

Addressing
**HUMAN
RESOURCES**
Challenges



สำนักงานการบินพลเรือนแห่งประเทศไทย
The Civil Aviation Authority of Thailand

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INTRODUCTION

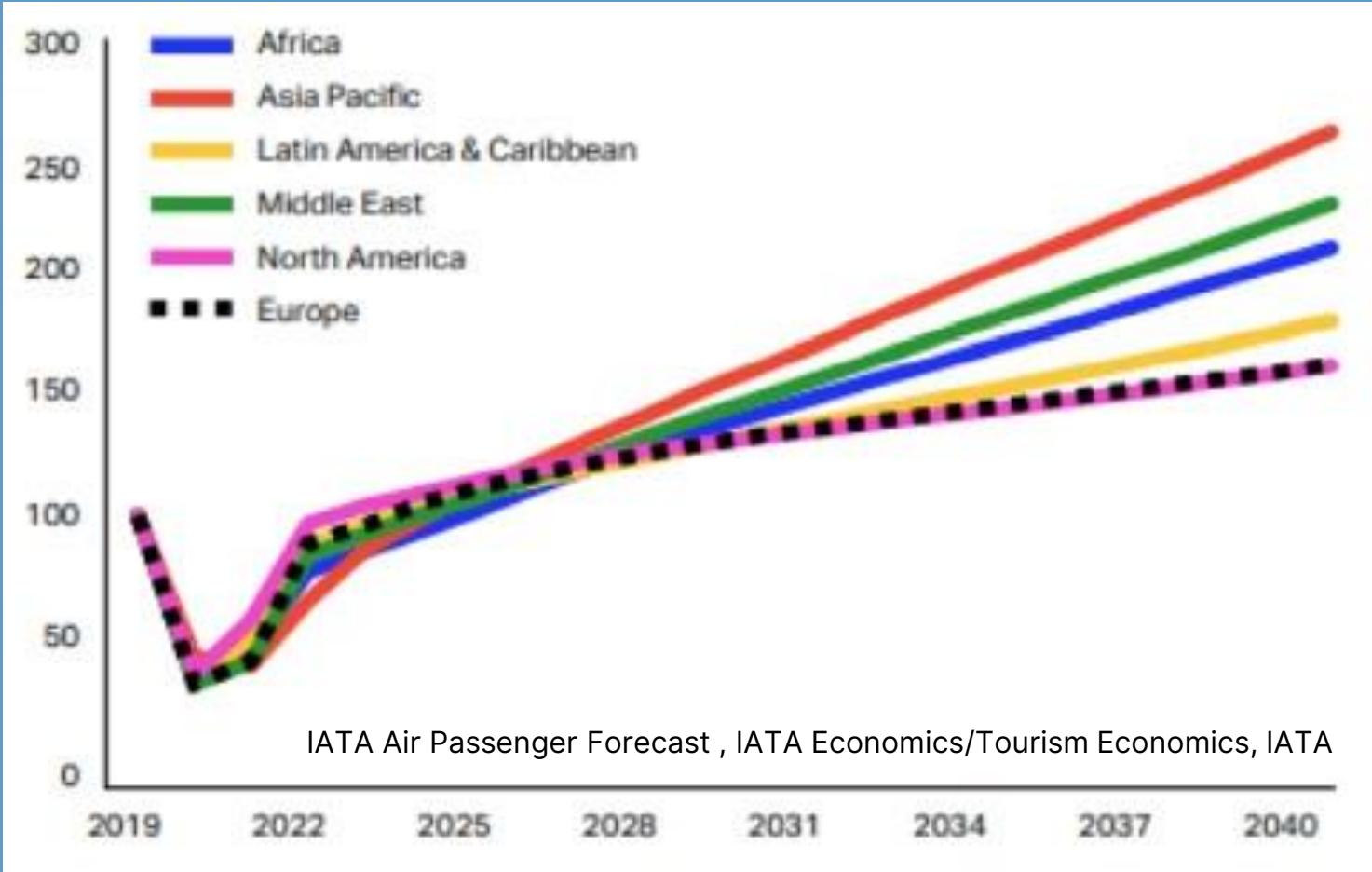


Table 1: Air passenger forecast summary

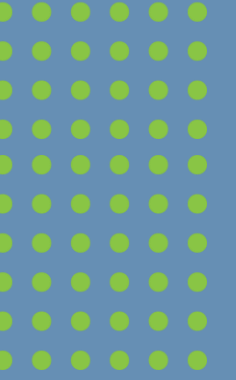
Region	Recovery year	CAGR (2019 - 2040)	Additional passengers by 2040, millions
Africa	2023	3.6%	169.7
Asia Pacific	2024	4.5%	2,536.8
Europe	2023	2.2%	701.4
Middle East	2023	3.6%	264.1
North America	2023	2.2%	558.5
Latin America & Caribbean	2023	2.8%	304.0
World	2024	3.4%	3,923.0

Sources: IATA Sustainability and Economics, Tourism Economics
(September 2023 release)

The aviation industry in the SEA region has experienced significant growth, driven by economic development and increasing tourism. Key players such as airlines, airports, and regulatory bodies play integral roles in shaping the industry's approach. However, with the growth comes the demand for skilled human resources, emphasizing the importance of investing in workforce development initiatives to sustain the industry's momentum.



