

Factors Affecting the Quality of Working Life at the College of Allied Health Sciences, Suan Sunandha Rajabhat University Samut Songkhram Education Center

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ABSTRACT

This was a contextual study using a cross-sectional survey. The objective was to study the quality of working life and the personal factors related to the quality of work life of personnel at the College of Allied Health Sciences Suan Sunandha Rajabhat University Samut Songkhram Province Education Center. The researcher used a random number table to select a simple random sample of 77 participants who were not replaced. Data analysis provided descriptive statistics such as frequency, percentage, mean and standard deviation. Inferential statistics, including multiple regression, also were derived. The findings indicated that of the factors that contribute to the quality of the working life at the Education Center the highest score went to cooperation and interpersonal relationship. However, the type of staff and gender did the most to can explain variations in the quality of life in the workforce. Fair and adequate income and progression and stability of job could describe the quality of work life of personnel by 52 percent. Further study relating to organization loyalty, corporate culture and corporate communication should be considered.

Keywords: Quality of working life, quality of life, university staffs, education center

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INTRODUCTION

Work involves more of our lives than any other activity. It needs knowledge, skill and power for the work to succeed. However, quality of life is more important when people work in jobs they like. They are more likely to enjoy their work and be happy, and that also improves the quality of work (Kanis et al., 2013). It is essential for firms to find the best combination of human and corporate satisfaction for both workers and the company to reach the utmost benefit without conflict in-between (Maintier et al., 2011).

Personal values are key resources in any social grouping (Vveinhardt & Gulbovaitė, 2016). People also need to work to meet their basic requirements for living (Kožnjak, 2017). The working place should be a suitable physical and emotional environment. That promotes the quality of work and quality of life that affect people's happiness (Greguras & Diefendorff, 2010). Living in a quality environment promotes the ability to learn, social life, satisfaction with life, health status and working function (Erdogan et al., 2012). People with a good quality of life are cooperative in their work and they respect each other (Moreno et al., 2015).

Quality life makes people satisfied about their jobs, and they have a good attitude toward themselves and the firm. This promotes a positive emotional attitude for their different tasks (Judge et al., 2017). A suitable environment in the workplace can reduce occupational illness, sick leave, resignations and accidents at work. This increases happiness and satisfaction with work (Fisher, 2010). However, if the work environment work is improper and does not promote happiness, the efficiency of the work

may decline leading to decreased product quality and the inability to reach the target. The result is unhappiness and not being satisfied with work.

According to the management system in the College of Allied Health Sciences, Suan Sunandha Rajabhat University, the Samut Songkhram Education Center (hereafter the Center) has two groups of personnel: the academic faculty, such as teaching assistants, and the supporting team who assist the academic staff in areas like arranging classrooms and who cooperate with the university's headquarters in Bangkok. The Center is quite far from the main campus, and it lacks certain facilities. Interpersonal relationships among the team in terms of knowledge, tasks, thinking and attitude may affect the quality of life. The researcher's aim was to identify the factors related to quality of life in the personnel of the Center. The research may provide guidelines for developing and improving the quality of life and the working place. Satisfied staff with good attitudes would improve the efficiency of their work to accomplish the organization's goals and sustain development.

PURPOSES OF THE RESEARCH

1. To study the quality of life of the personnel at the College of Allied Health Sciences, Suan Sunandha Rajabhat University, Samut Songkhram Education Center.
2. To study the individual factors, such as type of staff, sex, age, education, income and work experience that relate to the quality of life of the personnel at the College of Allied Health Sciences, Suan Sunandha Rajabhat University, Samut Songkhram Education Center.

