

Factors Affecting Employee Engagement ABC Logistics Co., Ltd.

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Abstract- A study on factors affecting employee engagement ABC Logistics Co., Ltd. The objective was to study the motivation of employees of ABC Logistics Co., Ltd. The level of organizational commitment of employees of ABC Logistics Co., Ltd. Comparison of employee commitment to the organization of ABC Logistics Co., Ltd. Classified by personal data and motivation affecting organizational commitment of employees of ABC Logistics Co., Ltd. using questionnaires of 100 sets. It is a tool for collecting information. and used statistics to analyze the data is percentage, average Hypothesis testing using One-Way ANOVA and Multiple Regression Analysis. From the data analysis results can be summarized as follows. A study on factors affecting employee engagement ABC Logistics Co., Ltd. The objective was to study the motivation of employees of ABC Logistics Co., Ltd. The level of organizational commitment of employees of ABC Logistics Co., Ltd. Comparison of employee commitment to the organization of ABC Logistics Co., Ltd. Classified by personal data and motivation affecting organizational commitment of employees of ABC Logistics Co., Ltd. using questionnaires of 100 sets. It is a tool for collecting information. And used statistics to analyze the data is percentage, average Hypothesis testing using One-Way ANOVA and Multiple Regression Analysis. From the data analysis results can be summarized as follows.

Hypothesis test results personal information education level and job title Different people have different organizational commitments of ABC Logistics Co., Ltd. employees. Different years of work and average monthly income have an organizational commitment of employees of ABC Logistics Co., Ltd. were not significantly different at the 0.05 level. aspect of success in work and the nature of the work performed and factors supporting relationships with colleagues and job security Influencing organizational commitment of ABC Logistics Co., Ltd. employees with statistical significance at the .05 level.

Suggestions from the study that executives should have skills training Techniques for working Continuously develop teamwork processes Build confidence and feel proud to work in the company in various ways. Organize activities to build relationships between employees on a regular basis. and encourage the exchange of knowledge and work experiences between departments For supervisors and employees to love, bond and unity to create a bond with the company. Provide welfare for employees in addition to wages to earn enough income to cover the cost of living to create security and a good quality of life for employees.

Keyword: Motivation, engagement, logistics company employees

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I. INTRODUCTION

In the world of quizzes, there are no more barriers or lines between work and life. Please keep in touch anytime from any corner of the world with tech bans that must have job opportunities from. The world is online 24 hours a day, which will provide various information followed by various opportunities. Including giving employees more time to negotiate. From factories where employees were just hired but now employees are considered important partners. (Straus, Kaufman, & Stern, 2014)

Today, many employees work on a piece or project basis, which assigns team members based on skill requirements. By working like this, there is an increasing tendency for team members to live in different provinces or even different countries. causing the human resource management model to change from the past Organizations need to redesign the nature of work and consider the use of technology to communicate and track more tasks, as well as adopt new ways to manage this group of employees. As the younger generation entering the workforce have different expectations than their predecessors, with clear aims about future advancement and demanding more flexibility in their work. For organizations, these are challenges and require a different approach to management. (Somsa-ard, & Mahamud, 2016) whether it is a performance appraisal system Employee Engagement development of knowledge and skills of the team How to select employees to promote to higher positions Including when he has a higher position, how will he be able to manage the job? Multinational companies need effective performance appraisal and monitoring systems that support multicultural work. Design and develop a simple and convenient work system for employees distributed in many countries. (Mahamud, 2021)

Personnel commitment to the organization has therefore been raised to be one of the factors that is important in bringing the organization to Achievement of goals effectively It can also be used as a tool to predict the behavior of personnel. such as absent behavior (Absenteeism) and the resignation behavior of personnel (Employee Turnover) because personnel with a high level of commitment to the organization tend to work with the organization for longer and are willing to work with full knowledge and ability than personnel with high level of commitment. have a low level of organizational commitment (Phongsamran, Promma, & Mahamud, 2021)

A study of personnel engagement in 8 Asian countries including the People's Republic of China Hong Kong Special

