

Quality of Work Life of Engineer at IS Industrie (Thailand) Co., Ltd.

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Abstract— This research was a quantitative research with an objective to study factors affecting quality of work life of engineers at IS Industrie (Thailand) Co., Ltd. Population of the study was engineer at IS Industrie (Thailand) Co., Ltd. Instrument used for data collection from the 70 samples was questionnaire and statistic used to analyze the data was descriptive statistic including Percentage, Mean, Standard deviation, t-test (One-Way ANOVA), and Regression Analysis. The study indicated that from 70 questionnaire respondents, most were male, age 20-25, single, graduated bachelor's degree, working period 1-3 year, and income 15,001-25,000 Baht. From the study, opinion toward quality of work life of engineer was in medium level in general with the details as follows. Factors with high level of significance were capacity development that was to gain new knowledge from the work and various skills can be exploited; job security and advancement as well as social relationship means friendly atmosphere in the organization and employees jointly solve problem at work, good team work and cooperation were in place. Factors in medium level were: fair and adequate compensation which mean the compensation was not fair enough when comparing to other similar organization, compensation was not suitable with amount of work currently doing, and not enough for expenditures in this economic conditions; safe working environment and not harmful to health which showed there was not enough quality equipment for use and there were risk to health, danger prevention was not in place adequately; job security and advancement which showed no confidence, no certainty, and no chance to grow at work; balance in work life and personal life engineer could not manage working time and personal time appropriately, and not enough resting time. Recommendation from the research was that CEO should encourage training in order for engineer to continuously gain knowledge needed for work so that they can do each other's job. Organization structure should be adjusted in such a way that engineer can be promoted, thus building more confidence and enhancing relationship within an organization. CEO should also encourage engineer to have participation in social activities sponsored by the organization.

Keywords— Quality of work life; factors.

I. INTRODUCTION

In this fluctuating economic condition resulting from modern and fast communication technology, every organization has to adapt itself in order to cope with the changes to survive and compete in the market. The most important element for success is "human resource". The survey study of Man Power Group (Thailand) in 2014 asserted that engineering field is highly required by the market as high as 25% from all the fields of Man Power (Thailand). Further there is an upward trend for requirement of engineers along with the country economic expansion, therefore every organization tries its best to recruit quality personnel, encourage maximum utilization of their capacity, and retain these personnel as long as possible by improving quality of work life of the personnel.

IS Industrie was established in 1905 in France as an international pioneer providing technical support through Industrial Research and Development, third party inspection, regulatory inspection, non-destructive testing, training in welding, and qualifications certification. Since the launch in 2008 in Thailand, IS Industrie (Thailand) Co., Ltd is one of organization that got affected by the changes, therefore it is aware of retaining human resource with the organization as long as possible by paying attention to improvement of quality of work life along with other improvements in order to cope with the changes. Quality of work life of its personnel,

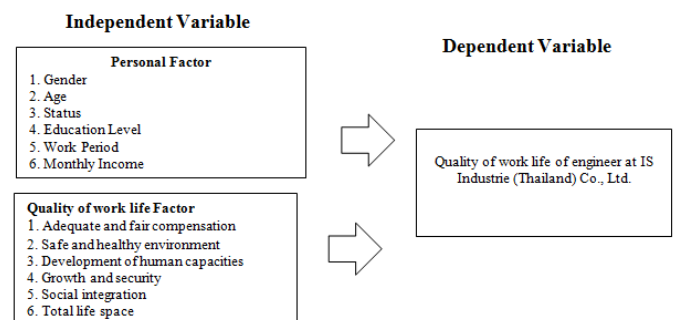
therefore, becomes the focus of IS Industrie (Thailand) Co., Ltd.

The fact mentioned above indicated that quality of work life of engineers is crucial to the organization. Researcher therefore has interest to study quality of work life of engineers in IS Industrie (Thailand) Co., Ltd. in order to find the path for development and improvement in quality of work life of the engineers as well as laying the foundation for planning of effective and efficient human resource management.

Research Objective

To study factors affecting quality of work life of engineers in IS Industrie (Thailand) Co., Ltd.

Framework of the study



II. LITERATURE REVIEW

The research on quality of work life of engineers in IS Industrie (Thailand) Co., Ltd. has applied Huse and

Cumming's (1980) quality of work life theory in which Huse and Cumming classified characteristics of work life quality into 8 categories as follows.

Adequate and fair compensation which means adequate income and compensation according to the benchmark, and the employees feel that it is fair and suitable comparing to income from other jobs.

Safe and healthy environment which means employees work in appropriate work environment and work place is not harmful or risky to their health and life.

Development of human capacities which means employees have opportunity to improve their skills from the work according to job characteristics that requires variety of knowledge and skills, challenging job that also provides feedback to the employees.

Growth and security which means employees are secured and have chance to grow in their occupation.

Social integration which means employees are accepted by colleagues, work place has friendly and courtesy atmosphere without differentiation of each group, and the employees are accepted to interact with the others.

Constitutionalism which means fair management and treatment of personnel in an organization. Employees are respected in their individual rights, boss listens to subordinates' opinion, and organization maintain equality and fair atmosphere.

Total life space which means the condition that the individuals feel balanced in their work hours and their free time. They have leisure time for relax from their work burden.

Organizational pride which means proud feeling of the employees to work in the reputable organization and to realize that their organization is responsible and beneficial to the society.