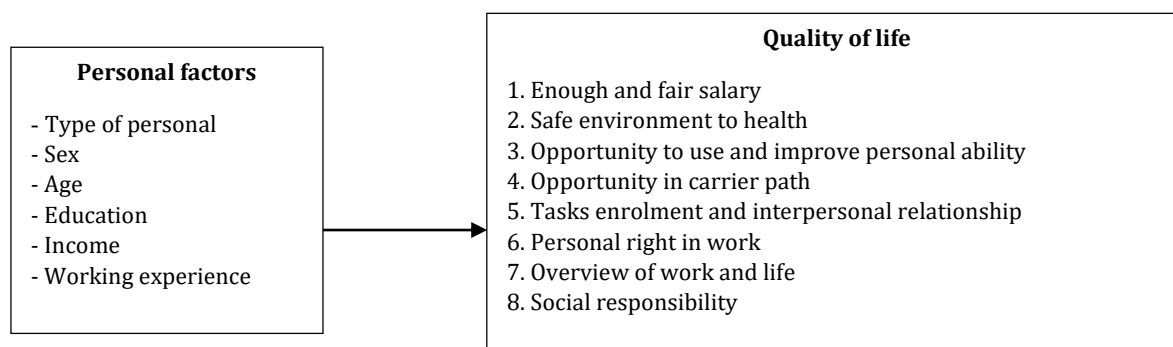


Figure 1. Conceptual framework of the factors related to the quality of life of the personnel at the College of Allied Health Sciences, Suan Sunandha Rajabhat University, Samut Songkhram Education Center.

RESEARCH METHODOLOGY

This was a quantitative study based on a questionnaire combined with descriptive research. The population of potential respondents comprised the 95 staff of the Center. There were 77 respondents in the sample, and according to Taro Yamane’s calculation, this had a *p*-value of .05 (Yamane, 1973). Stratified sampling was used to identify subgroups of the population, then simple random assignment was used without replacement.

STATISTICAL ANALYSIS

Descriptive statistical analysis including frequency, percentage, means and standard deviations was used to clarify personal factors such as type of personal, sex, age, education, income and work experience. Interpersonal data were analyzed by multiple regression.

RESULTS

1. Demographic data

Of the sample, 63.6% were educational professor and the rest belonged to the support team. Females were 75.3% of the sample. For levels of education, 45.5% had master’s degrees; 34.5% had bachelor’s degrees, 20.8% had

degrees above the master’s degree, and the remaining 3.9% were undergraduates. Those who were 31-35 years old made up 41.6% of the sample, while 19.9% were 26-30 years old and 10.2% were over 51 years old. 42.9% had Those with an average monthly income of 21,001-27,000 THB made up 42.9% of the respondents, while 31.2% earned 15,001-21,000 THB and 27,001-33,000 THB. Only 2.6% had incomes over 33,000 THB. Those with 1-3 years of working experience were 45.5%; those with 3-6 years were 35.1%, those with 6-9 years were X% and those with more than 9 years were 7.8%. Only 3.9% had less than one year of experience.

2. Factors related to the quality of life of personnel at the Center.

In general, the participants indicated that the quality of life was very good. The item with the highest score was cooperation and interpersonal relationship (M = 3.96) (Table 1). The chance to develop personal capabilities was the second (M = 3.85), followed by working and general life (M = 3.79), progression and stability of job (M = 3.66) and personal rights and social responsibility (M = 3.63). The item with the lowest response was income and safe environment (M = 3.48).

Table 1. Means (M), standard deviations (SD) and scores for factors related to the quality of life of personnel at the College of Allied Health Sciences, Suan Sunandha Rajabhat University, Samut Songkhram Education Center (N = 77)

Factors related to quality of life	M	SD	Score
Fair and adequate income	3.48	1.09	high
Safe environment for health	3.48	0.90	high
Chance to develop personal capability	3.85	0.84	high
Progression and stability of job	3.66	0.85	high
Cooperation and interpersonal relationship	3.96	0.78	high
Personal rights	3.63	0.88	high
Working and general life	3.79	0.83	high
Social responsibility	3.63	0.82	high

Considered in more detail, responses to items under Fair and adequate income had the following scores. Suitable for the responsibility (M = 3.96) had the highest score, followed by suitable with the current situation (M = 3.45) and enough for the expenses (M = 3.31) (Table 2). Satisfactory with the income was the least (M = 3.22). Under Safe environment for health, the highest score was for the concerning of the college (M = 3.68), followed by safe environment for health (M = 3.48) and safety on equipment (M = 3.45). The least was for hazardous

protection (M = 3.32). For Chance to develop personal capability, the highest score went to training for job development (M = 4.12), followed by self-confidence on job (M = 3.82). The lowest responses were for chance to improve knowledge and skill and opportunity to express ability and skill (tied at M = 3.73) Under Progression and stability of job, the highest score was for chance to train for improving skill (M = 3.75) followed by confident on decision making (M = 3.65) willing to improve skill (M = 3.64) and chance to reach higher position (M = 3.61). For