Administrative Region, Malaysia, Philippines, South Korea, Singapore, Taiwan and Thailand found that the approaches to measure employee engagement to the organization It is not just a measure of job satisfaction (Job Satisfaction), but a measure of the involvement of personnel with the organization in terms of emotional involvement and ideas. (Intellectual Involvement) which will enable the organization to achieve its mission and vision. The behavior of personnel with high organizational commitment can be classified to remain with the organization. (Clarke, 1813) At present, Employee Engagement still has an operational meaning in the field of organizational management as well as human resource management that is a measure of engagement as well as the feelings of personnel towards the organization To encourage personnel in the organization to have a higher level of ownership or involvement with the organization. So that the personnel are ready to devote their abilities fully and willingly. Drive the organization to succeed in the end That makes Employee Engagement become a process for evaluating

satisfaction that the organization will evaluate through questionnaires and other processes. To measure and see how high or low is the trend of engagement and engagement with the organization in the current situation. And what aspects should be promoted to employees that will increase Employee Engagement for employees to have a higher rate? And that makes Employee Engagement become an operational strategy for many organizations in this era ever. Based on the above information, the study is therefore interested in studying Employee Engagement ABC Logistics Co., Ltd. for the benefit of applying the research results to develop the organization, develop work and manage personnel within the organization because if the organization can meet the goals of the employees in the organization, then the employees will cooperate. And support their own organizations and eventually the organization will be able to achieve the goals of the organization as well as help maintain competent and efficient personnel to remain with the organization forever. (Riccucci, 2017)

II. RESEARCH OBJECTIVES

To study the motivation for work of employees of ABC Logistics Co., Ltd. to study the level of organizational commitment of employees of ABC Logistics Co., Ltd.

Hypothesis

- H1 Different personal data have different organizational commitments.
- H2 Motivation factors influence organizational commitment of employees of ABC Logistics Co., Ltd.
- H3 Sustaining factors influence employee engagement of ABC Logistics Co., Ltd.

Research Scope

The study of organizational commitment of employees of ABC Logistics Co., Ltd. based on Herzberg' Two –factor Theory (Thant, 2022) consisted of motivational factors and supporting factors. practical Responsibility progress aspect of acceptance aspect of success in work and the supporting factors in 7 aspects are governance salary working conditions relationship with colleague's relationship with supervisors career status job security and governance and the theory of commitment to the organization of Richard M. Steers (Richard M.) to study issues of faith in the organization. in terms of devotion to the organization and loyalty to the organization in terms of population Population and samples used in the study ABC Logistics Co., Ltd. 100 employees. Study period: November 2021 – February 2022 concepts, theories and related research studies on Factors Affecting Organizational Engagement of Company Employees ABC Logistics Co., Ltd. The study has studied documents, concepts, theories and related research. To be used to define the conceptual framework and guidelines for the study as follows:

Motivation Theory

Motivation is important in order to motivate a person to perform certain behaviors. Desirable with willingness and satisfaction, for example, supervisors may use methods to persuade subordinates to use the environment and energy. in their own departments worthwhile and not wasteful It may be based on the concept of incentives based on fairness and expectations. The subordinates recognize that the part they save in the use of the environment and energy in their own departments. will receive a return in return for some money to be shared If everyone cooperates to save a lot of energy consumption The more you get a lot back as well. Similarly, the head of an agency may use targeted incentives. Have employees work together to set specific goals for recycling certain materials. The goal that is set is not too difficult or too easy. When employees can achieve the goals set together Employees perceive that they have the ability to perform behaviors. These will help motivate employees to persevere in this behavior. (Cofer, & Appley, 1964)

Motivation Factors

Is a component that is directly related to the work performed And is an incentive for personnel to be satisfied with work, consisting of 1. success in work (Achievement) means that a person can complete the work successfully. Able to solve various work-related problems and know how to prevent problems that arise 2. to be respected (Recognition) means to be respected by people in the organization or other people. seeking advice This may be expressed in the form of praise. encouragement 3. The nature of the work performed (Work itself) means that the work is interesting. Requires

