

Conference room 4 : “Resource Management and Quality system”

Session 1

The Role of Person and Perceived Situation Variables leading to Job Well-Being of International School Teachers

Kanu Priya Mohan

Behavioral Science Research Institute, Srinakharinwirot University, Bangkok.

Abstract : Globalization has led to the rapid growth of international education, and teachers working in international schools have a challenging task of adjusting to the multicultural environment. The basic purpose of this study was to examine the role of the person and the perceived situation variables on the job well-being of teachers working in international schools in Bangkok, Thailand. Eighty-two teachers, females (n=65) and males (n=17), were surveyed to assess the hypothesized relationships among the variables. Correlation, t tests and structural equation modeling techniques were used to analyze data. Out of all the person variables (work locus of control, self-esteem and teacher self-efficacy), only the work locus of control (external orientation) had a statistically significant negative correlation with the job well-being. Statistically significant negative correlations existed between all the perceived situation variables (workload, interpersonal conflict, role stress, and career insecurity) and job well-being. Structural equation modeling was utilized where the person and situation variables were the latent exogenous variables for the endogenous variable of job well-being. Estimated standardized path coefficients showed that the perceived situation variable have a significant effect (-.57*) on job well-being. Work locus of control had a significant positive effect (0.33*) on the perceived situation variable, with only an indirect but significant effect on job well-being. . The structural model fit indices of the second model of the study showed a reasonable “fit” with values of chi-square=18.46 (p=0.19, df=14), GFI=0.95, CFI=0.98, RMR=0.05 and RMSEA=0.57. The results of the current study support the view that internal characteristics of an individual tend to dictate how they will react to stressful events, and work locus of control is one such important personal characteristic. This research corroborates the importance of both person and situation variables on the job well-being of teachers in international schools.

The Strategic Linkage Between Organizational Culture and Business Information Systems Performance

Zakariya Belkhamza

School of Business and Economics, University Malaysia Sabah, Malaysia

Abstract : Issues related to organizational culture appear frequently in discussions of information system performance. Business information systems success is not approached from organizational perspective, in position to the technical, the strategic or the emergent approaches. Statements that the information system did not fit the organizational culture are often part of the explanation of why particular information system encountered unanticipated resistance and never met expectation (Alter, 2003). This study intends to survey top managers and middle managers of business units, and companies that have information systems departments, and involve in business activities through these information systems, such as e-business. This research aims to provide fundamental conceptual framework for a new concept of this linkage. The main argument presented is for new look at the success of the information system implementation within the context of the organizational climate. This study explores the concept of organizational context dimensions suggested by Ghoshal and Bartlett (1994) as the shapers of organizational culture, and relates them to the information systems research, focusing on the business information systems performance, particularly investigating the role of the strategic managerial action affecting this linkage.

Research on Work Values in Malaysia and Thailand: A Cross Cultural Research Proposal.

Wan Rafaei Abdul Rahman

International Islamic University Malaysia, Malaysia

Abstract : The aim of this research is to examine the similarities and differences of work values in Malaysia and Thailand. The relationship between ethnic culture, work culture, organizational citizenship behavior (OCB), job satisfaction, organizational commitment, and productivity, as well as sex, marital status, age, academic qualification, duration of service and monthly income will be analyzed. The participants for this study are 900 primary school teachers, of which will be divided into 3 groups of 300 participants selected from, Kuala Lumpur, Alor Setar and Bangkok, Thailand. The work value scale used from the scale developed by Wan Rafaei Abdul Rahman and Che' Su Mustaffa (2004), The Twelve Pillars of Malaysia, and The Nine Thai values of orientation. (Komin, 1995) will be further elaborated.