Cooperation and interpersonal relationship, the highest score went to cooperated and helped on request (M = 4.18), then self-esteem on succession (M = 3.92) and respect from colleagues (M = 3.79). Under Personal rights, able to talk and opened mind had the highest response (M = 3.75), then fairness on carrier path (M = 3.68), decision on the collage rather than personal (M = 3.47) and the fairness of executive (M = 3.44). For Working and general life, the responses were: respect on personal rights (M =

4.04), separation of job and personal issue (M = 3.82), satisfactory on time spending (M = 3.71), finish the job on time (M = 3.70) and willingness of executive to listen to the staff (M = 3.68) respectively. Items under Social responsibility received these responses: social response and proud to join the activities was highest (M = 3.69), followed by proud to be the staff (M = 3.65) and college assistant on social responsibility (M = 3.51).

Table 2. Means (M) standard deviations (SD) and scores for details under the factors related to the quality of life of personnel at the College of Allied Health Sciences, Suan Sunandha Rajabhat University, Samut Songkhram Education Center (N = 77)

Topic	M	SD	Score
Fair and adequate income			
1. Suitable for the responsibility	3.96	1.19	high
2. Suitable with the current situation	3.45	1.15	high
3. Satisfactory with the income	3.31	0.99	high
4. Enough for the expenses	3.22	1.00	high
Safe environment for health			
1. Concerning of the college	3.68	0.93	high
2. Hazardous protection	3.32	0.86	high
3. Safe environment for health	3.48	0.82	high
4. Safety on equipment	3.45	0.99	high
Chance to develop personal capability			
1. Training for job development	4.12	0.87	high
2. Self-confidence on job	3.82	0.79	high
3. Chance to improve knowledge and skill	3.73	0.77	high
4. Opportunity to express ability and skill	3.73	0.91	high
Progression and stability of job,			
1. Chance to train for improving skill	3.75	0.83	high
2. Chance to reach higher position	3.61	0.78	high
3. Confident on decision making	3.65	0.87	high
4. Willing to improve skill	3.64	0.90	high
Cooperation and interpersonal relationship			
1. Cooperated and helped on request	4.18	0.73	high
2. Self-esteem on succession	3.92	0.82	high
3. Respect from colleagues	3.79	0.78	high
Personal rights			
1. Able to talk and opened mind	3.75	0.78	high
2. Fairness of executive	3.44	0.91	high
3. Fairness on carrier path	3.68	0.85	high
4. Decision on the collage rather than personal	3.47	0.98	high
Working and general life			
1. Respect on personal rights	4.04	0.88	high
2. Willingness of executive to listen the staff	3.68	0.73	high
3. Finish the job on time	3.70	0.94	high
4. Separation of job and personal issue	3.82	0.80	high
5. Satisfactory on time spending	3.71	0.77	high
Social responsibility			
1. Social response of the college	3.69	0.71	high
2. Proud to be the staff	3.65	0.83	high
3. Proud to join the activities	3.69	0.84	high
4. College assistant on social responsibility	3.51	0.86	high

3. Relationship of demographic data to quality of life
Multiple regression was used to analyze how the type of personal and sex affected the responses about the quality

of life, progression and stability of sex to describe the quality of life of personnel by 44 percent as in table 3.

Table 3. Coefficients and statistic of demographic data and quality of life by multiple regression (N = 77)

Variable	Unstandardized Coefficients		Standardized Coefficient	t	p-value
	B	Std. Error	Beta		
Fixed value	3.542	.530		6.685	.000
Type of staff	.406	.134	.503	3.033	.003*

Variable	Unstandardized Coefficients		Standardized Coefficient	t	p-value
	B	Std. Error	Beta		
Sex	-.560	.082	-.623	-6.839	.000*
Age	.004	.023	.020	.188	.851
Education	.074	.153	.107	.486	.628
Average income	.100	.083	.222	1.201	.234
Working experience	-.014	.037	-.034	-.377	.707

p-value < 0.05, R² = 0.480, Adjusted R² = 0.435, F = 10.770

4. Relationship of fair and adequate income, safe environment for health, chance to develop personal capability, progression and stability of job, cooperation and interpersonal relationship, personal rights, working

and general life, social responsibility affect to the quality of life as in table 4. This is fair and adequate income, progression and stability of job able to describe the quality of work life of personnel by 55 percent.