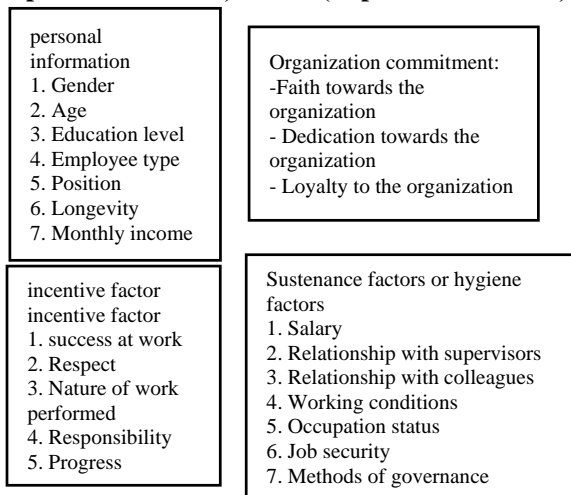
creativity challenge to action Or it is a job that looks to be done from start to finish alone. 4. Responsibility (Responsibility) means being assigned to take care of new tasks. and has full power No monitoring or close control. 5. Advancement (Advancement) means being promoted. promotion to a higher position have the opportunity to study further to gain more knowledge receive training on the job Maintenance Factors or

Hygiene Factors are elements that help prevent the work of personnel that will cause dislike of work or decrease in efficiency, consisting of: 1. Salary means remuneration for work performed in money, including salary advancement in that agency 2. Possibility of Growth means the probability that a person will gain advancement in professional skills. (Z a g z e b s k i , 2 0 0 4)

Research Conceptual Framework

The study of factors affecting organizational commitment of employees of ABC Logistics Co., Ltd. The study was based on

(Independent Variable) (Dependent Variable)



the concepts and theories of motivation and organizational commitment. Summarized and coordinated into the conceptual framework of the study as follows:

samples, the formula for calculating sample size that is commonly used when the exact population is known is the formula of Yamane (1973) at a 95% confidence level as follows:

$$\text{Group } n = P(1-P)(z)^2/(e)^2$$

where n = sample size

P = percentage value to be randomized from the entire population.

e = sampling error percentage value

z = the level of confidence set by the researcher. Which are commonly used include

$$\text{Substitute for } n = (100)(1-100)(1.96)^2/ (.05)^2$$

$$n = 100 \text{ samples}$$

Research Methodology

The study of factors affecting organizational commitment of employees of ABC Logistics Co., Ltd. aims to study the motivation of employees of ABC Logistics Co., Ltd., classified by personal information. and motivation influencing organizational commitment of employees of ABC Logistics Co., Ltd., which determined the study methods as follows

Sample size This study

Using a sample size calculation for a population of 100

Results of Research

Study of Factors affecting employee engagement of ABC Logistics Co., Ltd. The sample group studied were employees of ABC Logistics Co., Ltd. using 100 questionnaires as a data collection tool and received night, amounting to 100 sets, representing 100 percent. The results of the study are divided into 4 parts as follows: Comparison of supporting factors influencing organizational commitment of employees of ABC Logistics Co., Ltd.

Sustaining factors influence organizational commitment.	B	Std. Error	Beta	T	Sig.	Test
(Constant)	.678	.226		2.998	.003*	yes
governance	.073	.092	.092	.792	.431	no
salary	.018	.077	0.25	.233	.816	no
working conditions	.013	.082	.018	.163	.871	no
relationship with colleagues	.231	.098	.275	2.373	.020*	yes
relationship with supervisors career status	.029	.103	.034	0.281	.779	no
job security	.113	.076	.130	1.474	.144	no
	.299	.082	.379	3.644	.000*	yes

*Statistically significant at the.05 level

Sustaining factors influence organizational commitment of employee's ABC Logistics Co., Ltd. found that relationship with colleagues (Sig=.020) and job security (Sig=.000) influenced engagement. to the organization of employees of ABC Logistics Co., Ltd. with a statistical significance at the level of .05.

