

CHAPTER FIVE

CONCLUSIONS, DISCUSSIONS AND RECOMMENDATIONS

This chapter presents (1) a summary of the study, (2) a summary of the findings, (3) discussion from the findings, (4) conclusions, (5) implications for the management and (6) recommendations regarding the issue, and also discussion of future studies in related fields.

5.1 SUMMARY OF THE STUDY

The main purposes of this research were to (1) ascertain the factors that affect the quality of life of Thai auditors, (2) to find out the aspects of the quality of life which concern Thai auditors, (3) to explore the influential factors affecting quality of life of Thai auditors, and (4) to reveal suggestions for improving the quality of life of Thai auditors.

To accomplish the main purposes a cross-section study was conducted, and was aimed at studying the factors affecting the quality of life of Thai auditors; to explore the relationship between some personal factors and the components of the quality of life which were physical health, psychological health, environment, and social relationship.

The subjects of the study consisted of forty-seven auditors working at the Chong-Non-Si, Sathorn area. The subjects were selected by Non Random sampling. The research instrument used to collect data in this study was a closed-ended questionnaire consisting of two parts: demographic information, and 26 questions to measure the level of quality of life. The last question asked respondents to provide reasons for being an auditor.

The researcher proceeded to the study area at Chong-Non-Si to distribute the questionnaire from January 6th to January 23rd 2009. After the data was collected, it

was edited, verified, and analyzed by the Statistical Package for Social Sciences (SPSS) software. Frequency distribution, percentage and mean were used to describe the results from the data.

5.2 SUMMARY OF THE FINDINGS

The results of the study can be summarized as follows:

5.2.1 Demographic Information of the Respondents

The findings of the study indicated the majority of the respondents were single females. Most of them were in the age group of 26 to 30 years old. Moreover, most of the respondents had graduated with a Bachelor's degree or equivalent, and 34% of the respondents had worked as an auditor for 3 to 5 years. Furthermore, the result indicated that most of the respondent earned 20,000 to 30,001 Thai baht monthly.

5.2.2 The Level of Quality of Life of the Respondents

The results of the study indicated that most of the respondents had a moderate level of quality of life (48.9%). Furthermore, the results indicated the most stand out factor in four components of quality of life was social relationship (mean = 36.1), while the second most important factor was psychological health followed by environment and physical health respectively.

5.2.3 The Most Important Reason for Being an Auditor

The result from the study showed that work challenge was the most important reason to become an auditor. The results from this question were associated with the demographic data of the respondents in that most of the respondents were mainly female and most of the them graduated with a Bachelor's degree preferably from an accounting faculty. Upon graduating from the university, most students wanted to work according to their graduated faculty. Because the nature of auditing work, such as going through the financial accounts of a company to detect errors, was considered a delicate work, most female auditors chose to accept auditing work as challenging.

5.3 DISCUSSION

In addition to the findings presented above, the feature results from the study will be discussed in this section.

5.3.1 The Level Quality of Life of the Respondents

In this section, the researcher discusses about the conclusions based on the overall results and individual aspects of quality of life which are (1) physical health, (2) psychological health, (3) social relationship, and (4) environment.

5.3.1.1 The Overall Level of Quality of Life of the Respondents

Based on the findings of this research, most of the respondents had a moderate level of quality of life. Only a small group of respondents (about 8.5%) considered that they had very poor quality of life. As mentioned in chapter 2, the definition of the quality of life by Goode expressed the meaning of quality of life as 'meeting the basic need.' In this case, both male and female auditors have to meet their basic need in everyday life. For example, both genders can choose many kinds of food to eat, whether the foods are healthy to them or not.

The results of the finding were related to the interviewed data from the respondents. Most of the respondents believed that their quality of life was moderate because they were healthy both physically and psychologically. The respondents also mentioned happiness about doing their work, happiness in saving from their expenses, and they could buy anything they wanted without being a burden to their families.

5.3.1.2 The Physical Aspect of the Respondents

Among four aspects of quality of life, the physical aspect of the respondents was at the lowest (mean = 2.58). Referring to the definition of quality of life in terms of physical health, it was combined from various aspects such as activity of daily living, dependence on medical substance, pain and discomfort, or sleep and rest.

