

# The Requirement of Private Sector on Characteristics of Logistics Staff in Industrial Estate Area, Prachinburi, Thailand

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**Abstract**— The research aimed to study first, the requirement of private sector on characteristics of logistics staff. Second, to study the requirement of private sector on the level of logistics staff. Third, to study the private sector responsiveness on logistics staff characteristics. The participants were 133 private sector in Industrial Estate, Prachinburi, Thailand. The research instrument was a questionnaires and the data were analyzed using by frequency, percentage and standard deviation. The results of the study were as follows: We found that simple characteristics on the cooperation are the most requirement at 3.25% and the most requirement on function competency were the responsibility at 4.00%. The trends of logistics activities will increasing by 72.93%. Presently, private sector have the right competency on logistics staff at 45.86% and Private sector, they do process planning, recruitment and selection on logistics staff with the right characteristics at 30.83%.

**Keywords**— Staff's Competency, Logistics, Private Sector

## I. INTRODUCTION

Two group of private sector's requirement on logistics staff are follows: firstly, development on currently logistics staff from top management, middle management, expertise and operation staff by training to gain more knowledges. Secondly, building of new personnel to those who graduate course in logistics directly. Demand for personnel, logistics management in Thailand, requires personnel with knowledge and understanding of logistics and supply chain. Along with learning new trends. Or innovative logistics to enable management to most effectively. The use of management information. Inventory Management or risk management, personnel management, which will determine the demand or supply of the operating personnel. (<http://www.logisticsdigest.com>)

The role of logistics in private sector are very important presently and to gain and drive competitive advantages in logistics management. The one to facilitate logistics activities is logistics staff in the company, and we acknowledge logistics activities can create more customer satisfaction level and alternatives cost reduction through logistics and supply chain. Although, the major challenge for industrial private sector and logistics service provider is to know and learn how to acquire the characteristics of good logistician, to building a solid

benefit and competitive advantages. In accordance with this purpose, the answers for the following questions were

investigated. First, the requirement of private sector on characteristics of logistics staff. Second, the requirement level of private sector on characteristics of logistics staff. Last, the response level of private sector on characteristics of logistics staff.

## II. LITERATURE REVIEW

### A. Logistics Definition

Council of Supply Chain Management Professional (CSCMP), updated: February 2010 indicated Logistics definition as follow, "Logistics Management is that part of the supply chain process that plans, implements and controls the efficient, effective flow and storage of goods, service and related information form the point-of-origin to the point-of-consumption in order to meet customers' requirements."

The process of planning, implementing, and controlling the efficient, cost effective flow and storage of raw materials, in-process inventory, finished goods and related information from point of origin to point of consumption for the purpose of meeting customer requirements.

(<http://www.calm.org/calm/AboutCALM/AboutCALM.html>)

### B. Logistics Goals

Author such as Tanit Sorat (2001), consideration and mentioned to logistics goals are follows:

speed delivery, physical flow, information flow, value added in market demand, cost reduction on cargoes handling & carriage cost and create core competitiveness.

### C. Logistics Roles

From logistics definition and goals which identify logistics not only important for business sector but also important for all sectors in society. Follows, the logistics important roles to each sectors;

1. Logistics' role on the business sector
  - 1.1 Economy of Scale and Economy of Speed
  - 1.2 Cost Efficient
  - 1.3 Competitiveness
2. Logistics' role on the export sector
  - 2.1 Just in time
  - 2.2 To build and create potential in order to gain

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Manuscript received August 19, 2016. This work was supported in part by Faculty of Science and Social Sciences, Burapha University, Sakaew Campus, Thailand under Grant 2015.

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competitive advantage by logistics cost reduction  
2.3 To promote effective and efficiency cross-border trade

3. Logistics' role on the government sector
  - 3.1 To distributed budget quickly
  - 3.2 To create cost effectively
  - 3.3 Citizen Center
4. Logistics' role on the agricultural sector
  - 4.1 Moving products to market quickly.
  - 4.2 Reduce the total cost of production
  - 4.3 Reduce damage from pollution.
  - 4.4 Packaging and distribution center development
  - 4.5 To Get advanced information to determine pin agriculture.
  - 4.6 Agriculture is well
5. The role of logistics on the social sector.
  - 5.1 To support fast diversify its business base
  - 5.2 To reduce logistics cost by cost sharing
  - 5.3 All public good consumption at low cost.
  - 5.4 Reduce accidents caused by transport
  - 5.5 Environment care

#### D. Logistics Potential

This study, clearly to measured the performance of logistics staff in 9 activities followed; Customer Service and Support, Purchasing and Procurement, Logistics Communication and Order processing, Transportation, Site Selection, Warehousing and Storage, Demand Forecasting and Planning, Inventory Management, Materials Handling and Packaging, Reverse Logistics. Performance measured in 3 dimensions consists of Cost Management, Lead Time and Reliability.

