

Development Quality of Work Life of J. S. Vision Co., Ltd. Employees, Bangkok

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Abstract— The purpose of this study was to determine of quality of work life factors of J.S. Vision Co., Ltd. employees. The samplings for this study were 105 employees of J.S. Vision Co., Ltd. by using a check list and rating scale questionnaire as a tool. The statistics used for data analysis were percentage, mean, standard deviation, t-test, One-Way ANOVA, and multiple regression analysis. Findings indicated that most of respondents were females, age between 26-35 years old, bachelor degree graduated or equivalent, operational level position, average monthly income between 10,000-20,000 baht, and work for company less than 5 years. The average opinions factors affecting quality of work life was in a medium level consist of the following issues, safety and healthy work environment, training to full capacity for career advancement, provide social activity in or out side company to maintain social level, and compensation, and job security, respectively. The hypothesis testing revealed that safety and healthy work environment, caring and assisting coworkers, and relationship with coworkers was at significant level 0.05. Recommendations of this study were that administrative officers should focus on career advancement, extend corporate structure, to insure job security, job promotion, construct relationship within organization, and provide social activity inside or outside company to maintain social level.

Keywords— Quality factors work.

I. INTRODUCTION

Background and Significance of the Study

It is undeniable that work is very important component of human's life. Human Resource can be defined as the most valuable resource since human is one of the mechanisms that drive all the works. Quality performance is a result of quality human resource. Success of organizations depends on quality of personnel from the top leader, executives, manager, supervisors, and operational staffs. Personnel in organization are crucial determination of its effectiveness and efficiency. Successful organizations pay high attention to their human resource and they are serious in seeking human resource for maximum efficiency (Saranya Pitinoraset, 2010: 10). In addition, as Thailand's economy has transformed into industrial era businesses are facing more fierce competition which means that human being has to spend more time in work place. People spend one-third of their time in office therefore working makes their time valuable. Work places give chances for people to exercise their knowledge and ideas as well as to meet and interact with other people including colleagues, and supervisors. When person is satisfied with work life in the office, he/she tends to be happy in personal life and to be mentally healthy. Greenberg and Baron (1995:647) suggested that quality of work life brings about 3 good things i.e. 1) direct effect on job satisfaction 2) create

commitment to an organization and thus reduce employee turnover rate while increasing productivity and 3) increasing effectiveness for an organization such as profits and achievement of company's targets. For these reasons, improvement of work life quality for human resource is crucial and has direct effect on an organization. Once employees have good quality of work life, it will lead to increasing effectiveness and efficiency of an organization.

Regarding employees' quality of work life, the researcher has a question in mind how to make employees which are important part of the company feel physically and mentally happy with the job. This question is a challenging problem for CEOs. It is important for an organization to recruit quality personnel and try to maintain them as long as possible with the objective that the satisfied employees will help an organization to grow and become successful in the business.

From the above reasons, the researcher is curious to study work life quality of employees in J.S. Vision Company Limited which is a leading importer, exporter, and distributor of medical equipment throughout Thailand. The company was established in 1995 with registered capital of 15 million Baht. Today medical business in Thailand has grown rapidly. Excellent services of medical personnel and medical care centers have attracted more foreigners to prefer medical services in Thailand. This circumstance has effects on J.S. Vision Co., Ltd. as an importer, exporter, and distributor of medical equipment. The company is aware of this opportunity and tries to continuously adapt and improve human resources management in accordance with the growth of the industry.

Research Objective

The study aims to determine factors that have effect on work life quality of employees in J.S. Vision Co., Ltd.

Research Methodology

1. Conduct a documentary search on related studies to design structure of questionnaire or an interview.
2. Questionnaire consists of 2 parts
 - Part1 is about personal data of the samples. It contains nominal scale questions on general data such as gender, age, job position, education, monthly income, and job experience. The purpose is to categorize data of the samples into groups.
 - Part2 has totally 27 Likert's 5-level rating scale questions.
3. Questionnaire was submitted to the advisor to check for content, language, clarity, and accuracy. The questionnaire was then tested with 11 employees which is counted as 10% of

the 105 samples before adjustment and use with the real sample group.

3.1 The approved questionnaire was randomly distributed to 11 persons.

3.2 The questionnaires were collected from the 11 persons whether there are suggestions or not, then adjusted before distribute the final questionnaires to 105 employees in J.S. Vision Co., Ltd.

Statistics Used in Data Analysis

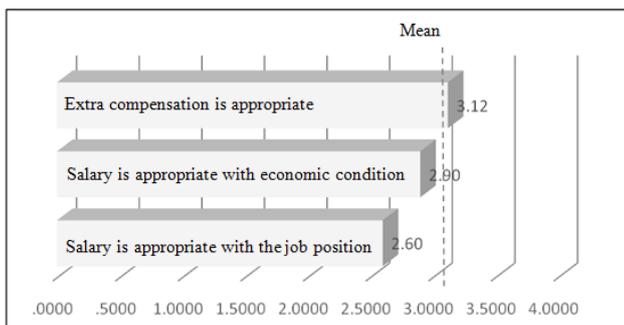
1. Inferential Statistics was used to test hypotheses including t-test, One-way ANOVA, and Regression Analysis.