The Use of Performance Indicators in the Malaysian Public Universities: Perceptions of the Program Managers on Using Performance Indicators as Tools for Funding Decisions

Mohd Anuar Mazuki, R. Ravindran, and Syed Musa Al Habshi

Faculty of Business Administration, Universiti Tun Abdul Razak, Kelana Jaya, Malaysia

Abstract : The objective of this research is to address the practice of performance measurement system of the public universities (PUs) in Malaysia. In the last couple of years, topics on performance measurement, key performance indicators, balanced scorecard, performance index and the likes have been in the talk of the higher education fraternity. One common message for these popular terms is the demand for greater accountability in PUs. Issues such as graduate employability, global competitiveness, rankings, internationalization, research, consultancy, and innovations and last but not least, escalating funding have become so unnerving that prompted a new framework to address them. This scenario has also forced all those responsible to demonstrate good performance index in term of efficiency, effectiveness, economy, and quality at PUs. A survey was developed and administered to randomly selected administrators and faculty members at eleven public universities in Malaysia. Questions primarily addressed the suitability of some of the indicators for use at PUs based on the selected parameters. Questions were also posed to determine the degree to which performance measures affected the funding of PUs and how well measures used confirmed to previous literature on performance funding. The study used the Balanced Scorecard methodology to establish the parameters based on administrative, academic, and student perspectives. The findings revealed widespread agreement on the twelve parameters used as indicators at PUs. However, some of the indicators have very little impact on the funding of PUs especially for the parameters which are indirectly related to academic activities. The research will contribute to the existing literature on performance measurement and public budgeting in the higher education sector. Besides, the research would give some insights to the government on setting or improving the performance measurement framework for the PUs.

Developing Cross-Project and Corporate Learning Capabilities via Knowledge Management Infrastructures : Case Study of a Major Construction Firm in Taiwan

Jeremy Wu^{1,2} and Gina Kuo³

¹School of Architecture and Building, Deakin University (Waterfront Campus), Geelong, Victoria, Australia, ²School of Architecture, Design and Planning, The University of Sydney, New South Wales, Australia, ³Department of Architecture, Feng Chia University, Taichung, Taiwan

Abstract : While it is commonly understood that the management of knowledge is critical for any firms competing in competitive markets, it is even more so important for firms operating in the highly 'throat-cutting' competitive construction industry to know how to effectively manage the largely project-based knowledge they have accumulated over the years. This is so that construction firms and their employees may be able to learn across projects and apply lessons-learnt effectively, instead of just 'archiving' (and 'forgetting about') completed ones. As part of a series of publications on in-depth case studies (via survey questionnaires, personal interviews and document analysis) conducted in major construction firms in Australia, Singapore, and Taiwan for the author's PhD candidature, this paper aims to provide researchers and industry practitioners with a detailed insight to the workings of a knowledge management infrastructure at a major construction firm in Taiwan.

This paper will espouse (but is not limited to) the following:

- how knowledge management is being perceived within the firm
- the types/kinds of knowledge being managed
- the need to manage these types/kinds of knowledge
- the currency of the knowledge being managed (is the knowledge current or outdated)
- the tools/mechanisms used to manage the knowledge, and whether they have been effective in enabling learning to occur at different levels in the organization (namely the individual, project, division, and corporate levels)
- the benefits and flaws of the knowledge management infrastructure within the firm
- recommendations for improvement, and lessons-learnt for future KM infrastructure developments and implementations.

In doing so, the series of case studies also aims unravel an often perturbing question regarding the effectiveness of knowledge management infrastructures or systems in managing knowledge- "Are they really capable of managing knowledge or was what's being managed simply data and information?"

Business Risk in Decision Making

Pranee Chitakornkijsil

Graduate School of Business Administration, National Institute of Development Administration
(NIDA), Bangkok, Thailand

