

# **THE FACTORS RELATED TO WORKS EFFICIENCY IN EXPORT DEPARTMENT: CASE STUDY OF ABC LIMITED COMPANY.**

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## **ABSTRACT**

The purpose of this study is to study the efficiency of exports operations in ABC Limited Company and study the factors related to works efficiency in Export Department of company. This research was a descriptive study using questionnaires as a tool to collect data from 15 employees. Statistics used in data analysis were percentage, mean and standard deviation. The results showed that the sample were most female, aged 41-50 year with bachelor's degree. Most of them were employees with operated for 6-10 years.

The test of all the factors relating to the efficiency of exports operations by Pearson's Correlation found that all of factors correlated with efficiency of exports operations in the same direction significantly at 0.05. When considering each factor, it was found that there was a very high correlation with work efficiency in same directions including 1) the process of working with the duration of the work. 2) Environmental organizations with reliability. 3) Environmental organizations with the volume of work. And 4) Policy Administration with the volume of work. In addition, there was a very high correlation with work efficiency in the opposite direction including 1) Areas of work is appropriate for the duration of the work. And 2) Areas of work is appropriate for the volume of work.

**Keywords:** Related, Efficiency, Export

## **INTRODUCTION**

Currently, there are many Logistics Service Provider Companies to choose from. Importers and exporters will choose to use the carrier if they do not want to encounter difficulties in their transportation operations. Companies will have the cost of exporting services will have different prices according to the form of transportation, for example by distance, product weight. Importers or exporters should choose the shipping company that is suitable for the product. In the export of goods, Exporters must fully comply with the laws, rules and regulations announced by the Customs Clearance and other relevant agencies in the export process. There will be guidance on document preparation and Customs Clearance for exporting products.

The case study company is a agents of logistics service provider, shipping agents, and other transportation-related services. The company has a vision of servicing the port facility, striving to take the customer transportation business to the next level in Asia. ABC Company Limited has 52 offices with 680 employees. And is part of ABC Company Limited in London, United Kingdom. ABC Company Limited has approximately 350 offices worldwide with 2,500 employees covering over 500 ports. With this, ABC Company Limited is the fastest growing agency port in the world. The company has expertise in providing agency services, from the owner raising to the solution of the Port Agency hub and strive to deliver products beyond service and towards innovation that is important.

The mission of the company is clear and to the point to make the delivery service easily. The company strives to make a real difference between each customer contact in terms of service and cost that is appropriate for the customer. The company leverages delivery services to the next level, regionally and globally, with the objective of providing customers with complete satisfaction, whether they are in the local area or shipping lines around the world with unique features of the company including an unmatched network. ABC Company Limited aims to develop into the world's leading freight forwarding company.

For this reason, the research team intends to study the research on The Factors related to works efficiency in Export Department: Case study of ABC Limited Company to study the export performance of ABC Company Limited and to know the factors that are related to the export operations of ABC Company Limited. For the benefit of being aware of the effects and able to make choices to solve the problem. Able to better respond to the needs of the port's current and future freight forwarders

## RESEARCH FRAMEWORK

In this research, the research team studied the concepts and theories about exports, transportation, factors related to exports, Service quality, and work efficiency which has the following conceptual framework.

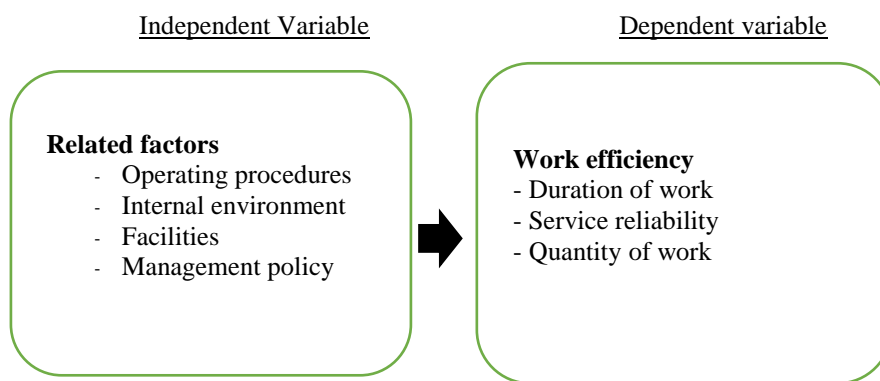


Figure 1: Conceptual Framework

## METHODOLOGY

### **Part 1: Determine the population and sample**

The population used in this research is 15 employees who work at the export department in ABC Company Limited.