Summary, Discussion, and Recommendations

A study on factors affecting employee engagement ABC Logistics Co., Ltd.

The purpose of this study was to study the motivation of employees of ABC Logistics Co., Ltd., the level of organizational commitment of ABC Logistics Co., Ltd. employees, and compare the organizational commitment of ABC Logistics Co., Ltd. employees classified by personal information and motivation affecting organizational commitment of employees of ABC Logistics Co., Ltd. by using a questionnaire of 100 sets as a tool for data collection and statistical analysis for data analysis: percentage, mean, hypothesis test. One-Way ANOVA and Multiple Regression Analysis. From the data analysis results can be summarized as follows.

Personal Data of Respondents

From a study of 100 respondents, it was found that most of them were male, aged 21-30 years old, educated below a bachelor's degree. is a daily employee Job positions can be classified as employees, with 1-5 years of employment and an average monthly income between 15,001 - 20,000 baht.

Information on employee motivation factors of ABC Logistics Co., Ltd.

The motivating factors include the nature of the work performed Responsibility progress aspect of acceptance aspect of success in work The results of the analysis on the importance of the motivation in the performance of ABC Logistics Co., Ltd. employees in the overall level of importance were moderate and when considering the importance level. At a very important level, 1 item consists of responsibility. and at the moderate level, 4 items, namely in terms of acceptance and respect aspect of success in work the nature of the work performed and progress respectively, with details as follows:

Behavior

From the study, it was found that Behavior Priority with the average overall being at a moderate level And when considering each side, moderate level 4 items, you feel proud of the nature of the work that you do. The job description is appropriate to your abilities and experience. Do you like your current job) and your assignments are challenging and interesting, respectively.

Responsibility Received

From the study, it was found that Level of Responsibility The mean is included in the significance level. Level 1 very important is that you are determined to complete the work on time. And at the medium level, 2 items are that your work has clearly specified responsibilities. and the tasks that have been responsible are appropriate, respectively

Progress

The study found that level of advancement The total mean was at a moderate level of importance. and when considering the side Moderate level 3 items, that is, you can transfer jobs according to your knowledge and ability. You have the opportunity to receive training and develop skills. And you have the opportunity to be promoted to a higher position, respectively.

Aspect of Acceptance

The study found that Level of recognition with the average overall being at a moderate level and when considering the side Level 1 is very important: colleagues accept and are willing to work with them. And at the moderate level, 3 items are that you are trusted and trusted by the boss when doing a good job. And you get compliments from your boss when you do a good job. You have the opportunity to fully express your opinions about working in the department, respectively.

In terms of Success in Work,

The study found that level of success at work with the total average being at a moderate level and when considering the side There are 2 very important levels, namely, the performance of the work is the customer's response. Be able to work in the duties that have been received until the goal is achieved. And at the moderate level, 3 items, namely, you can use your knowledge and experience to work until success. You feel that you are part of the work. and your work performance is in line with expectations, respectively

Sustaining Factors

Consist of governance and command. salary working conditions relationship with colleague's relationship with supervisors career status job security The level of significance of the overall picture was moderate. and considering the level of importance Two items are at a very important level, consisting of the status of the profession. relationship with colleagues and at the medium level of 5 items, namely: relationship with supervisor's governance working conditions job security and salary respectively, with the following details:

Regarding the governance

From the study, it was found that The level of importance of supporting factors for governance with the average overall being at a moderate level and considering the level of importance At a very important level, 1 item consists of the head being assigned the job appropriately. and at a moderate level, 3 items are: Supervisor ready to listen to problems and suggestions The supervisor creates a good working atmosphere. And supervisors are fair in evaluating their work, respectively.