Abstract : The potential of an organization to manage with the external and internal risks it able to be characterized by three aspects: financial strength of organization, size of risk and size of organization. An investor's evaluation of risks involves in investing in a special company shall be depended on: the shareholder relationship, growth record and the company's accounts. There is a need for research to examine the technical, sociopolitical and economic aspects of risks and the way the interactions between the factors be able to influence risk in both negative and positive ways. Various factors affect

public opinion about the acceptability of risks. The factors include cultural, scientific knowledge factors like perceptions, attitudes and beliefs, and the impact of the activity in terms of harm to installations, harm to people and harm to the environment. The capability of organizations to cope with the financial implications of risks is limited and the obligations may more than the resources available. The true cost of risks may be created from others apart from the original owner of the risk. Disaster in one company ought to have consequences for a whole industry. Assessment of the true total cost of risk must take into account the cost in terms of economics, the technical and socio-political factors involved. Before there is real commitment to a project there shall be an audit of all the risks involved. This audit would be aimed at identifying the whole spectrum of associated economic, technical and their cost implications and socio-political risks. This article concerns why is risk necessary in decision making. Besides it provides the benefit of risk management. More than that, it explains business risks. Moreover, it considers risks evaluation. Furthermore, it addresses marketing risks. Finally, it mentions operational risk and summary.

Application of User's Preference Techniques for Evaluating Transit Service Quality

Prapatpong Upala

Department of Urban and Regional Planning, Faculty of Architecture, King Mongkut's Institute of Technology Ladkrabang Bangkok, Thailand

Abstract : Understanding of user's preference and travel behaviour is needed for transport planner in general, transit service agency in particular. The objectives of this paper were to evaluate the transit service quality measurement towards the user's perspective, investigate the preferences of public transit users towards several service quality attributes, and to exploit such insights in the planning of future services. Passenger van services in Bangkok, a new form of the small-medium transit service, were the case study. Stated Preference (SP) surveying techniques were based on 1200 users which were drawn from three strata pertaining to different spatial locations, specifically inner-city, urban-fringe and suburban. The results might confirm the point-to-point (shuttle-like) services. Additionally, the three main reasons which most respondents preferred to use passenger van service were faster, convenience, and comfort respectively. Moreover, the users' satisfaction of level-of-service (LOS) was medium to high levels. Whilst the service quality attributes (fare, vehicle comfort, in-vehicle time and safety from driving behaviour) were exceptionally associated with the choice models; however, it was still insignificant of some attributes, e.g. waiting time, walking distance, and number of stops. Therefore, we should consider service quality in the particular terms of value-of-time, value-of-vehicle comfort, and value-of-safety.

Examination of the Items of Environmental Attitude Scale in Japanese Settings

Takashi Naito¹, Meiko Fukushima², Janjira Wangwan³

^{1,3} Ochanomizu University Tokyo, Japan

² Sakushin Gakuin University Tochigi, Japan

Abstract : A research group of BSRI and Ochanomizu University in Japan was set up to explore antecedent variables and outcomes of gratitude to nature in 2006. As a part of the research project, a primary study was conducted in Japan to examine the items for measuring the attitude to natural environment, which were to use as a correlate or outcome of gratitude to nature in the forthcoming studies. On the basis of the item analysis of some environmental attitude scales conducted by Milfont & Duckitt (2004), the five sub-scales that consist of twenty-nine items were adopted from the pooled items through the discussion about their cultural relevancy by the authors and Thai collaborators. In addition to the items, to evaluate their construct validity, Environmental Economic Liberalism Scale (ELS) (Kilbourne, Beckmann, & Thelen, 2002) and Pro-environmental Behavior Scale (PEBS) (Schultz & Zelezny, 1998) were included to the questionnaire. The participants were students of Ochanomizu University (women's university) in Tokyo. As the results, the five subscales failed to reach sufficient inter-item consistency (ranged .45-.74). An explorative factor analysis (principal component– promax rotation) suggested the three factors: The first factor significantly correlated with ELS and the third factor correlated with PEBS, but the second factor did not significantly correlated with the two scales.