### **Part 2: Research tools**

The tools for collecting data in this study are Questionnaire. The questionnaire construction consists of 4 parts as follows:

1. Personal data of respondents, question is a checklist.
2. Factors affecting the export of goods, question types are Rating Scale.
3. Exporting quality products, questions are a Rating Scale.
4. Other suggestions for the improvement and export development of ABC Company Limited. Data analysis using Content Analysis
- 5 Correlation analysis to verify the hypothesis using Pearson Product Moment Correlation Coefficient.

### **Part 3: Construction and quality testing of research tools**

The construction of the research instrument used in this research was to create a questionnaire, which has been implemented as study related theories and concepts including principles and how to create a questionnaire from books, documents, articles, and related research to be used as Guidelines for creating questions. Including setting the research conceptual framework and define the issues and scope of the questions to be consistent with the objectives, concepts and the theories used in the research. Create a draft questionnaire and complete the questionnaire improvements. Researcher brought the questionnaire that has been revised to 3 experts to check the accuracy of the content. Researcher applied the revised questionnaire as suggested by the experts and then tried-out the group with similar characteristics to the sample being studied. The questionnaires that have been analyzed and analyzed to find the confidence by using the Cronbach's alpha coefficient.

### **Part 4: Data collection methods**

The researcher sent 15 questionnaires to the export department of ABC Company Limited and collected 15 completed questionnaires for analysis.

### **Part 5: Data analysis**

The research team chose to use statistics for analysis in accordance with the characteristics of the data and responding to the objectives as follows:

- 1 Analyze personal data of respondents by using Frequency distribution and percentage values
- 2 Analyze data of factors affecting exports by average and standard deviation
- 3 Analyze data of export quality by average and standard deviation

The criteria for interpretation from the mean derived from the 5-level estimation scale are as follows:

- The average score of 4.21 - 5.00 is the most important.
- The average score of 3.41 - 4.20 is very important.
- The average score of 2.61 - 3.40 is medium importance.
- The average score of 1.81 - 2.60 is little importance.
- The average score of 1.00 - 1.80 is least importance.

4 Other suggestions Data was analyzed by using content analysis.

5 Correlation analysis to verify the hypothesis by using Pearson Product Moment Correlation Coefficient.

Criteria for interpreting the correlation coefficient are as follows.

- r is greater than 0.91, there is a very high relationship
- r is greater than 0.71-0.90, there is a high level of relationship
- r is greater than 0.31-0.70, there is a moderate relationship
- r is greater than 0.01-0.30, there is a low relationship
- r is greater than 0, there is no relation

The interpretation of the correlation coefficient only translates as both variables have relationship or not. And related to what level. But will not interpret logically as the reasoning of those two variables.

## **RESULT**

The results showed that most of the respondents were female, aged 41-50 years, graduated from bachelor degree. With a monthly income of more than 25, 001 baht or more, having a position as a staff and having work experience in the company 6-10 years.

Table 1 Factors analysis results.

Factors	Mean	S.D.	Level	Rank
<b>1.Operational procedures</b>				
1.1.Operational according to specified procedures	4.00	0.70	very important	3
1.2.Enthusiasm and the intention of service	4.60	0.54	the most important	1*
1.3.Have knowledge and ability in export	4.40	0.54	very important	2
<b>Overview of Operational procedures</b>	<b>4.33</b>	<b>0.40</b>	<b>very important</b>	
<b>2.Environment in the organization</b>				
2.1.There is a good relationship with the personnel of the organization.	4.20	0.83	very important	2
2.2.There is a good relationship between the personnel in the department.	4.40	0.54	very important	1*
2.3.The work area is suitable	3.65	0.54	very important	3
2.4.Suitable working weather	3.60	0.54	very important	4
<b>Overview of Environment in the organization</b>	<b>3.96</b>	<b>0.27</b>	<b>very important</b>	
<b>3.Facilities</b>				
3.1.Always up to date tools	3.60	0.54	very important	3
3.2.There are enough tools.	3.65	0.54	very important	2
3.3.Quality tools	3.80	0.83	very important	1*
<b>Overview of Facilities</b>	<b>3.68</b>	<b>0.62</b>	<b>very important</b>	
<b>4.Management Policy</b>				
4.1.Develop employee to be knowledgeable and capable with efficient customer service.	4.45	0.54	very important	1*
4.2.Have a good operational plan	4.41	0.54	very important	2
4.3.There is a division of duties as appropriate.	4.40	0.54	very important	3
<b>Overview of Management Policy</b>	<b>4.42</b>	<b>0.54</b>	<b>very important</b>	

From the analysis of the factors affecting the export operations, it was found that the employees of the export department of ABC Company Limited think that the factors affecting the export operations are management Policy, the operational procedures, the internal environment of the organization, and facilities are factors that have a high relationship with the export operations. Shows that all of the above factors are very important to the export operations because these factors are affecting the operation of the organization and affects the success of the work.

