

ABSTRACT

Thesis Title : A Study of Quality of Working Life of Employees in
Makkasan Workshop, State Railway of Thailand

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The purpose of this study was to determine factors related to the quality of working of SRT's employees at Makkasan Workshop (Bangkok), including with a comparison the quality of worklife of these employees classified by their working place as follows : Locomotive Repair Center, Wagon and Diesel Railcar Repair Center, Carriage Repair Center, Production Center, and Sections Directly under Deputy Chief Mechanical Engineer (Workshop). Moreover, the quality of worklife of these employees were compared as classified by the careers as follows : general administration, technical, and skilled labour. The sampling group of this study (360) was collected by random sampling technique. The experimental tool for this study was a self-designed questionnaire, which was pretested and found that its reliability was .84.

The findings were as follows :

1. Eight factors : 1) Adequate and Fair Compensation, 2) Safe and Healthy Working Conditions, 3) Immediate Opportunity to Use and Develop Human Capacities, 4) Opportunity for Continued Growth and Security, 5) Social Integration in the Work Organization, 6) Constitutionalism in the Work Organization, 7) Work and the Total Life Space, 8) The Social Relevance of Work Life ; related with quality of worklife of Makkasan Workshop's employees at the moderate level.

2. The difference of the quality of worklife of employees work in different unit of work was significant at the level of .05. Employees at the Production Center and Sections Directly under Deputy Chief Mechanical Engineer (Workshop) had safer environment and higher promotional health in the workplace than other units of work.

3. The difference of the quality of worklife of employees work in different skill labour was significant at the level of .05 in such areas as follows :

3.1) Immediate Opportunity to Use and Develop Human Capacities ; it was found that employees in technical and general administration areas were able to develop their personal ability than employees in skilled labour area.

3.2) Opportunity for Continued Growth and Security ; employees in technical and skilled labour areas were higher progressive and had higher work security than employees in general administration area.

3.3) The Social Relevance of Work Life ; employees in skilled labour area higher related with society than employees in technical and general administration areas.