

**ABSTRACT**

<b>Project Code</b>	66005/2566
<b>Project Title</b>	Effects of COVID-19 on Job Competencies towards Work Efficiency of Check-in Staff at Suvarnabhumi Airport
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The objectives of this research are (1) to investigate the effects of COVID-19 on work performance, motivation, and efficiency and (2) to examine how COVID-19 affects work performance, motivation, and ultimately work efficiency. This study adopts a quantitative approach with a sample population of 400 check-in staff at Suvarnabhumi Airport. Data were collected using questionnaires. The statistics used were Percentages, Means, Standard Deviations, and Multiple Regression Analysis.

The findings reveal that the majority of respondents were female, aged between 21 and 25, single, holding a bachelor's degree, with 3-5 years of work experience, and an average monthly income of 15,001 - 20,000 Baht. The overall impact of COVID-19 on work performance is significant, with the highest impact observed in management, followed by communication in service delivery, assistance to passengers, convenience for passengers, and service quality improvement respectively. Regarding motivation factors, both motivation and hygiene factors were rated at a high level. The top motivation factors were arranged as successfully completing assigned tasks, followed by gaining trust from supervisors and colleagues, working what they are good at with satisfaction in the responsibilities assigned, possessing happiness at work and opportunities for career advancement respectively. As for hygiene factors, the most influential factors were sufficient and suitable workplace, office equipment, and facilities, supervisors being opened to suggestions and able to give consultation during work issues, staff having appropriate work-life hours, having appropriate organizational policies in supporting work efficiency, having sufficient time and holidays after work, and being satisfied with wages or compensation. Overall, employees' work efficiency was found to be at a high level, mostly at the work quality, followed by time and work quantity respectively. Results of the factors affecting work efficiency were found that effects of COVID-19 on job competencies and motivation of check-in staff affected the work efficiency with the statistical significance level at 0.01, and the factors predicted work efficiency was 61.4 percent.

**Keywords:** Effects of COVID-19 on Job Competencies, Hygiene Factor, Motivation Factor, Work Efficiency