

## Abstract

This is a study on “Opinion Survey on Working Conditions of Support Staff Responsible for Contracts : Case Study of Workers at the Contract Operation Center, Bangkok Bank Co.,Ltd. (Public)”. The objective of the research was to study the opinions of workers on working conditions including nature of work, amount of work, salary, colleagues, workplace, welfare, opportunity for career advancement and occupational risk. The sample consisted of 60 workers at the Contract Operation Center, Bangkok Bank Co.,Ltd. (Public). Data was collected by using a questionnaire and analyzed using the SPSS program.

The results showed that of the 60 workers there were 28 males and 32 females, with an average age of 35. The majority received a bachelor's degree and had been working for 2-5 years in the contract operation work, earning a salary between 10,000 and 15,000 baht. The normal working hours were fixed, 5 days a week, with two weekly holidays and 15 annual vacation holidays. Overtime work was done on a voluntary basis. The workers believed that their work was of the back-office nature and therefore were not proud of their work in comparison with those working at the counter in the front office. They had little or no direct contact with the customers. In addition, they felt that the workers at the counter had a comparative advantage over them when it came to salary raise. Nevertheless, they felt that they were at less risk for liability compared with the workers at the counter who were responsible for any wrong transaction that was made.

On comparing personal information and working conditions, they felt that their salary raise was inappropriate and that their career advancements were less than their counterparts at the counter. Those in different age groups viewed the working conditions differently, especially on pollution from office facilities. The married workers felt that the bank welfare favored single workers more. Workers with a degree-level qualification saw discrepancy in salary raise.

The researcher suggested that the Bank should organize better and more sanitary working conditions, ensure equality in the salary raise for workers and provide opportunity to change to a different line of work. All this would help workers at the Contract Operation Center feel better about themselves and their work. In addition, the Bank executives should pay more attention and attach greater importance to workers in this line of responsibility so that they would feel more motivated, have a better morale and work more effectively for the good of the organization.