II. RESULTS OF THE STUDY

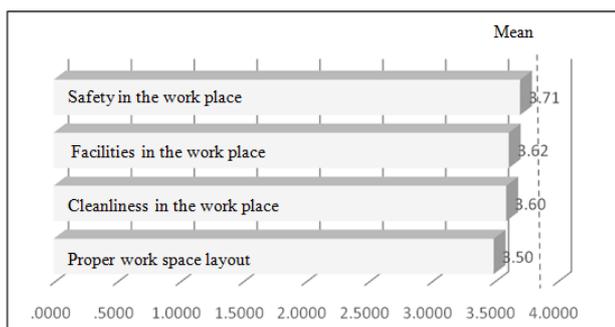
The study on quality of work life of J.S. Vision Co., Ltd. employees revealed that most of the samples were female 26-35 years of age, graduated bachelor degree or equivalent, working as operational level officers, earning average monthly income of 10,001-20,000 Baht, and having 5 year or less experience in this job.

Effects on work life quality of the employees were found as follows.

Adequate and fair compensation was found in the medium level for 3 aspects i.e. extra compensation is appropriate (Mean=3.12), salary is appropriate with economic condition (Mean=2.90), and salary is appropriate with the job position (Mean=2.60)

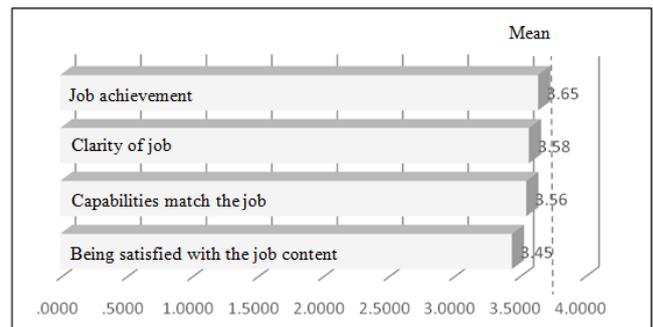


Safe and healthy work environment was found in high level for 3 aspects i.e. safety in the work place (Mean=3.71), facilities in the work place (Mean=3.62), and cleanliness in the work place (Mean=3.60). One aspect in medium level that is proper work space layout (Mean=3.50)

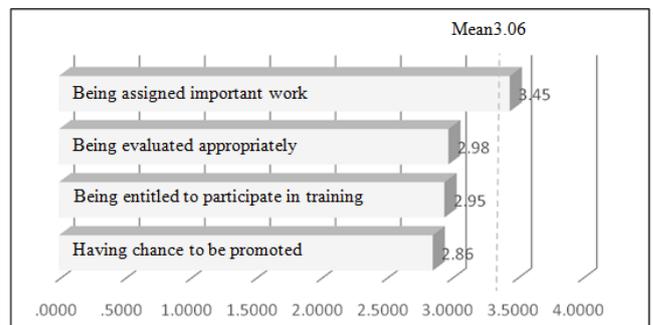


Training to develop knowledge and skills was in high level for 3 aspects i.e. job achievement (Mean=3.65), clarity of job

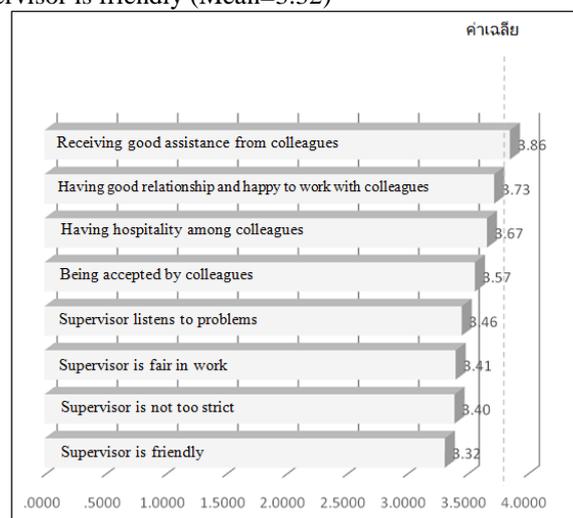
(Mean=3.58), capabilities match the job (Mean=3.56). One aspect was found to be in medium level that is being satisfied with the job content (Mean=3.45)



