

Abstract

This is a study on “Quality of Life of Outside Plant Technician of TOT Public Company Limited”. The objectives of the research were to study the quality of life of external telephone line workers, examine factors that related to such quality of life, and propose improvement guidelines for these workers. The sample population was 78 assistant technician outside attached to the Metropolitan outside plant system operations sector 3.2 and Metropolitan sales and customer services department 3.2. Data was collected using a questionnaire and analyzed using statistics, percentage, mean and standard deviation.

The results showed that the majority of the samples were older than 40 years of age, married, with a bachelor's degree or higher, having worked for 10-20 years, with a salary scale of 20,001-30,000 baht, and work positions at levels 5-6. The quality of life of the sample under study covered seven areas : adequate and fair emolument and compensation, safe and health-conducive working conditions, opportunity for personal development, balance between work and personal life, relationships with coworkers and cooperation, and pride in the organization. It was found that quality of work life on the whole was at a high level. Career security and advancement were at a moderate level. A comparison of personal factors and quality of work life showed that difference in age, marital status, education level, salary, years at work and position levels had a different effect on quality of work life.

The researcher suggested that the company should review regulations on risks from working at high places to cover a height of not more than 15 meters, thus giving the workers greater morale and motivation. On adequate and fair emolument, performance indicators should be used to assess the workers to ensure fair salary increase consideration. The work environment should be improved to ensure work safety and health. Equipment should be regularly maintained in good working condition. In addition, the organization should encourage the workers to participate in various social and recreation activities to foster closer relationships and provide opportunity to work

together. Closer coordination with other people in and outside the organization should also be promoted.