#### E. Logistics staff competency's characteristics

Boam and Sparrow (1992) indicated "Competency" refers to a group of linear features . Behaviors that people need to work in a placement the operational responsibilities successfully.

Spencer and Spencer (1993) said "competency" means Underlying Characteristic such as Motive, Trait, Self-Concept, Knowledges and Skill. Then by those characteristics create or drive to Causal Relationship through people perform and responsibility job, assignment performance, support suitable circumstance with effectiveness and/or above Criterion – Reference or above targeted.

Arnauld de Nadaillac (2003) indicated the meaning of "competency" is Performance is what needs to take action and make it happen. Example, the ability to achieve and accomplish various objectives in order to drive and builds Knowledge, Know-how and Attitude to assists to face and resolve problem.

Barrett & Depinet (1991), has written an article about "A Reconsideration of Testing for Competence Rather than for Intelligence" said, performance is divided into two categories; based on the performance criteria are Threshold Competencies and Differentiating Competencies. First, Threshold

Competencies are knowledges, Basic skills that every worker is required to perform.

You can not separate the good work. Out of those who work in the medium. Second, Differentiating Competencies such as Solutions factors that practitioners are good .But those who work in the medium not have. This performance is something to tell the difference .Between those who are doing good work. And those who work in the medium.

#### F. Recruitment and Selection

Binning & Barrett (1989), explained employee selection as selection process. In the selection process, employees are tested, Evaluating candidates that fit the job or not. The measured and evaluated in the selection process will focus on knowledges, competence and other attributes of applicants In accordance with the standards set out in the position or not .It measures the ability to learn at the level of candidates that can learn new things .Which is used to run fast or not .When a performance used in personnel management .The performance is a feature -oriented behavior as a result from the knowledge , skills, abilities and other features .The person who created the works featured in the organization .Therefore, comparing the framework for the selection of personnel . Is the competency is a predictor of performance or job outcomes? The answer is depending on the definition of performance -based. If it is determined that the competencies, knowledge, skills, abilities and other features .Competency will also be used to predict performance.

### III. METHOD

The literature review found that the important and roles of logistics management and staff's competency or logistics characteristics, hence methodology approach will be specifically descriptive, such that the philosophical presupposition of the concepts underlying the major characteristics of logistics staff and logistics activities.

Our studied is mainly qualitative and explorative in nature utilizing a variety of secondary resources. This qualitative study deeply investigating the opinions of private sectors about logistics characteristics staff in order to meet their requirement and gain competitive advantages through logistics activities.

A sample was selected are private sectors in Industrial Estate Prachinburi, Thailand. Questionnaires was used for collected data, descriptive statistic with 5 rating scale with frequency, percentage and standard deviation was used for data analysis. Content analysis used for suggestion opinions and ideas.

### IV. FINDINGS

*Finding on private sector's requirement on logistics characteristics staff.*

It was found as follows: 1) First, the measures of Basic Competency on coordination found neutral requirement with average figure at 3.25. 2) Second, function competency on responsibility are the more requirement on agree level with figure 4.00 and followed by characteristics on team working with figure 3.66 3) Third, private sector's Logistics activities

trends are increasing by percentage of 72.9 and will requires more logistics staff by percentage of 63.91. With percentage of 45.86 employed the needs logistics characteristics staff. Human resource planning are execute and implementation by recruitment and selection planning with percentage of 30.83. 4) Last, additional requirement on function competency are a high tolerance, accuracy, fast decision making and logical thinking.

#### V. CONCLUSION

To support logistics activities to create more customer satisfaction level and alternatives cost reduction through logistics and supply chain, in this research we found that the basic competency of logistics characteristics staff are coordination, problem-solving and system and organization understanding. Function competency of logistics characteristics are responsibility, team working and proactive working style. Furthermore, trend and planning on logistics staff found increasing, the result shows that currently, private sector has employee in logistics with the desired properties and characteristics.

The other finding suggestions indicated that the additional function competency characteristics are high tolerance, accuracy, fast decision making. The function job in logistics requested the high responsibility, accuracy on goods delivery, many internal department needs to co-ordination in organization and external customer and logical thinking. Moreover, Chanchaoenlap C.(2010) investigated and study on strategic competency increasing for logistics staff in warehouse, the research finding showed as follows: 1) the core competency for development are accuracy working, goal achievement and completed work exactly on schedule. 2) Secondary efficacy are job assignment, planning and co-ordination.

#### VI. RECOMMENDATION

1. Suggestions for improvement. Those working on the logistics need to be improved coordination due to the logistics that need to communicate with a wide range of applications, both inside and outside the organization.

2. Recommendation for future research. Should study skills in coordination, problem solving and accountability, high impact performance management, logistics and supply chain.

#### ACKNOWLEDGEMENT

This research was supported by Faculty of Science and Social Sciences, Burapha University, Sakaew Campus, Thailand.

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