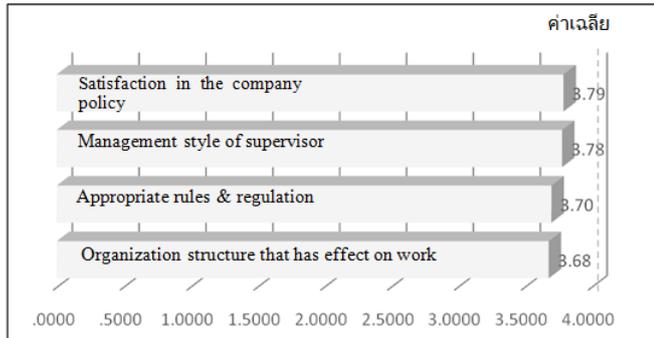
Job security and career growth was found in medium level for 4 aspects i.e. being assigned important work (Mean=3.45), being evaluated appropriately (Mean=2.98), being entitled to participate in training (Mean=2.95), having chance to be promoted (Mean=2.86)



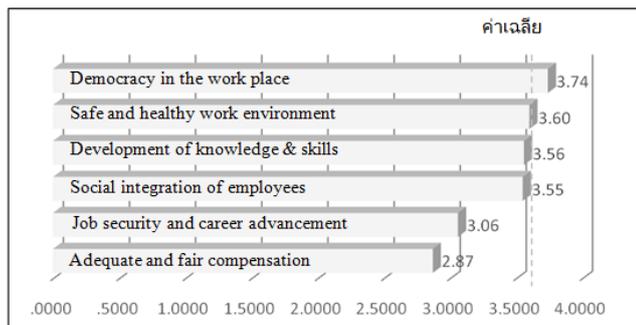
Social acceptance was in high level for 4 aspects i.e. receiving good assistance from colleagues (Mean=3.86), having good relationship and happy to work with colleagues (Mean= 3.73), having hospitality among colleagues (Mean= 3.67), and being accepted by colleagues (Mean=3.57). Four aspects were in medium level including: supervisor listens to problems (Mean=3.41), supervisor is fair in work (Mean=3.41), supervisor is not too strict (Mean=3.40), and supervisor is friendly (Mean=3.32)



Democracy in an organization was in high level for 4 aspects i.e. satisfaction in the company policy (Mean=3.79), management style of supervisor (Mean=3.78), appropriate rules & regulation (Mean=3.70), and organization structure that has effect on work (Mean=3.68).

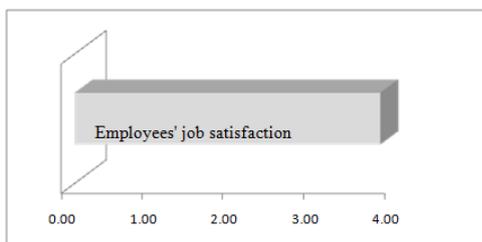


Overall picture of factors on work life quality was in medium level (Mean=3.40) consisting of democracy in the work place (Mean=3.74), safe and healthy work environment (Mean=3.60), development of knowledge & skills (Mean=3.56), and social integration of employees (Mean=3.55) in high level respectively. For job security and career advancement (Mean=3.06), and adequate & fair compensation (Mean=2.87) were in medium level respectively.



Job satisfaction of employees

Overall mean of J.S. Vision Co., Ltd. employees' job satisfaction was at high level (Mean=3.78)



III. CONCLUSIONS

The research on work life quality of J.S. Vision Co., Ltd. employees is a quantitative research aimed at evaluating factors affecting work life quality of the employees of J.S. Vision Co., Ltd. 105 sets of questionnaires were used to collect data. Statistics used to analyze data are statistics,

percentage, and mean. Hypotheses were tested using t-test, One-way ANOVA, and Regression Analysis.

From total 105 samples, most of them were females, age between 26-35 years old, bachelor degree graduated or equivalent, operational level position, average monthly income between 10,000-20,000 baht, and work for company less than 5 years.

Adequate and fair compensation was found to be in medium level.

Safe and healthy work environment was found to be in high level.

Development of knowledge & skills was found to be in high level.

Job security and career development were found to be in medium level consisting of being assigned important work and being evaluated appropriately.

Social integration of employees was found to be in high level i.e. receiving good assistance from colleagues.

Democracy in the organization was found to be in high level including satisfaction in company policy and management style of supervisors.

IV. RECOMMENDATION FROM THE STUDY

From the research on work life quality of J.S. Vision Co., Ltd. employees, the researcher has the following suggestions.

Regarding adequate and fair compensation, CEOs should pay attention to appropriate and fair rate of extra compensation.

Regarding safe and healthy work environment, CEOs should focus on safety such as having security guard in the place.

Regarding knowledge & skills development, CEOs should encourage learning to improve quality of work and to achieve personal goal.

Regarding job security and career advancement, CEOs should assign important work to employees to make them feel that they are growing in being secured in the job.

Regarding social integration of the employees, CEOs should organize social activity and encourage employees to participate.

Regarding democracy in the company, CEOs should maintain favorable policies.

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