Working memory and autobiographical recollection

Shamsul Haque

School of Medicine and Health Sciences, Monash University Malaysia

Abstract : A group of 24 volunteers retrieved autobiographical memories in response to cue words that were presented for various durations (2s, 5s, and 60s deadlines) whilst engaged in concurrent tasks that loaded on different working memory systems (central executive, phonological loop, and visuo-spatial sketch pad). In the central executive condition, a number of diagrammatic reasoning problems were given, while in the phonological loop condition, participants were requested to make verbal sounds (i.e. da, da, da). In the visuo-spatial sketch pad condition, the participants performed a tapping task. One thousand and eighty verbal protocols produced by the participants under different deadlines and concurrent task conditions were tape-recorded and later transcribed and analyzed. The findings revealed that at earlier stage of recollection the most abstract lifetime period knowledge dominated over specific event related knowledge, and as the retrieval progressed (at 5th second of retrieval) event specific knowledge become more and more apparent. It was also evident that different working memory systems play distinctive roles in the process of autobiographical recollection. Compared to other concurrent task conditions, the central executive tasks interfered most with the retrieval process,

which indicates that it is the central executive system that plays the most important part in the construction of autobiographical memories.

An Empirical Investigation of the Opinions of Auditors, Auditees and Audit Beneficiaries toward the Auditor's Responsibilities in Malaysia

Teck Heang Lee

Faculty of Accountancy and Management, Universiti Tunku Abdul Rahman, Malaysia

Abstract : The auditing profession believes the increase in litigation against, and criticism of auditors can be traced to an audit expectation gap. This paper reports the findings of a questionnaire survey on the audit expectation gap conducted in Malaysia. The aims of the study are two folds. Firstly, it examines whether an expectation gap exists in Malaysia among the auditors, auditees and audit beneficiaries in relation to the auditors' duties. Secondly, since such an expectation gap was shown to exist, this study analyzes the nature of the gap using Porter's (1993) framework. The results proved the existence of an audit expectation gap in Malaysia. The study shows that the auditees and audit beneficiaries placed much higher expectations on the auditors' duties when compared with what auditors have perceived their duties to be. The analysis of the expectation gap indicated the existence of unreasonable expectations of the part of users; deficient standards of auditing in Malaysia; and deficient performance of auditors.

Session 2

Psychosocial Predictors of Training Transfer among Malaysian Industrial Workers: The Role of Supervisor Support and Peer Support as Mediating Variables

Fatmawati Latada, Shukran Abd. Rahman, and Hariyati Shahrina Abd. Majid
International Islamic University Malaysia, Malaysia

Abstract : The purpose of this study is to determine the psychological and work-related variables that predict training transfer among Malaysian industrial workers. Particularly this study will examine the interrelationships between variables, which are psychological variables; (such as personality, motivation to transfer training, performance self-efficacy), and Work-related variables; (organizational commitment, workplace support) in predicting transfer of training among industrial workers. The study will answer 3 research questions that are; (1) are there any significant relationships between psychological variables, work related variables, and training transfer among blue collar workers. (2) what are the major determinants which significantly influencing workers training transfer (3) are there any significant relationships between psychological variables as well as work-related variables and transfer of training when mediated by supervisor support and peer support. These research questions will be answered by using questionnaires; Five Factor Inventory (FFI), Learning Transfer System Inventory (LTSI), Organizational Commitment Questionnaire (OCQ), and Workplace Support Questionnaires (WSQ) respectively. The WSQ (a self-develop items) will measure the level of supervisors' support and peer support to sustain transfer in the industry. This self developed questionnaire will undergo the Principle Component Analysis (PCA). Data collected will be analyzed using various procedures such as Multiple Regression Analysis (MRA) coupled with structural equation modeling (SEM). This study meant to support the expectancy theory introduced by Vroom (1964) Transfer of training model suggested by Baldwin and Ford (1988) and Holton (2003) learning transfer system model, eventually this study will suggest the psychological variables and work-related variables that might assist training transfer.

