

Abstract

The study on “The Roles of Trade Unions on Quality of Work Life Development for Their Members : A Case Study of Trade Unions Affiliated to the Banking and Finance Workers Federation of Thailand” has its objectives to study trade unions’ roles on the development of quality of work life of trade union members, problems and obstacles encountered, and ways to promote the roles of trade unions regarding the development of the quality of work life of their members. Sample of study are 12 trade unions that are members of the Banking and Finance Workers Federation of Thailand. Methods of study used are participatory observation, specific points of interest interviews, and documentary research.

The study finds that collectively all trade unions that are affiliated to the Banking and Finance Workers’ Federation of Thailand play their roles on the quality of work life development for their members at favorable level as considered by the five aspects of quality of work life development which are labor protection and welfare; promotion of fair work practice on part of the management; promotion of opportunity for decision-making participation; promotion on access to challenging work; and promotion of harmonious relationship between working life and normal life of trade union members. It is found that the roles performed by the trade unions are varied according to different conditions of each organization. The study reveals that the Bangkok Bank Trade Union has performed better roles on the development of quality of working life for their members than other trade unions.

The study recommends that in order to enable trade union members to enjoy good quality of work life the trade unions should promote their roles on labor protection and welfare for their members through collective bargaining and joint consultation with the Bank’s management, encourage fair working practice on part of the management, provide opportunity for trade union members’ participation in management both within the Bank and within the trade union, encourage job satisfaction and job advancement among trade union members, and create harmonious relationship between working life and normal every-day life of trade union members.