

ABSTRACT

Thesis title : Employee's Satisfaction in Welfare of Household
Electrical and Electronic Industry : Case study of
Bangkok Metropolitan.

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According to Thailand in 1997 economic crisis. Most of the businesses have faced serious problems. However, there are some businesses that have the great volume in productivity, opposing the situation of the economic crisis. That is, the electrical and electronic industries, especially the household electrical industry which has a lot of employees in the working process. Its caused on interest in monitoring, how the organization can control the great numbers of employee to work efficiently and what cause the employees' satisfaction in such a period of economic crisis. The researcher is interested in studying the employees' satisfaction of household electrical and electronic industry in social welfare: case study of Bangkok Metropolitans.

The objectives this study are the employees' satisfaction in various kinds of social welfares in their organizations, the level of their satisfaction according to the restriction of law or over ; the level of satisfaction in personal social welfares; the problems and requirements in social welfares. Data has been collected by using

questionnaires, sending to the big industries that have more than 1,000 employees.

Frequency value, percentage value and Mean are tools in analyzing the data

According to the study of the employees' satisfaction in the social welfares restricted law, in all four ways:

Most employees give the highest level of satisfaction in social insurance and clean drinking water . They are also satisfied in the workplaces with warning signs for the dangerous areas, both inside and outside the buildings, provision of an emergency exits, the annual bonus or the annual extra money, and also stability. Employees are satisfied in social welfare "Provident Fund" for employees and compensation for accident. For the other four ways of social welfares, besides the restriction of law, in form of money, the result of the research found that most employees are satisfied in working suit/dress, shoes, gloves and the safety accessories. The finding also stated that most employees, both males and females are satisfied in provision of study in - house training employees' s supports to attend the training courses, outside seminar and the annual party small - size garden and healthy garden. For the four ways of social welfares, other than the law's restrictions, not in form of money, the result of the research found that employees are satisfied with the transportation for employees, uniforms, Loan welfare and free lunch, as well as working suit/dress, shoes and the safety accessories. The most satisfaction in education are the provision of industrial library for employees to learn and get additional knowledge, the outside training or seminar, and the annual party and also the garden both for relaxing and health. The satisfaction about the facility is to have a car with a driver for some certain positions.

There is no problem and requirement of the social welfare. Only few has 40.66% were having problems, mostly on the unfair of social welfare, too many steps and taking a long time to receive one. In welfare management, employees needs fairness and respond. For the most required social welfares, are healthcare (father,

mother and children), life insurances, educational scholarships and position 's remuneration.