Correlates Job Satisfaction, Organizational Commitment and Organizational Citizenship Behavior with Job Performance; the Use of Spirituality as Mediating Variable

Amy Mardhatillah and Wan Rafaei Abdul Rahman
International Islamic University Malaysia, Malaysia

Abstract : This present study aims to investigate the relationship between job performance with the job satisfaction, organizational commitment and organizational citizenship behavior. It also investigates

weather spirituality can be the mediating variable for those variables. This study uses Pearson Correlation and Hierarchical Regression analysis to analyze the data. The implication of this study are not only to show how spirituality correlate with work related attitudes such as job satisfaction, organizational commitment and organizational citizenship behavior and the possibility of spirituality as mediating variables between those variables and job performance but it also want to enhance the use of spirituality in corporate level in order to increase the employee performances.

The Study of the Present Conditions, Needs, and Suggestions in Developing Education, Tourism, and Occupational Promotion for Phang-nga Residents.

Jirapan Tritipjaras

Graduate School, Phuket Rajabhat University, Phuket, Thailand

Abstract : The purpose of the research was to study the present conditions, needs, and propose some suggestions to develop education, tourism, and occupations of the Phang-nga residents in 2006. The sample of the study consisted of 1,521 persons. The research instruments included document analysis, questionnaires, interviews, and focus group technique. The data analysis utilized were percentage, means, and standard deviation. The results of the study were as follows :

(1) The present conditions, needs, and suggestions to promote education 1) In Phang-nga province, there are 189 educational institutes responsible for basic education, consisted of 2,174 teachers, and 43,876 students. 2) Phang-nga residents need the improvement of education in the following areas : budget, teachers, electronic equipment – computers, development quality of teachers and administrators, community participating in choosing an administrator, school bus for students and teachers, sufficient information, and more school projects. 3) Suggestions to improve education in Phang-nga : improvement of school quality, development of students' capabilities, increasing budget, promoting the schools' activities and projects, transferring the schools to the Provincial Administration Office, enhancing cooperation among the schools.

(2) The present conditions, problems, needs, and suggestions to promote tourism : 1) The population of Phang-nga is 241,442 and the per capita income per person is 95,042 baht in 2005. People's occupations include agriculture, farming, fishery, and tourism. There are five kinds of tourist attractions in Phang-nga : 1) beaches 2) waterfalls, forests, hills 3) historical and religious places 4) culture and festivals 5) ecotourism. In terms of accommodation for tourists, there are 2,910 hotel rooms. 2) Phang-nga province should plan the tourism promotion based on the results of the research, participate in planning, follow-up and evaluating the tourism plans, environmental problems should be solved, improve its logistics, garbage, and waste water systems. 3) Suggestions are develop a website, personnel should be trained, supplying water resources, improve its logistics and its traffic signs, electricity system, crime should be prevented, foreign languages, Thai culture, service mind, and local food.

(3) The present conditions, problems, needs, and suggestions to promote occupations : 1) The main occupations and sources of income of Phang-nga residents are agriculture, farming, fishery, and tourism. The land used for farming is about 919,175 raise, and cash crops in Pang-nga include rubber, oil palm, mangosteens, Long-gong, durian, and Satoh. 70% of the land is used for rubber plantations. Regarding occupational groups, there are 3,492 households of agriculturists, 4,060 agriculturists' housewives, 313 young agriculturists, 5,680 households 2) Costal farming fishery varies from types of areas. 2) Their needs are providing personnel and equipment to promote occupations, developing an occupation curriculum, supporting growing cash crops, improving the quality of agriculture, fishery and cattle products, assisting the residents' investment and cash flow. 3) Guidelines to promote occupations improve basic infrastructures, promote marketing, provide markets, organize training occupational promotion, adding value to products, developing the quality of cash crops, develop its regulations, develop its plan, projects and the evaluation of its projects.

