

Title	Perception of information on General Data Protection Regulation (GDPR) of ground staff
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Abstract

This research aims to study the Data perception behavior Personal Data Protection Law (GDPR) of ground staff In the airport area of Suvarnabhumi Airport, the sample in this study population, both male and female, those are the airline's ground staff working in the Suvarnabhumi Airport, between the ages of 18-60 years and 391 surveys (Survey Research) used questionnaires. They are tools for data collection of 391 sets of data analysis used descriptive statistics to determine the frequency, percentage, average, standard deviation and analysis, inferential statistics and to determine t-test analysis of the one-way analysis of variance (one way ANOVA).

The study found that it's demographic. Most of the respondents were female, aged 26-35 years had the most bachelors' education degree, and most of them work in the Passenger Service Officer. The sample group receives the most detailed information from personal media, from training or seminars (average of 4.26). Get to know the detailed information from the media, which is the most internet media (average is 4.70). there is little knowledge about detailed information about the Personal Information Protection Law (GDPR) And when measuring the level of initial data, it was found that most of them had knowledge of low GDPR (36.42 percent).

The result of hypothesis testing found that:

1. Airline ground staff personnel acknowledge the low level of personal data protection (GDPR). which corresponds to the hypothesis
2. Airline ground staff personnel in different gender there is no difference in perception of information on personal data protection (GDPR). with statistical significance at the level of .05

3. Airline ground staff personnel in different ages there is no difference in perception of information on personal data protection (GDPR). with statistical significance at the level of .05
4. Airline ground staff personnel in different education there is a significant difference in the perception of data on personal data protection (GDPR) at the level of .05
5. Airline ground staff personnel in different area or different functions. there is a significant difference in the perception of data on personal data protection (GDPR) at the level of .05

Suggestion

1. Feedback Policy
 - 1.1 Organizations need to nurture and promote a corporate culture that respects the rights of customers to maintain privacy.
 - 1.2 Reveal different type of customer's data which collected to make the trust and reliable.
 - 1.3 The organization need to realize. Communicating with customer and indicate to safe customer's data to be the most secret in any process.
2. Feedback Management
 - 2.1 The organization should start with the policy of supervising the control of personal information that is strong.
 - 2.2 Organizations should adjust various processes Of the organization to be concise and divide clear roles
3. Suggestions education
 - 3.1 The organization should be ready to answer questions, media and society at all times. Providing a team responsible for communication And providing a senior, reliable, and knowledgeable spokesperson on personal information security in advance
 - 3.2 should study the Personal Information Protection Act, BE of Thailand by adhering to the principles of conformity with GDPR and the appropriate context for Thailand
 - 3.3 Should continue to study airline personnel in other positions related to the airline.

KEYWORDS: Protection of personal information, Perception of GDPR data, Ground staff

