

Abstract

The study on "Working Conditions Affecting Quality of Working Life of Air Traffic Control Employees of Aeronautical Radio of Thailand Co. Ltd." aims at studying working conditions, levels of quality of working life in 4 dimensions, and factors relating the employees' quality of working life. The data are collected by questionnaire from 60 air traffic control employees and compiled by the SPSS Program while statistics used are Percentage, Average, and variables relationship test fixing the difference of average values from 0.15 up.

The study finds that the majority of the employees are females with an average age of 37.4 years old, single, finish bachelor's degree, have been working in this career for an average of 11 years and 4 months and the time spent for commuting from home to the workplace is not longer than one hour. While they earn 30,000-60,000 baht per month most of them have dependents. With reference to working conditions, the air traffic control employees work at an average of 18 days a month and 8 hours a day with 4 rest periods of 60 minutes each per day. The worst working condition that affects the quality of working life is the usage of eye-sight, while working environment which includes monitor screen lighting, office lighting, the color of the room, the orderliness of the office, and the room temperature are moderately appropriate, and work equipments and the noises are less appropriate.

On the whole, the employees have the quality of working life at moderate level. The dimensions which are much affected are wellness and opportunity in decision making participation, while the dimensions on relationship between working life and ways of living as well as the acquisition of fair treatment at work are moderately affected. On relationship between variables, it is found that marital status does not affect the quality of working life in any of the 4 dimensions, while gender, age, educational level, work duration, and days-off affect the opportunity for participation in decision-making.

The study recommends that the Company should allow the employees to share their opinions to a certain extent on the choice of working days and working hours, salary-increase, promotion, work development planning, modification of work evaluation

system to sustain fairness and employees' satisfaction within appropriate limit of working conditions. Lastly those who are interested to work as air traffic controller should anticipate their strains resulting from working conditions that are responsible for the safety of lives and properties of the mass which directly affect their own wellness. Therefore high income should not be the only factor to be considered.