

Thesis Title Factors Affecting the Turnover of Factory Workers in Northern Industrial Estate

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Abstract

The purposes of this study were (1) to study the factors affecting the turnover of factory workers in Northern Industrial Estate, (2) to study the importance level of factors affecting the turnover of factory workers in Northern Industrial Estate.

The samples were 374 female factory workers who used to quit from many factories operating in the Northern Industrial Estate, Lamphun Province, but now still working as factory workers in Northern Industrial Estate during B.E. 2539 - 2541.

The research materials included (1) the questionnaire for collecting personal characteristics and employment history data of the workers, and (2) the interview schedule for collecting data on factors affecting the turnover of factory workers.

The results of the study showed that there were 4 factors affecting the turnover of the sample factory workers in the Northern Industrial Estate. These factors were respectively ranked by their importance level, namely, (1) the other factors, (2) the organization factors, (3) the work environment factors, and, (4) the job content factors.

1. The percentage of the other factors were 39.04. They comprised of family and personal factors.

1.1 Family factors consisted of sub-factors ranked by their importance level, namely, returned to look after home and parents, returned to help family to do agricultural jobs, to give delivery, to take care children, had family problems, moved out to other places with spouse or relatives, and to take care grand children.

1.2 Personal factors consisted of sub-factors ranked by their importance level as follows, to further study, got illness, disliked unattractive uniform, got married, no transportation to work, and just returned home and did not seek any employment.

2. The factors which ranked second were the organization factors, their percentage were 30.75. Their sub-factors were ranked by their importance level, namely, not satisfied with welfare, had no job advancement, no opportunity in obtaining salary raise, not satisfied with performance evaluation, and unaccepted organization reputation and image from the public.

3. The factors which ranked third were the work environment factors, their percentage were 26.47. Their sub-factors were ranked by their importance level,

namely, disliked supervisors, job hazard to health, experienced job stress, dissatisfied with physical environment, disliked co-workers, and had too much accident risk.

4. The factors which ranked fourth were the job content factors, their percentage were 3.74. Their sub-factors were ranked by their importance level, namely, no task significance, had learned nothing new from work, boring repetitive work, and had no freedom in work.

In addition, it was found that the reference group factor had influence on the decision to quit of the factory workers. The most influential reference group was the employee close friends. They had influence on giving employment information and giving consultation for quitting decision.

The model of the employee turnover process was proposed, and suggestions for applications of the research results were discussed and presented in the research report.