IMPACT ON SAFETY AND OPERATIONS



Safety Standards and Regulatory Compliance

Compromising safety standards as there might not be enough personnel to conduct thorough inspections and ensure compliance with regulations.



Operational Resilience and Efficiency

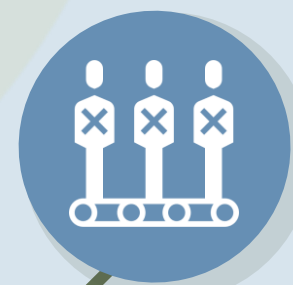
Delaying regulatory approvals and certifications, impacting operational resilience and efficiency as operators face hurdles in initiating or expanding operations.



Risk Mitigation and Emergency Response

Limiting emergency response capabilities may lead to longer response times during emergencies, increasing the severity of incidents and potentially resulting in greater economic losses.

Key Human Resource Challenges



Shortages in skilled staff



Intergenerational diversity

PEOPLE



Incentives and benefits



Retention package

POLICY

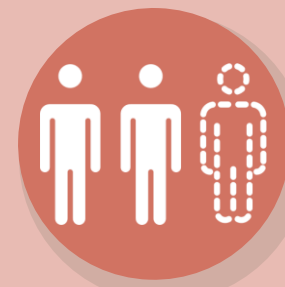


Administrative constraint



Unclear career path

PROCESS



No potential candidate



High Turnover Rate

>>> PEOPLE-FOCUSED INITIATIVES:

