

## Abstract

This is a study on “Effects of Working as Customer Relations Officers on Ways of Life”. The objectives of the research were to study the working conditions and relationship between the working conditions and way of life of Customer Relations Officers. The sample consisted of 60 Customer Relations Officers of True Move Co. (Public). Data was collected by using a questionnaire and analyzed using percentages, means and standard deviation.

The results showed that the majority of the samples were female, representing 79.7%. The average age was between 25 and 35, mostly single. Most were first-degree graduates, living in Bangkok, having some dependants to take care of and having no domestic help. In addition, most workers were under financial obligations to pay for their housing in installments.

The effects on ways of life, customer relations, care for dependants, self-care, and relationship between friends/colleagues were medium (with the means being 2.17, 1.81, 1.76 and 1.75 respectively). The effects on recreation, relationships with supervisors, change of employment, activities carried out on annual holidays and family relationships were low (with the means being 1.61, 1.58, 1.57, 1.50 and 1.49 respectively).

However, in general there is no difference between work factors and mean opinions on effects of work on ways of life. However, between workers who thought that rules and regulations affected their work and those who did not feel that way, there is some difference in their views on the effects of work on ways of life.

Recommendations from the study included the rescheduling of work. There should be proper rotation between work days and holidays. More annual holidays should be given to workers. More activities should be organized to relieve the workers of the stress due to work. Health care services, training and activities to foster stronger relationships between supervisors and workers should be provided. Transportation to

and from work should be provided to ensure safety. Equally important is that workers should learn to balance their time between work and daily life.