Salary from study

Found that Level of importance, salary support factor with the average overall being at a moderate level and considering the level of importance It is at a moderate level of importance, 3 items consisting of salaries and compensation that are suitable for the position. You receive appropriate welfare from the organization. consider adjusting salary according to ability, respectively

Working Conditions

From the study, it was found that The level of importance of contributing factors in working conditions with the average overall being at a moderate level and considering the level of importance At the medium level, 3 items consist of equipment, tools and equipment used in the work that are sufficient to work. The general atmosphere of the workplace enhances your work. Buildings, premises, working areas are secure and safe, respectively.

Relationship with colleagues

From the study, it was found that The level of importance of supporting factors in relations with colleagues The mean is included at a very important level. and considering the level of importance At a very important level, 2 items consist of: Your colleagues have cooperated well in their work. Your colleagues help you when you have problems at work. And at the moderate level, 2 items are colleagues ready to give advice when you have a problem. and even though there were conflicts, but in the end they understood each other well, respectively

Relationship with supervisors

From the study, it was found that The level of importance of supporting factors in relations with supervisors with the average overall being at a moderate level and considering the level of importance At the moderate level, 3 items consist of: The boss shows sincerity and friendliness to you while working and outside working hours. The position of the leader

is appropriate. Be a good example of subordinates. and supervisors have shown their willingness and willingness to consult with you on personal and work matters respectively

Career Status

From the study, it was found that The level of importance of the supporting factors of occupational status The mean is included at a very important level. and considering the level of importance At a very important level, 1 item consists of your family's acceptance of your occupation and work duties. And at the moderate level 2 items, namely, your friends and acquaintances accept your career and work duties. The society around you accepts your profession and your job duties, respectively.

Job Security

From the study, it was found that Levels of importance, factors underpinning job security with the average overall being at a moderate level and considering the level At the medium level of importance, 2 items consist of: You have confidence that the position you are working on is stable. He has confidence in the position where he can grow accordingly.

Employee Engagement

The commitment to the organization consisted of 3 aspects: faith in the organization; in terms of dedication to the organization And the loyalty to the organization from the study found that the overall level of importance of employee commitment to the organization. with the average overall being at a moderate level and considering the level of importance Level of medium importance, 3 items consisting of the dedication to the company. In terms of faith in the organization and loyalty to the organization, respectively, with the following details:

Comparison of employee commitment to the organization of ABC Logistics Co., Ltd. classified by personal information

Hypothesis Test Results

Hypothesis 1 Different personal information affects the organizational binding of ABC Logistics Co., Ltd. employees from the study. personal information education level and job title Different people have different organizational commitments of ABC Logistics Co., Ltd. employees. Different years of work and average monthly income, there were no significant differences in organizational commitment of employees of ABC Logistics Co., Ltd. at the 0.05 level.

Motivation factors influence employee engagement of ABC Logistics Co., Ltd.

Hypothesis 2: Motivation factors influence organizational engagement of employees of ABC Logistics Company. Responsibility aspect of success in work and the nature of the work performed Influencing the organizational commitment of employees of ABC Logistics Co., Ltd. at a statistical

Hypothesis 3: Conservative factors influence the performance of security personnel.

Hypothesis 3 The study found that Sustaining factors influence organizational commitment of ABC Logistics Company employees. and job security Influencing the organizational commitment of employees of ABC Logistics Co., Ltd. at a statistical significance level of .05.

Recommendations derived from the study

The study of factors affecting the organizational commitment of employees of ABC Logistics Co., Ltd. The researcher has suggestions from the important study as follows: Skill training should be provided. Techniques for working Develop the process of working as a team continuously and consistently in order to work successfully. Should create confidence and a sense of pride in working in the company in various ways to create a bond with the Company. Activities should be organized. Build relationships between employees on a regular basis. and encourage the exchange of knowledge and work experiences between departments In order for supervisors and employees to create love, bond and unity, welfare should be provided to employees in addition to wages to have enough income for the cost of living to create stability and a good quality of life for employees.

significance level of .05.

Recommendations for further studies

In this study, it was a study that used only a questionnaire as a tool for collecting data. Therefore, in the next study, additional interviews should be conducted in order to obtain information that reflects the To be more realistic, the effectiveness of an engagement model should be studied to improve engagement.

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