RECRUIT

Public Engagement and Outreach Efforts

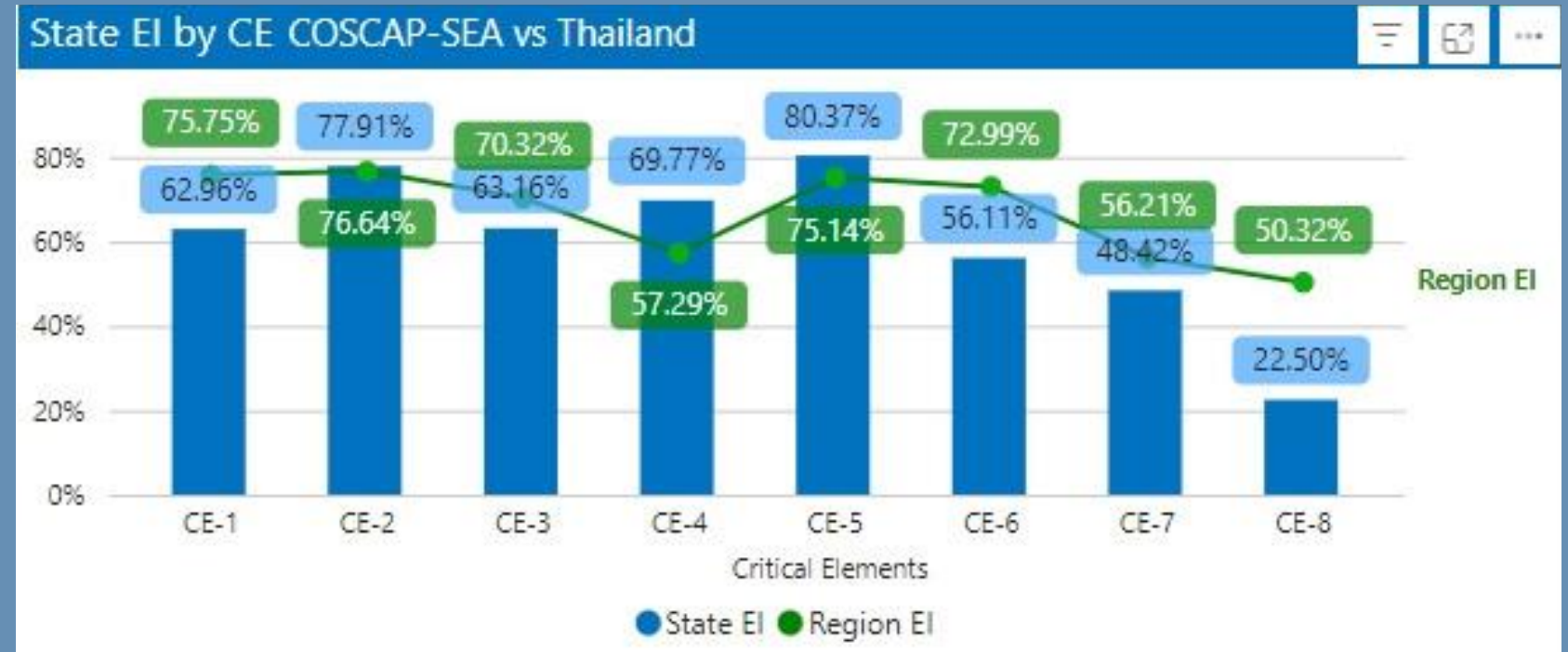


Proactive Recruitment Strategy:

- **Talent Pooling:** Collecting data from past applicants and scouting at industry events and referral programme.
- **Partnerships with Educational Institutions:** Collaborating with universities and schools to attract young talent through internships.
- **Use of Technology:** Employing AI tools for candidate-job matching and social media - LinkedIn.

DEVELOP

Training and Development Programmes:



POLICY ENHANCEMENT:



- CAAT has completed the organizational restructuring, defining job functions and establishing clear lines of responsibilities. Additionally, salary structures have been adjusted accordingly.
- Health insurance coverage for employees and their dependents, including medical, dental, and vision plans.
- Wellness programmes and initiatives, such as health screenings, to promote employee well-being.
- Offer flexible work arrangements, such as flexible scheduling, remote work options to accommodate different generational preferences and lifestyles.
- To promote unity and increase internal engagement in the workplace, activity clubs have been established, focusing on various interests such as sports, and employee's well-being support like a proper storage for breastfeeding club.

PROCESS REENGINEERING:

Define Clear Career Tracks:

- Develop distinct career tracks for employees interested in managerial roles and those interested in becoming experts in aviation regulatory affairs.
- Clearly outline the qualifications, skills, and experiences required for advancement along each career track, including specific criteria for transitioning to managerial roles or regulatory positions.

