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HEALTHY WORK OF FLIGHT ATTENDANTS A CASE STUDY OF FULL SERVICES AIRLINE IN THAILAND.

BY:ORAPHAN DECHA



INTRODUCTION

Human resources are an essential factor driving organizational development, as they are one of the fundamental elements of business operations. Therefore, personnel in organizations play a crucial role in efficient and efficient operations, thereby achieving organizational goals. Personnel are human resources. "People" or "human resources" are the most critical factors in national development.

Human resource management is a part of organizational management, playing an essential role in discovering valuable human resources and working within an organization. Good human resource management will contribute to the development of the organization. Therefore, every organization pays more attention to human resource management—the personnel who can drive the organization's development. The organization must conduct personnel management in recruiting technical personnel—knowledge, abilities, and experience. Organizations must create various welfare incentives that enable personnel to fulfil their responsibilities fully and help them achieve their goals.



INTRODUCTION

Recruitment is one of the most critical human resource management processes. For some organizations, recruiting personnel to join the organization may seem easy, but modern organizations may seem complicated and complex. Because if an organization makes a wrong decision when recruiting personnel, that person will cause harm to the organization. However, if the organization can choose qualified personnel. Suitable for the job. Personnel will create value for the organization. If recruitment is involved, it can be concluded that recruitment is a process of motivating people from different sources. Join the organization through specified methods and procedures and select candidates in the selection process. Meet the standards for holding various positions within the organization.

Currently, the competition in the labor market is more intense. With the advancement of modern technology, the theories and principles of recruitment and selection may change. Alternatively, adjustments can be made to adapt to the competition of the digital age to ensure the survival of each organization (Saripah Vahama, 2016).



What is the caused in this case?



The KE801 accident was exhaustion of the pilot due to excessive continuous flight time. The decision and solution during the airport landing were delayed at Guam-Agana International Airport on 06 August 1997. (Fatalities: 228 /254)



What is the caused in this case?



The OG269 accident was the pilot's accumulated fatigue due to a lack of sufficient rest according to flight rules. Due to crowded schedules, pilots must work more than the hours specified by the Ministry of Civil at Phuket International Airport on 16 September 2007. **(Fatalities: 90 /130)**



What is the caused in this case?



West Caribbean Airlines Flight 708 on August 16, 2005, travelling from an airport in Panama to Martinique Island, flew at a higher altitude than expected. Will the plane be able to handle it? The pilot lacked accurate inspection. I had to work multiple jobs to support my family because of insufficient rest. After all, the airline had not paid employees' salaries for several months. **(Fatalities: 160 /160)**



OBJECTIVE

1. To study the factors that cause negative well-being of flight attendants of full-service airlines in Thailand.
2. To study the well-being of flight attendants in flight operations of full-service airlines. Model in Thailand.
3. To study guidelines for managing the health of flight attendants of full-service airlines in Thailand.





METHODOLOGY

Population and sample the population was flight attendants of 3 Thai full-service airlines. A random sample of flight attendants from Thai full-service airlines was selected. Thai Airways Bangkok Airways and Thai Smile totalled 1,207 people, divided into 300 receptionists from Thai Airways, 314 people from Bangkok Airways, and 193 people from Thai Smile Airways. International Civil Aviation Organization (2014) As for the sample group, random sampling was performed using Taro Yamane's (1973) formula with a confidence level of 95% and a permitted proportion of error of 5%. Then, the proportion of the sample was divided. Must be collected from each airline that provides full service in Thailand as follows:



METHODOLOGY

Table 1

Proportion of sample size classified by Thai full-service airlines.



Airline Name	Total of Flight Attendant	Proportion of Sample Size
Thai Airways	700 people	174 people
Thai Smile	193 people	78 people
Bangkok Airways	314 people	48 people
Total	1,207 people	300 people





RESULTS AND FINDING

Part 1: General information: Most of the respondents were female. Aged between 26 and 30 years, primarily single. Have average monthly flying hours between 51-70 hours and have less than two years of flying experience and work at Thai Airways.

Part 2: Well-being of flight attendants during flight operations Overall, consider each item in order of average from highest to lowest. The first is yawning. It is rated as the most felt, impacting flight attendants the most. This is followed by drowsiness and nocturia, forgetfulness/impaired memory, and involuntary falling asleep arranged from most significant to least significant.

Part 3: Factors that cause negative well-being of flight attendants of Thai full-service airlines.



RESULTS AND FINDING

Table 1

Finding relationships between factors that cause adverse health of flight attendants on the health of flight attendants in flight operations of full-service airlines in Thailand.

		Factors cause of Healthy Work on Flight Attendant	
Healthy Work of Flight Attendant	Personal Factor (r)	Task and Environment Factor (r)	Organization Factor (r)
	-0.129*	-0.023	0.007



CONCLUSION AND DISCUSSION

Research has found that the cause of fatigue is personal factors, such as insufficient sleep. There is a symptom that can cause drowsiness, which can lead to slow reactions—losing the ability to solve problems on the spot and leading to an accumulation of fatigue rates. Regarding work factors and work environment, the company aims to have employees work according to flight schedules. The solution to causing fatigue among crew members is to promote a liveable working environment. And formulate policies to encourage and support healthy living for employees. Reduce fatigue and comply with aviation laws by arranging flights appropriately. This may be the cause of many accidents, and investigations have found that if the adverse health factors of flight attendants decrease, this will improve the health status of flight attendants of Thai full-service airlines.



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