Training and Development in Telecommunication Sector of Lao People's Democratic Republic

Nittana Southiseng

Shinawatra University, Thailand

Abstract : As a result of the scarcity of the qualified human resource both in terms of technical and managerial competencies in Lao telecommunication sector, the Lao government is confronted with immense constraints in its other development project expansion. The Government of Lao People's Democratic Republic hence attempts to develop and improve human resource in the telecommunication industry. To enhance the achievement of telecommunication development, many complementary activities have been supported by the Asian Development Bank (ADB) and bilateral donors to provide the training and development in order to build internal capacity and reinforce the human resource development of this industry. In the meantime, human resource development issue still persists and was one of the major subjects of discussion in the Sixth Meeting of the Sub-regional Telecommunications Forum (STCF-6), which is a discussion forum for the shared goal of the developments in telecommunications sector in the Greater Mekong Sub-region (GMS) countries. Consequently, this research attempts to investigate the required skills, comprehensive mechanisms and strategies to develop the human resource development in telecommunications sector of the Lao PDR.

International Assignment : An Empirical Study on Expatriate Work Adjustment

Najihah Hanisah Bte Marmaya

Faculty of Business Management, Universiti Teknologi MARA, Malaysia

Abstract : More and more expatriates come to Malaysia and the success of the expatriates is very important. Managers who are sent abroad by their home-country organisations need to adjust to the demands of their new work environments in order to pursue organisational objectives. Yet, no comprehensive model has been presented and tested to investigate if a fit between the work-related abilities and expectations of expatriate managers and the job requirements and incentives associated with international assignments can enhance an employee's chances to achieve adjustment during the time spent abroad (Breiden 2005). Theory of work adjustment by Dawis & Lofquist (1984) is used in the proposed model. One of the most widely used theories to explain job satisfaction and tenure is the Theory of Work Adjustment (TWA; Dawis et al., 1964; Dawis & Lofquist, 1984). The TWA describes the ways that person and environmental factors interact to predict employees' satisfaction with their jobs and workplaces' satisfaction with their employees. The interaction between person and environment factors is conceptualized in terms of person-environment fit. In the TWA research, this fit is called correspondence and is described along two dimensions: skills and needs. The duration of this research is three years and still in the process of finalizing the instruments. The sample will be all managers of MNCs in Malaysia.

Session 3

The Role of Organizational Citizenship Behaviour, Cognitive Efficacy and Collective Efficacy in Predicting Group Performance.

Nurul-Azza Abdullah and Wan Rafaei Abdul Rahman
International Islamic University Malaysia, Malaysia

Abstract : Group performance is considered to be an important element in predicting organizational effectiveness and efficiency. Researchers are always searching for an effective formula in assuring group performance. Cognitive ability has been shown by previous research to be one of the key elements in predicting an individual's future ability. In this research, the effect of an individual's cognitive ability towards the group performance will be identified. In addition to that, collective efficacy and organizational citizenship behaviour will be tested in order to identify the relationship they have with each other in promoting group performance. The objective of this study is to identify the relationship between the three variables (OCB, cognitive ability, and collective efficacy) and group performance. A correlational analysis will be administered to evaluate the degree of relationship that all of the 3 variables have with group performance and each other. A result of high significance is predicted between all the variables and group performance.

Development of a Rajabhat University Human Resource Planning Model

Weeraphat Phattharakul
Phranakhon Si Ayutthaya Rajabhat University, Phranakhon Si Ayutthaya, Thailand

Abstract : The purpose of this research is to develop a Rajabhat university human resource planning model. The research methodology is divided into 5 major stages : 1) to determine a research framework, 2) to study the condition of a Rajabat university human resource planning, 3) to construct a Rajabhat university human resource planning model, 4) to examine the appropriateness and the possibility of the constructed model and 5) to improve and present the model. The result is that the Rajabhat university human resource planning model consists of 4 parts : 1) The introduction 2) The Model of a Rajabhat university human resource planning 3) The approach of the model usage and 4) The condition and the limitation of the model. The Model of a Rajabhat university human resource planning covers 5 major components. They are 1) the external environmental states ; i.e., economical, socio -- cultural, political, and technological states, 2) the input factors in human resource planning ; i.e., internal environmental states, laws, regularities, a history and a development of a Rajabhat university, 3) the processes of human resource planning ; i.e., the study of basic information of the organization, the evaluation of the present human resource, the anticipation of the human resource need, the study of the collection and the analysis of the information, the practical assignment, the monitoring and the evaluation, 4) the output of human resource planning ; i.e., the personnels within the quantities, the Qualities and the periods needed, and 5) the feedback of human resource planning.

