

Suphaphon Phongphairoj 2007: Factors Affecting Quality of Work Life of Shift –Work Employees in the Telecommunication Company. Master of Science (Industrial Psychology), Major Field: Industrial Psychology, Department of Psychology. Thesis Advisor: Assistant Professor Jumrong Ngerndee, M.Ed. 121 pages.

The objectives of this research were: 1) to study the level of quality of work life, family relationship, personality and attitude toward work of shift-work employees, 2) to compare quality of work of shift-work employees who had different personal factors in sex, age, marital status, work experience and income, 3) to study the relationship between family relationship, personality and attitude toward work which affect to their quality of work life and 4) to find variables which could predict quality of work life. The samples were 200 shift-work employees in the Telecommunication Company. The questionnaires were used in collecting data, which were analyzed by computer program. The statistical methods were percentage, mean, standard deviation, t-test, F-test, Pearson's product moment correlation coefficient and stepwise multiple regression analysis.

The results showed that 1) the employees in shift-work have high level of family relationship, stable extravert is the most of personality, and moderate level of attitude toward work and quality of work, 2) the employees of different in sex, age were not significant and employees of different marital status, work experience, income were significant in adequate and fair compensation of quality of work, 3) family relationship were significant positive correlated in balance life of quality of work at .01, 4) all type of personality was not significant, 5) attitude toward work were significantly positive correlated of quality of work at .01, 6) income, role of family, and attitude toward work could significantly predict quality of work at .05

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Thesis Advisor's signature

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