Table 4. Coefficients and statistic of quality of life of personnel at the College of Allied Health Sciences, Suan Sunandha Rajabhat University, Samut Songkhram Education Center (N= 77)

Variable	Unstandardized Coefficients		Standardized Coefficients	t	p-value
	B	Std. Error	Beta		
Fixed value	5.242	.470		5.675	.000
Fair and adequate income	.407	.103	.443	1.343	.004*
Safe environment for health	.455	.320	.654	.567	.065
Chance to develop personal capability	.654	.453	.325	.653	.094
Progression and stability of job	.034	.213	.236	1.453	.003*
Cooperation and interpersonal relationship	.456	.024	.545	.879	.056
Personal rights	.657	.302	.255	.456	.054
Working and general life	.674	.503	.435	.179	.065
Social responsibility	.365	.056	.543	.547	.076

p-value < 0.05, R² = 0.520, Adjusted R² = 0.546, F = 11.454

DISCUSSION AND RECOMMENDATION

This research studied the quality of life and personal information by using a questionnaire. The sample comprised 77 staffs of the college, of whom 63.60% were education staff, 75.30% were female, 41.60% were 31-35 years old and 45.50% had a master's degree. The largest percentage (42.90%) had an average income of 21,001 – 27,000 THB, while 45.10% had 1-3 years of and working experience.

The opinions at the Center about the factors related to quality of life were as follows.

The high scores were justified for these factors: Fair and adequate income, safe environment for health, chance to develop personal capability, progression and stability of job, cooperation and interpersonal relationship, personal rights, working and general life and social responsibility. Personal factors that most affected the quality of life were type of staff and sex. These explained 48.00% of the variables concluded the impact to the quality of life of personnel at the College of Allied Health Sciences, but sex, education and working experience cannot refer to the quality of life in the same way as the research of Chartthai (2016) on the staff at Dhurakij Pundit University, where different personal factors had undifferentiated quality of life. Boonmee (2016) found that age, marital status and average income were not related to the quality of life, but education and working experience did affect the quality of life. Rattanupong (2015) found that income affected the quality of life, and Sangkeaw (2016) reported that education was significantly related to the quality of life of nurses. Phothiraj (2015) also found that age, marital status, average income and basic factors of life affected the quality of life in view of fair and adequate income.

The quality of life of the personnel at the College of Allied Health Sciences, Suan Sunandha Rajabhat University,

Samut Songkhram Education Center for both the education staff and the supporting staff were high in all eight topics studied. This means they are happy at work, that their jobs are of good quality, and they are given suitable payment. In terms of fair and adequate income, progression and stability of job can explain the variations in the quality of work life (Gul *et al.*, 2012). Related to the research of Phetpankan and Tubhirun (2016) reported that the quality of life of personnel at the Suan Sunandha Rajabhat University was good. The item with the highest score was social responsibility, and the least was stability and progression in carrier path. This is the same as the findings by Boonmee (2016) who reported that the quality of life of the Nadee district made them proud of their organization and they had good working attitudes. Krutsuk (2014) found the quality of life of staff in the university was good especially in the view of social benefits and standard of life. Phothiraj (2015) reported that the quality of life was good at the public university, and government operation would have yielded higher scores in all segments.

POLICY RECOMMENDATION

The executive board should consider fair and adequate income for the staff related to the current economic status, and it should consider payment equivalent to that of other organizations.

ACADEMIC RECOMMENDATION

1. A comparative study at an equivalent organization on the theme of quality of life should be conducted.
2. Routine meetings to gather suggestions would provide benefits that would improve the quality of life.

RECOMMENDATION FOR FURTHER STUDY

1. Other factors should be considered such as corporate relationship and internal communication.
2. Qualitative interviews would have gathered a higher level of information for use in the organization development.

ACKNOWLEDGMENTS

We would like to thank the reviewers for their helpful comments and suggestions. Thank you to dean and the College of Allied Health Sciences, Suan Sunandha Rajabhat University for their support.

FUNDING

This research received no specific grant from any funding agency in the public, commercial or not-for-profit sectors.

CONFLICT OF INTEREST

The authors declare no conflicts of interest.

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