

ABSTRACT

Title of Research Paper : Quality of Working Life of the Cabin Attendants
of the Thai Airways International (Public) Co.Ltd.
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Year : 2001

The research paper had three following objectives :

1. to study the level of quality of working life of the Cabin Attendants of the Thai Airways International (Public) Co.Ltd.,
2. to study the facts affecting with the quality of working life of the Cabin Attendants of the Thai Airways International (Public) Co.Ltd.,
3. to use the result and guidelines in order to create and suggest quality of working life of the Cabin Attendants of the Thai Airways International (Public) Co.Ltd.

The Sample groups were 200 Cabin Attendants of the Thai Airways International (Public) Co.Ltd. The data was collected by using questionnaires with the returning of 201 questionnaires (100%) . The data was analyzed by using statistics including percentage, mean, standard deviation, t – test and F – test.

Result

1. In overall, most of the Cabin Attendants of the Thai Airways International (Public) Co.Ltd. were male (52.2%), age 31 – 40 (50.7%), marital status (55.2%), and completed bachelor degree (83.6%).

2. Quality of Working Life of the Cabin Attendants of the Thai Airways International (Public) Co.Ltd. was at a moderate level. When ranking from high to low respectively, there were a social relevance of worklife, social integration, adequate and fair compensation, work and total life space, opportunity for developing and using human capacity, employee rights, opportunity for continued and growth and security , and the last one was safe and healthy working condition.

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3. The difference in work administration with the level of quality of Working life of the Cabin Attendants of the Thai Airways International (Public)Co.Ltd. had a significant relationship at 0.05. On the contrary, the difference of age, sex, marital status, group position, salary, number of child, working period, special income, frequency of flying schedule, the rest and the physical fitness had no significant relationship with quality of working life of the Cabin Attendants of the Thai Airways International (Public) Co.Ltd.