and control in which all four elements will support the operation is effective.

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The present problem of the Bangkok Mass Transit Authority is that it is experiencing a shortage of qualified drivers because the organization is entering retirement. Both retirees are retired on a yearly basis. The organization does not receive replacement capacity. And early volunteer program participants. The latter group is considered to have the potential to work longer to benefit the organization. Obtaining complaints from users of unwanted behavior in the provision of passenger services to many drivers such as stopping the bus at the sign. Speeding cars, which cause insecurity to passengers. The verbal expression is not polite to the passengers. Open the door automatically before reaching the sign. Driving a traffic violation Drive out the right lane. Smoking while on duty Detection of alcohol in the body while performing Passengers travel before the destination, so the agency. Consider the problem to find a solution and look back at why employees display inappropriate behavior in the service. To find solutions to such problems. To motivate people. Are willing to devote physical strength. I do not want to leave the organization in the end.

So, from the background and the importance of the problem mentioned above. Study participants were interested in studying the motivating factors affecting the performance of the driver. Case study: The driver of the bus operation group 3, the second bus route. The results of the study are used as a guideline for management. Encourage employees to drive a bus to retain good personnel to stay with the organization. (Tosaporn Mahamud, 2011).

Keywords— Motivation Factors, Bus Drivers, Bangkok Mass Transit Authority.

I. OBJECTIVE

1. To study the level of motivation factors in the performance of bus drivers.
2. To study the job satisfaction of bus drivers.
3. To study motivation factors that affect organizational satisfaction of employees.

II. HYPOTHESIS OF EDUCATION

1. Different personal factors affect the satisfaction of the organization of bus drivers under the operating group of Bus 3, Bus 2, Bangkok Mass Transit Authority.
2. Motivation factors and support factors affect organizational satisfaction of bus drivers.

III. TIME AND POPULATION

Duration of study Between July and October 2017, the

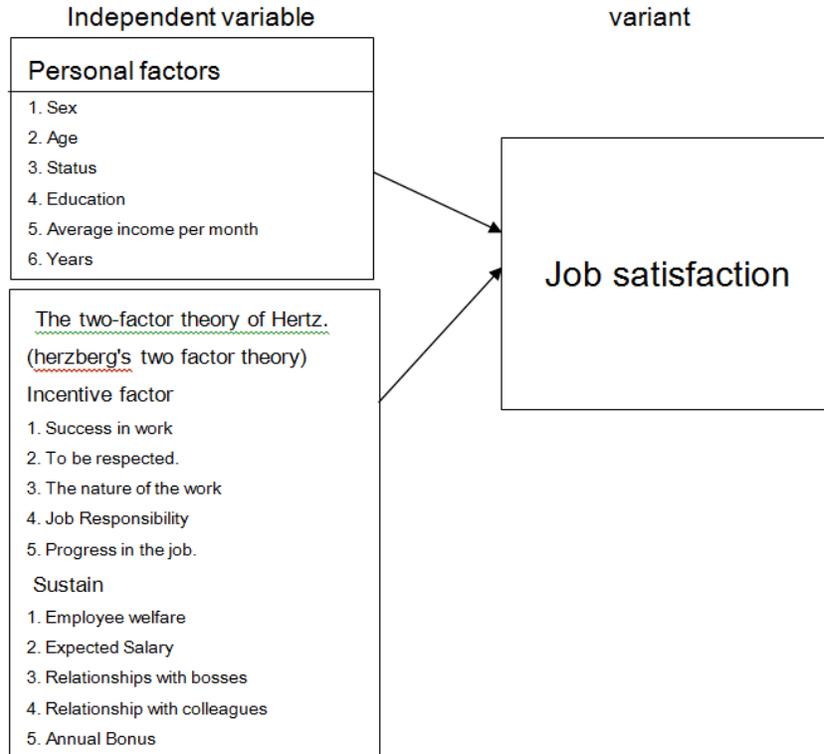
population employed in this study was bus driver. Under the Transport Work Group 3, Transport Department 2, the total of 179 Bangkok Mass Transit Authority

IV. CONCEPTS, THEORIES AND LITERATURE, OR RELATED RESEARCH

Concepts and theories of motivation factors. Sustainability factors and related theories. Herzberg's Two -

Factors Theory of Motivation Douglas McGregor Theory X and Theory Y Theory X is a theory that has traditionally influenced the director. The traditional view of direction and control is as follows. (McClelland's Achievement Motivation Theory) ทฤษฎีความคาดหวัง (Expectancy Theory) This theory is a new theory, contrary to the theory of x. About human nature and motivation McClelland's Achievement Motivation Theory Expectancy Theory.