From the findings, the physical health was not only the most important factor affecting quality of life of the auditors, but also could mean that their health was not as good as it should be when comparing demographic data of the respondents. Most respondents were female aged 20 - 30 and they had to work in long hours. Sitting at the work desk staring at a computer screen all day was one of the examples that would explain why the physical aspect of the respondents was below average.

To support the findings, the interviewed data from the respondents revealed that most auditors complained about their physical well being. One example from the interview was about an audit manager who complained about her working conditions. After working all day, she had a strong headache that made it hard to fall to sleep. Another symptom was her eye sight; after going through details on a computer screen, her eyes would be sore and could not see clearly.

5.3.1.3 The Psychological Aspect of the Respondents

The psychological aspect was at the high level (mean=3.28). The World Health Organization defined the psychological aspect in the quality of life as bodily image and appearance, negative and positive feeling, or self esteem. With the results from the finding, it could be related that most respondents were satisfied with their appearance, and they had positive feeling toward their surroundings. Moreover, they were satisfied with their abilities in performing their tasks in work.

The result from the interviews also supported the findings from the study. The outcome from the interviews showed that all respondents were satisfied with their appearance. They believed that they were capable of doing all tasks efficiently. For the feeling, the result showed that all respondents had positive feelings about their colleagues. Furthermore, the results showed that their negative feelings came from the stress of over work and time limits.

5.3.1.4 The Social Aspect of the Respondents

The findings in the social aspect were at a very high level (mean=3.61). Referring to the definition of the quality of life in terms of work social, the World Health Organization defined the social aspect in the quality of life as personal relationships, social support and sexual activity. Because sexual activity has been considered as a taboo subject in Thai culture, the researcher decided to exclude the sexual activity from the study. The findings indicated that the respondents had a very high interaction between colleagues in the office

The result from the interview also supported the findings from the study. The findings from the interview indicated that all respondents were satisfied with their colleagues. Their main reason for being satisfied was they received assistance from their friends. Moreover, they showed their understanding in a situation where a friend would refuse to assist them in work. They explained that it was a normal practice when they worked with many people.

5.3.1.5 The Environment Aspect of the Respondents

Among the aspects in the quality of life, environment was the last aspect to be considered as a component of quality of life. The rating of the environment from the findings was moderate (mean=3.05). Besides the definition of the World Health Organization, the theory of utilitarianism by Bentham also explained the environmental aspect as well. In the theory of utilitarianism, Bentham mentioned about how actions were motivated by our desire and the main focus of our desire was to seek for pleasure and comfort, and to avoid pain from discomfort.

The World Health Organization defined the meaning of environment in term of financial resources, freedom, physical safety and security, transportation. From the findings, the environment such as distance from home to workplace and the convenience for auditors traveling to work were important factors. If the distance was long and the way of traveling was inconvenient, the comfort level would be low and

affect the quality of life. The interview data from respondents also supported this finding. All respondents agreed that they were happy to work as auditors because their houses were close to their office and it took a short time for driving from home to work.

Another environment factor was surroundings. The surrounding can be divided into two aspects which were office surroundings and people surroundings. From the interview data, most auditors were concerned with people surroundings. Because most of the respondents were female, they were concerned with how auditors acted toward each other; for example they disliked working with someone who was selfish and not generous with money. If they had to interact with those selfish and stingy, they expected their quality of life to become lower.

5.3.2 Important Reason for Being an Auditor

This section explores further details about the first three factors influencing a person to become an auditor.

5.3.2.1 Auditing is a Challenging Job

Along with other factors to choose from in the questionnaire, “auditing is a challenging job” gained the most percentage (55.3%). The majority of the respondents found this to be at a very important reason for becoming an auditor. As described in chapter two, auditing investigates through both the level of work quality and efficiency. Therefore, stress and time limits were factors that made auditing challenging. Most respondents had to work very hard under the time limits imposed by client companies.

The results from the question ‘Are you happy with your work? why?’ obtained from the interview showed that most of the respondents chose to work as an auditor because they could anticipate in their work all the time, while others expressed that they could use their knowledge and skill. They accepted that stress and

work load were the major constraint, but they found stress and work load sometimes challenging.