Table 2 Work efficiency analysis results.

Work efficiency	Mean	S.D.	Level	Rank
<b>1.Duration of work</b>				
1.1.Working on schedule.	4.40	0.54	very important	1*
1.2.Providing fast services in the transportation.	4.20	0.83	very important	2
1.3.The service is provided first-come first-served.	3.80	0.83	very important	3
<b>Overview of Duration of work</b>	<b>4.13</b>	<b>0.55</b>	<b>very important</b>	
<b>2.Reliability in using the service</b>				
2.1.The service provider provided the service correctly as agreed.	4.20	0.83	very important	1*
2.2.The company is established with external agencies.	3.60	0.54	very important	2
2.3.The company is growing.	3.00	0.70	medium importance	3
<b>Overview of Reliability in using the service</b>	<b>3.60</b>	<b>0.49</b>	<b>very important</b>	
<b>3.Quantity of work</b>				
3.1.Accurate according to the specified by the customer.	4.20	0.83	very important	1*
3.2.Complete all tasks as specified by the company.	4.20	0.83	very important	2
3.3.Complete all tasks as specified by the customer.	4.00	0.70	very important	3
<b>Overview of Quantity of work</b>	<b>4.13</b>	<b>0.76</b>	<b>very important</b>	

Results of the Work efficiency analysis found that the staff in the export department of ABC Company Limited think that the efficiency of exports is the duration of work, Quantity of work, and reliability in using the service. It is an export efficiency that has a relationship to export in a high level. It shows that the duration of work, quantity of work, and reliability in using the service is a quality work that is important to the export of the company's products.

From the hypothesis testing of operational process factors Environment in the organization, Facilities, and Department policy management Is related to the duration of work, reliability in using the service, and quantity of work were in the same direction significantly 0.05. The relationship is very high in 4 aspects are follow that 1. work procedures related to work duration. 2. internal environment related to reliability. 3. internal environment related to quantity of work. 4. management policy related to quantity of work. Which has a very high relationship value in 2 areas, which is the work area that is suitable for the duration of work and the work area is suitable for the amount of work.

## **CONCLUSION AND DISCUSSION**

The working process factors have a relationship with the duration of work, reliability in using the service, and the quantity of work. In the company's export department, ABC Company Limited has a very high level of correlation, showing that when ABC Company Limited has a clear work process and good work division, it will result in timely operations and speed in providing services to customers. In terms of the amount of work that has a low level of opposite direction, it shows that Working in accordance with work procedures may not increase the efficiency of the workload.

Environmental factors within the organization are related to the duration of work, reliability in using the service, and quantity of work in the export department of ABC Company Limited, there is a very high level in the same direction. In terms of reliability in using services and quantity of work show that the company has good relations with each other in the organization and in the department. It's resulting in the company being accepted with external agencies or external parties.

The work area is appropriate and has a relationship with the duration of work, reliability in using the service, and quantity of work in the opposite direction is very high. It shows that a suitable workspace may not increase efficiency in the duration of the work, reliability in using the service, and quantity of work.

Factors affecting the facilities are related to the duration of work, reliability in using the service, and quantity of work in the product export department of ABC Company Limited has a very high level of correlation. In terms of duration of work, it shows that the tools are always up-to-date and have sufficient amount of work, resulting in working on time and with ease in working.

Factors affecting management policy are related to the duration of work, reliability in using the service, and quantity of work in export department of ABC Company Limited, there is a very high level in the same direction. It shows that the company has a good operational plan and the division of duties as appropriate will result in the work done correctly and completely.

## SUGGESTION

From the research on factors affecting the efficiency of the product export department of ABC Co., Ltd., can use the research data of factors related to the efficiency of exports to improve the operation and improve service development of ABC Company Limited and third parties that are interested in doing outbound shipping business

This research study was conducted solely in the export research. The researcher considers that in the next research, more research should be done on import operations by researching from a consistent working system in order to obtain a conclusion that can be useful for develop, improve operations to be more efficient.

## ACKNOWLEDGEMENTS

This paper would not have been possible without the contribution, the supporting, the kindness helps and the encouragement of Associate Professor Dr. Luedech Girdwichai, The Chancellor of Suan Sunandha Rajabhat University, Bangkok, Thailand.

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