Quality of Working Life: A Case of Workers in an Electronic Factory

Phasina Tangchuang and Phetcharee Rupavijetra

Center for Education and Labor Studies, Faculty of Education, Chiang Mai University, Thailand

Abstract : This research aimed at examining the quality of working life in an electronic factory owned by American businessmen. The samples were 250 workers who classified into 2 levels: 200 operators and 50 supervisors, engineers and middle management. Structured interviews were employed for data collection. Findings reveal that: 1) Minimum wage (149 baht/day) was applied for daily operators, while high salaries were applied to the others. 2) Working hours for operators were 8 hours a day, 6 days a week. Due to the low minimum wage, operators thus seek for overtime which benefits them around two-thirds of the total income. Since the overtime had been fluctuated and cut since 2006 due to high competitions and steep drop orders, it effected to labors turn over up to 100 % in some departments, since they felt that it was the sign of insecure jobs. 3) The senses of insecurity were not only among daily workers but also engineers, and supervisors since no career path, payment and promotion standard systems were formally set and informed. 4) The management system was known as “over autonomous but rocky management”, thus some supervisors, engineers and managers requested for international standard management. 5) Despite some workers who worked with harmful machines and in below standard environment had been subsidized with extra money and benefits, but safety and good working conditions should not be ignored.

The Studying of Nursing Students’ Leadership in Clinical Practice of Nursing Administration : Prachomklao College of Nursing

Varunee Ket-In

Thanee Glomjai

Prachomklao College Of Nursing Petchaburi Province, Thailand

Abstract : This study was aimed to study nursing students’ leadership in clinical practice of Nursing Administration and to compare the difference of the nursing students’ leadership before and after they practiced in Nursing Administration. (August to September 2005 and January to February 2006).All of the nursing students at Prachomklao College of Nursing, Petchaburi, was included as the study group, however, questionnaire form one hundred and twelve nursing students was returned (100% response rate) . The self- administered questionnaire was developed based on previous research and expert’s opinions. Questionnaire consisted of demographic data and opinions about leadership. The questionnaire was constructed by the researcher and examined for content validity by the experts. The reliability coefficients of a questionnaire was 0.89. Data were analysed using SPSS/FW program. Statistic used were frequency, percentage, mean, standard deviation, and the t-test analysis was used for the hypothesis testing. The results finding were: (1) The overall of nursing students’ leadership

before they practiced in Nursing Administration is in Level good ($x=4.24$).The highest score is in Self Awareness ($x=4.34$). (2) The overall of nursing students' leadership before they practiced in Nursing Administration is in Level good ($x=4.31$).The highest score is in Vision ($x=4.34$). (3) The nursing students' leadership after they practiced in Nursing Administration is different form The nursing students' leadership before they practiced in Nursing Administration ($p<0.05$)

Monitoring the Changing Viscosity of Lubrication Oil in Diesel Engine Using Acoustic Emission

Othman Inayatullah, Nordin Jamaluddin, Mohd Jailani Mohd Noor
MEMs Automotives Research Group, Mechanical and Material Engineering Department, Faculty of Engineering, Malaysia National University Bangi Malaysia

Abstract : In this project, acoustic emission develops as one technique non destructive test (NDT) for earlier detection for any component of diesel engine in failure or fault condition. This technique is already use for monitoring compression pressure on diesel engine but in this study the AE signal were applied for monitoring changing of engine oil viscosity in engine cylinder using indirect measurement. Two type's engine oil was use in this study, first is old engine oil and others are the new one. The AE signals generated between piston and cylinder sliding surface are very sensitive for correlation with the engine oil viscosity level. The AE signals were analyzed using time and frequency domain analysis. The parameter considered is peak amplitude, frequency, crest factor, power spectral density and energy. This experiment was showing the monitoring the viscosity of lubrication oil changing from piston motion when engine in operation is successful.