V. CONCEPTUAL FRAMEWORK IN EDUCATION



One-Way ANOVA Correlation and Regression Analysis.

VI. TOOLS USED IN THE STUDY

The instruments used in this study were the drivers employed in the 3 bus operating areas, the Bangkok Mass Transit Authority A total of 124 people.

VII. CONCLUSIONS, DISCUSSION, RESULTS AND RECOMMENDATIONS

Conclusion Studying Motivation factors affecting the performance of the driver. Under the Traffic Operation Group 3, the second bus route, the Bangkok Mass Transit Authority The researcher used the data collection method. By the questionnaire. (Questionnaire) for the sample. A total of 124 questionnaires were used to collect data and 124 were returned. (Quantitative Research) Population is the study population as a driver. Under the Traffic Operation Group 3, the second bus route, the Bangkok Mass Transit Authority The total variance of the variables was age, sex, status, education level. Average income per month and working age. Statistics used were percentage, mean, standard deviation. One-Way Tests

VIII. PERSONAL INFORMATION OF RESPONDENTS

According to the study, 124 respondents were mostly male, aged 41-50. Education Level Diploma / Diploma Income 25,0001-30,000 baht and more than 20 years old.

IX. MOTIVATION FACTORS AFFECTING THE PERFORMANCE OF DRIVERS

The study of motivation factors affecting the performance of the drivers. Under the Traffic Operation Group 3, the second bus route, the Bangkok Mass Transit Authority The overall motivation factor was at a moderate level, comprised of three levels, namely, work success. Job description There are two aspects of job responsibility and the level of responsibility. And the advancement in the position, respectively, and the supporting factors. At the moderate level, there was a high level of involvement with colleagues. 4 items consisted of relationship with supervisors. Annual bonus Employees' welfare and salaries are as follows.

Incentive factor In terms of work achievement, the mean was at a high level (= 3.85). When considering in detail, there were 3 items in average. = 4.00). Pride showed that the job satisfaction (= 3.99) showed that the job satisfaction was good (= 3.56).

Sustain Employee welfare was found to be at a moderate level (= 3.14). When considered in detail, the mean was 3 items. (= 3.20). Welfare and special remunerations were appropriate (= 3.15) and welfare received improved life expectancy (= 3.07).

JOB SATISFACTION

The study of motivation factors affecting the performance of the drivers. Under the traffic management practice 3, the Bangkok Mass Transit Authority (BMA) found that the overall satisfaction was moderate (3.21).

HYPOTHESIS

A study of motivational factors affecting the performance of bus drivers. Under Section 3 of the Transport Work Group 2, the Bangkok Mass Transit Authority details as follows:

Hypothesis 1: Employees with different sexes have different job satisfaction scores. Employees with gender, age, status, education estimate salary And a different job age. Effectiveness of different job satisfaction.

Hypothesis 2: Motivation and support factors affect organizational satisfaction of bus drivers. Under the operation of the 3 bus routes, the Bangkok Mass Transit Authority The hypothesis test showed that the motivation factor influenced the employee's job satisfaction. Based on the hypothesis, it was found that accepting respect for honesty and trust Trust in the supervisor that knowledge and ability appropriate to the job assigned is influenced by the .034 level of the job. The work unit has clearly defined responsibilities have influenced the .034 level. The advancement of the position on the support of skills development, training, seminars for enhancing knowledge has been influenced by .04 level. The welfare of the employees, the compensation paid by the organization with the knowledge and ability to influence the level of .028 The welfare received to improve the work life is influenced by the .03 level of salary. Sufficient for living has an influence at .08 level and is satisfied with the salaries received compared to other companies in the same job. The relationship with supervisors on counseling and problem-based counseling was seriously influenced by the level

of .001 in terms of annual bonuses in terms of compensation (bonus). last year The motivation to continue to work is influenced by the .000 level and is acceptable when the annual bonus does not increase, influencing the .001 level.

RECOMMENDATIONS FROM THE STUDY

A study of motivational factors affecting the performance of bus drivers. Under the operation of the 3 bus routes, the Bangkok Mass Transit Authority It has been suggested as follows. 1. Management should pay attention to welfare of employees. Should take into account the knowledge. Employees and welfare It is an incentive for employees to work successfully. 2. Management should pay attention to staff salaries. And annual bonuses. To be sufficient And appropriate 3. Executive or supervisor The relationship with the subordinates. Consultation when available. Problem and sincere help. The supervisors are not comfortable working alone.

SUGGESTIONS FOR THE NEXT STUDY

To study the performance of bus drivers. Under the operating group.

Bangkok Mass Transit Authority, Bangkok Mass Transit Authority.

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