5.3.2.2 High Salary and Good Benefit Packages

High salary and good benefit packages were the second most important reason for becoming an auditor. With the percentage of 29.8%, respondents agreed that they became auditors because a company offered a high salary and good benefit packages. Referring to the theory of utilitarianism by Bentham, actions are stimulated by desire to seek pleasure and to avoid pain; a group of respondents might believe that they wanted higher salary to fulfill their needs. In chapter two, Kant also explained in his theory of quality of life as 'QOL is experienced when a person's basic needs are met and when he or she has the opportunity to pursue and achieved goals in major life settings.'

The data obtained from the interview showed that most responded the questions 'Do you think that your job is suitable with your salary? and why would you believe so?' Most respondents stated that their salary was high and they were happy with the benefit packages they received from the company, such as business trip abroad.

5.3.2.3 Auditor is needed in the Profession Market

The third factor influencing a person to become an auditor was audit is need in the professional market. The very important level of this criterial was found at 6.4 percent. A small group of respondents believed that auditors were needed in the market. After going through an interview, fewer respondents accepted that they joined an audit company immediately because they believed that they would never lose a job for being an auditor.

However, there was a question in the interview asking their opinion about working as an auditor. The question was 'Have you ever thought about

resigning?, what is the main reason for you to resign and not to resign?’ Most respondents accepted that they want to resign but they are afraid that a new position in other industries will not be as good as being an auditor in the auditing industry. Most respondents also agreed constraints from work load and stress from over work would be the main reason if they wanted to resign.

5.4 CONCLUSIONS

The following conclusions can be drawn from the discussion above.

5.4.1 Demographic Data of the Respondents

The findings reveals that most auditors are single, mainly female, holding a bachelor degree, and their startup salary was around 10,000 to 20,000 Thai Baht. Although their salary increased greatly every year, they had an average level of quality of life. Monthly net income and length of service were personal factors that affected the level of quality of life significantly. Auditors with long length of service and receiving high salary would enjoy working as an auditor because they loved challenging assignments, and they loved the comfortable environment surrounding them.

5.4.2 The Level of Quality of Life of the Respondents

In general, Thai auditors had a moderate level of quality of life. When comparing quality of life in four aspects, the researcher found the physical aspect of most auditors was below average, while the other aspects, psychological health, social relationship, and environment, could be found at higher level above the average.

5.4.3 Important Reason for Being an Auditor

The most important reason for a person to become an auditor was “auditing is a challenging job” because most respondents found that routine work was not active enough for them. The second most important reason for being an auditor was high salary and good benefit packages. Most auditors enjoyed their salary and expected a

raise every year. They also enjoyed the benefit packages provided by the company such as business trips abroad. The auditor is a profession needed in the market was found to be at the third reason. Most auditors felt secure because they were working for a stable audit firm.

5.5 IMPLICATIONS FOR THE MANAGEMENT

The company can provide services related to the promotion of physical health of auditors such as developing activities that concern with their health such as a monthly health checkup in the office. This kind of activity would help maintain the standard level of quality of life. With the higher quality of life, employees will be happy working for the company, resulting in increasing productivity, efficiency, and a decrease in resignations.

Another factor to consider when developing strategies to boost the employee's quality of life is the working environment. When moving the office, the management should consider distance from most employees' housing area to the office. It would be a good idea if the organization could provide a suitable transportation service for most employees, such as shuttle buses. This will help increase not only the quality of life, but also employees' satisfaction toward the organization.

5.6 RECOMMENDATIONS FOR FURTHER STUDY

Based on the findings and conclusions of this study, the following recommendations are made for future research.

5.6.1 This research was limited to only forty-seven auditors in the Chong-Non-Si area. Further study should conduct a comparative research to find out the overall quality of life between audit companies in the industry.

5.6.2 A longitudinal study should be conducted for further research study. Time and budget limits were the main obstacles in this study, if further study obtains

enough budget and time, the study should setup the longitudinal study to find out what factors affect quality of life of auditors and how their quality of life can be improved.

5.6.3 Suggestions from employees in the audit industry should be put in to account. Further study should reveal opinions from auditors in order to cope with specific problem of quality of life.