An Empirical Study on Management Policies and Attitudes towards Old Employees

Muhammad Bashir
Business Graduate, Army Public College of Management Sciences

Abstract : In today's competitive world when technology is changing so rapidly, employees' turnover and organizational restructuring is becoming regular phenomena. Employers' policies and attitudes towards employees have taken new dimensions due to globalization. The employees and employers' relationship has emerged as an interesting area for human resource researchers. The objective of this study is to analyze the management policies and attitudes towards old employees and their response to these policies in the present competitive environment. A questionnaire was developed and distributed randomly among the managers and employees of different organizations. Sample of this study consisted of 200 managers and employees of different private and public sector organizations of twin cities of Rawalpindi and Islamabad. Out of 200 respondents 100 were managers and 100 were

employees as the objective of the paper is to study the management policies and attitudes towards old employees and their response to these policies. The data gathered through questionnaire were analyzed using descriptive statistics with the help of SPSS. The results show that management policies and attitudes towards older workers vary considerably, some organizations consider them burden and some consider them asset for the organization. The workers response was also varied.

A study of Extended Awareness and Resilience in Hospitals

Harris Shah bin Abdul Hamid

Department of Psychology, International Islamic University Malaysia, Malaysia

Abstract : There is enough literature on situational awareness (SA) to establish it as an important construct in designing a socio-technical system. The tools and methods to measure SA are also available. The next course of action is to develop the conception and measure of extended SA, as opposed to individual SA. This need is even more pressing within the context of safety critical and dynamic organization, such as hospitals. In context, human factor goals, such as safety, are understood by examining the normal variability within a system. This study aims to examine the utility of extended SA in a resilience engineering framework. This aim is will be achieved by measuring the relationship between extended SA and dimensions of system's resilience. The outcomes of the study will help to clarify the role of extended SA in maintaining system's resilience.

Attitudes Toward Counseling Among Cabin Attendants of Thai Airways

International Airlines: A Protection Motivation Theory Approach

Seri Maichan

Thai Airways International Airlines (Public Company)

Abstract : The study aimed at investigating the differences in the degree of perception of severity of threat, vulnerability to threat, self- efficacy, and response efficacy and the degree of differences in the attitudes toward counseling, in relation to gender, age, level of education, and occupational status of cabin attendants of Thai Airways International Airlines. Moreover, the extent to which threat appraisal and coping appraisal affected either directly or indirectly the attitudes toward counseling of the respondents was explored. The population of the study consists of 4,928 cabin attendants. The total of 337 respondents were used in this study. The instrument consisted of three parts, namely, Demographic Questionnaire, the Risk Behavior Diagnosis Scale, and Attitudes Toward Seeking Professional Psychological Help Scale-Long Form. The descriptive statistics, t-test, ANOVA, Pearson correlation coefficients, and path analysis were employed in data analysis. The major findings were as follows:

1. There was no significant respondents' gender difference in the degree of severity and vulnerability to work-related stress, their self-efficacy to coping with work-related stress, and response efficacy of

seeking counseling. There was a significant age difference only in perceived vulnerability to work-related stress. There was a significant level of education difference only in perceived severity of work-related stress. There were significant occupational status differences in both perceived vulnerability and perceived self-efficacy.

2. There were no significant differences in attitudes toward counseling in accordance with respondents' gender, age, level of education, and occupational status.

3. Six significant positive relationships were found to exist between the given variables: the perceived severity, the perceived vulnerability, the belief in response efficacy, and attitudes toward counseling.

4. The attitudes toward counseling were directly and mainly predicted by the belief in response efficacy of seeking counseling.

5. The perceived severity and perceived vulnerability statistically and indirectly predicted attitudes toward counseling by means of only the perceived response efficacy.