III. RELATED RESEARCH

K. Meelap (2010) The study on quality of work life of employees in Krunghai Bank (Public) Co., Ltd. Pinklao District. She found that quality of work life of employees in Krunghai Bank (Public) Co., Ltd. Pinklao District was in a high level. When considered separately according to personal factor, it was found that overall quality of work life varied with gender, age, marital status, work experience, monthly income, and job position at a statistical significance level of 0.5

K. Phuangmalai (2010) The research on quality of work life of employees in Panasonic Electric Works (Thailand) Co., Ltd. The findings showed that the overall quality of their work life was at medium level and hypothesis test result showed that gender, age, education, marital status, and work experience at the company do not have impact on quality of work life.

A. Intharanat (2010) The study on quality of work life of government employees at Office of the non-formal and informal education in Eastern region. The study found that government employees had medium level of work life quality in general and that government employees who have different gender, age, marital status, work experience, field of

education, and income do not have difference in quality of work life.

J. Kanchanachotethanakul (2011) The research on quality of work life of employees in export-import business operation center of Bangkok Bank Public Co., Ltd. The study indicated that overall quality of work life was in medium level and hypothesis test result showed that quality of work life of employees in export-import business operation center of Bangkok Bank Public Co., Ltd. head office categorized by education level, monthly income, job position were different at a statistically significant level of 0.05 but age, status, and work experience did not have impact on the quality of work life.

S. Namkhotstri (2010) The study on quality of work life of personnel in sub-district administration office in Dan Khuntod district. Overall quality was in a medium level and result of overall quality of work life comparison according to personal factors did not find difference having the significance level of 0.05

IV. RESEARCH METHODOLOGY

Instrument used in the research was questionnaire created by researcher based on related theories and concepts. It was divided into 4 categories as follows.

Part 1 contains nominal scale questions on personal data including gender, age, education, status, work experience, and salary.

Part 2 contains questions concerning factors affecting work life of engineers. Questions were designed as 5 level Likert's scale. Questionnaire and interview were designed as rating scale.

Part 3 contains questions about opinion on work life quality of engineers in general.

Part 4 contains suggestions from questionnaire respondents. Open-ended questions were used to encourage respondents to express their opinions and useful suggestions.

Inferential statistics that were applied to test the hypothesis included Independent t-test, One-Way ANOVA, and Regression Analysis.

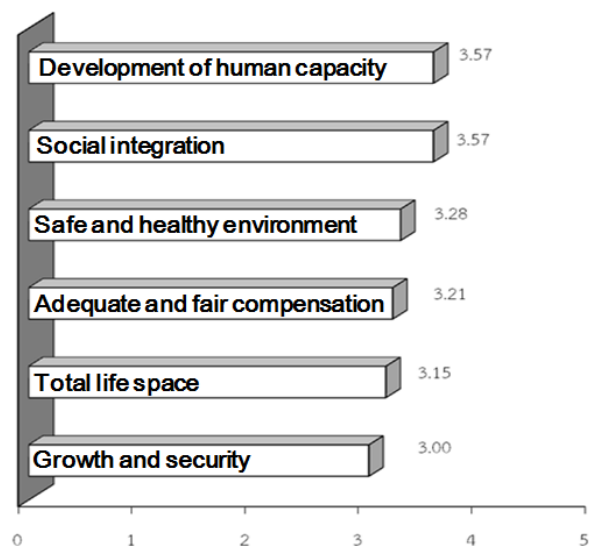


Fig. 1. Factors affecting quality of work life of engineers in 6 dimensions.

Research Findings

The research on quality of work life of engineers in IS Industrie (Thailand) Co., Ltd. showed opinion on medium level of work life quality in general. When analyzed in each dimension, the factors having high level of significance were development of human capacities and social integration. Factors having medium level of significance were safe and

healthy environment, adequate and fair compensation, total life space, and growth and security. Opinion on work life quality of engineers that affect personal life was in a medium level.

The figure indicated that overall mean of opinion on quality of work life of engineers in IS Industrie (Thailand) Co., Ltd. is at medium level. (Mean = 3.30)

Coefficients

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
(Constant)	1.119	.599		1.867	.069
Adequate and fair compensation	.329	.194	.334	1.698	.097
Safe and healthy environment	.083	.157	.101	.527	.601
Development of human capacity: Being encouraged to participate in trainings/meetings/seminars arranged within or outside an organization in order to improve different skills.	-.364	.137	-.430	-2.668	.011
Growth and security	-.063	.175	-.071	-.359	.722
Social integration: Supervisor's action makes engineers feel valuable to the organization.	-.425	.170	-.429	-2.507	.016
Total life space: Ability to plan life in the future.	.452	.168	.479	2.690	.010

The table showed that total life space has relation with quality of work life of engineers in IS Industrie (Thailand) Co., Ltd.

V. CONCLUSION AND DISCUSSION

The study on quality of work life of engineers in IS Industrie (Thailand) Co., Ltd. was done on 70 samples of engineers. Hypothesis test showed that education level had influences on quality of work life. However, gender, age, status, work experience, and salary did not have influences on quality of work life. Opinion on factors that affected quality of work life was in medium level overall. The study found a high level of significance for : development of human capacity since it helps them gain new knowledge and skills from the work, enable them to apply procedures and knowledge gained from training to their job leading to increased work efficiency, and allow them to utilize variety of skills and knowledge to work; social integration as there is friendly atmosphere in the work place among colleagues and also between supervisors, employees, and colleagues where there is cooperation and joint problem solving, team work and coordination are in place. For medium level of satisfaction, employees paid attention to : adequate and fair compensation; safe and healthy environment; growth and security; and total life space.

From this study, researcher can apply the results as a path to development and improvement for quality of work life of engineer in IS Industrie (Thailand) Co., Ltd. Application of this research will lead to job security, promotion, enhancement of intra-organizational relationship, balance between work life and personal life, encouragement for employees to participate in social activities inside and outside an organization. Results of this study can also be used in human resource planning in order to achieve effectiveness and efficiency.

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