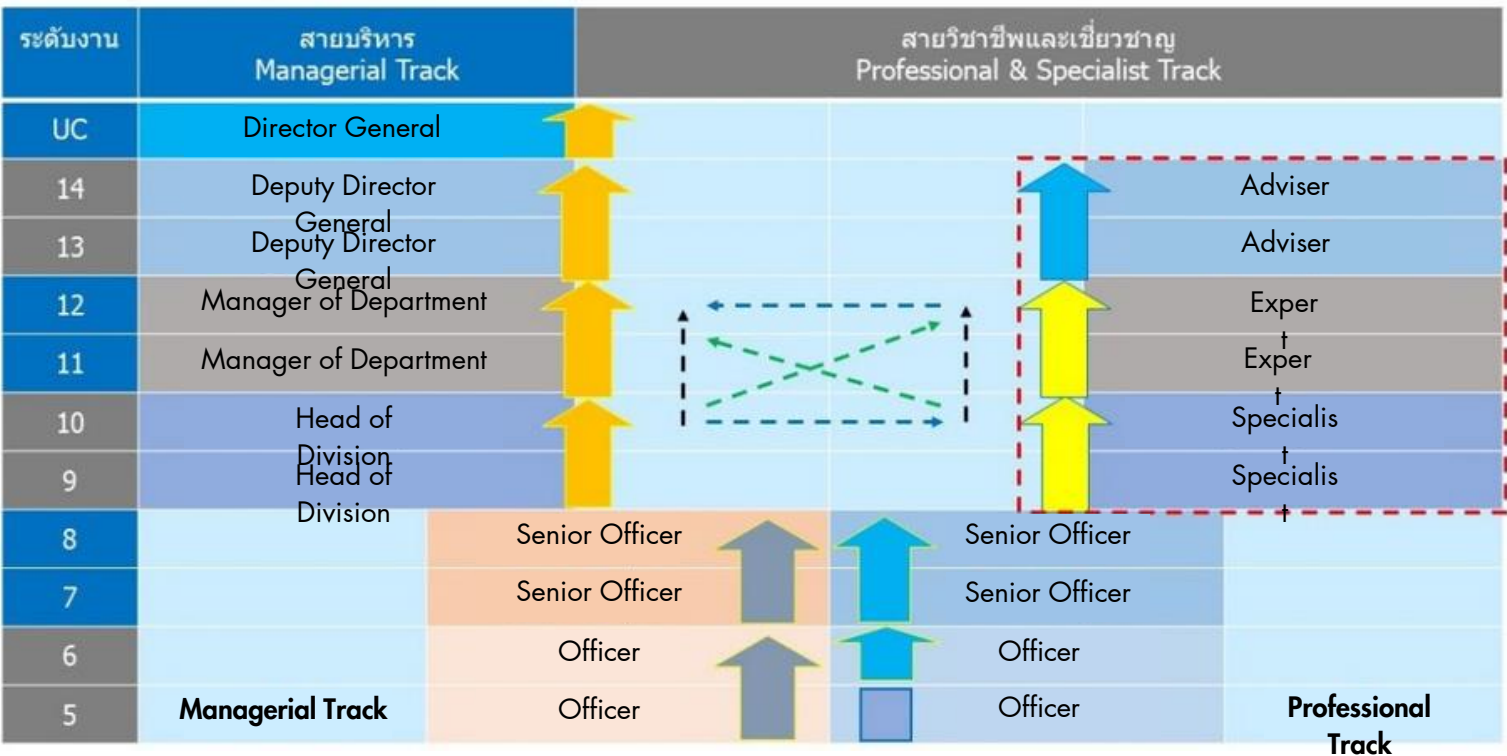
Promote Visibility and Recognition:

- Highlight success stories and career advancements for employee recognition to inspire others.

Streamline Processes:

- Identify and streamline administrative processes that are overly complex and time-consuming. Utilize technology solutions such as automated workflows to simplify administrative tasks, reduce manual effort and human error.

เส้นทางสายอาชีพ (Career Path)





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