

ABSTRACT

Title of Research Paper	:	Quality of Working Life of the Employees in the Warehouse Department of the Thai Airway International (Public) Company Limited
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The study investigated 1) the quality of working life of the employees in the Warehouse Department of the Thai Airway International (Public) Company Limited, 2) the relationship between background variables and the quality of working life, 3) the relationship between work factors and the quality of working life. The data were collected from 151 employees in the Warehouse Department.

The findings were briefly stated as follows:

1. General background of the subjects Most of the subjects were male (86.8%). Married (53.6%), aged 30-40 years old (43.7%), received a Bachelor's degree (75.5%), worked for 6-10 years (36.4%), and were in the position of officer.

2. The opinion toward factions affecting the quality of working life As a whole, the employees in the Warehouse Department of the Thai Airlines (Public) Company Limited had the opinion toward the working life out moderate level. When each component was considered individually, all were found to be moderate too. The highest mean score belonged to the relationship with colleagues ($\bar{x} = 2.89$), followed by nature of work ($\bar{x} = 2.72$), supervision ($\bar{x} = 2.70$), and working condition ($\bar{x} = 2.33$) respectively.

3. Level of quality of working life of the employees. The overall quality of life of the employees in the Warehouse Department of the Thai Airway International (Public) Company Limited was found to be moderate ($\bar{x} = 2.51$). All the components were found to be moderate. The highest mean score belonged to the balance between the working life and the other aspects of life ($\bar{x} = 2.81$), followed by, reasonable pay ($\bar{x} =$

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2.53), knowledge and skill development and organizational constitution ($\bar{x} = 2.40$) and career advancement ($\bar{x} = 2.41$), respectively.

4. When the hypotheses were tested, the factors affecting their quality of their working life were sex, age, education, nature of work, supervision, relationship with colleagues, and working environment. In contrast, work position, number of working years and marital status were found to have no relationship with the quality of working life.