

Abstract

The study of "Experiences of Sexual Harassment at Work : A Case Study of The Thai Airways International's Crews" had two main objectives. The first objective of this research was to study behavior types and their impacts to the female crews' mind and duties at the time when they encountered sexual harassment at their workplace. Another objective was to find management tools for aircrews by comparing Thai laws related to sexual harassment and those of other states. Qualitative methods were used in this study in order to collect data about sexual harassment toward female by male. 10 Thai Airway's aircrews were surveyed with in depth interview and 1 group was surveyed with group discussion, and field observation was conducted at their workplace.

The result of this study showed 2 behavior types of sexual harassment.. The first type was committed by bosses, customers or passengers by using their authority or their economic power. The second type was a creation of a hostile working environment. This type of harassment was mostly done by customers or bosses. The verbal, non-verbal and physical actions of sexual harassment were observed. Those who took these kinds of actions were Thais as well as foreigners, and sometimes they were co-workers. Sexual harassment affected the females crews both in mental and in their work assignment which made them feel strain, worried, shameful as well as affecting the organization and state's images. Besides, it was found that the organizational structure which the Air Force personnel played crucial role,the competitive marketing strategies have caused the organization and its personnel to ignore or be indifferent to the problems of sexual harassment. Moreover, the Thai Airways International has tended to present the image of Thai women as submissive and smiling service providers. This caused the female aircrews who did not understand the criminal legal procedures to face their fate by themselves.

Although the organization have had policy on protecting its crews from sexual harassment, the appropriate actions were not taken to solve the problem. Because most of them didn't know appropriate measures adequate for criminal laws.

Furthermore, there is no specific provision of criminal laws on sexual harassment. From the finding of this study, there are the following recommendations:-

1) Thai government should make clear definition of sexual harassment in the criminal law , set affirmative actions to prevent repeating sexual harassment and set up a division which receives people's complaints.

2) The Thai Airways International should have clear policy and system to solve problems of sexual harassment, and strengthen the roles of its labour union and the aircrew's association.