

The Relationship between the Quality of Working Life and Organizational Commitment of Bangsue District Employees, Bangkok

Wasana Suridechakul

Abstract—This study is aimed to study the relationship between the quality of working life and organizational commitment of Bangsue District employees, Bangkok by collecting the data from questionnaires of Bangsue District employees, 100 people. The statistic used to analyze the data is percentage, average, standard deviation and hypothesis testing by statistical correlation coefficients of Pearson (Pearson Correlation). It was found that Bangsue District employees, Bangkok have the quality of working life and most function in high level. The average order descending are relationships with employees, environmental safety in the workplace, pride of the organization, developing the potential of employees, income, the progress, work-life balance, fair compensation and Job security of equality and justice in the organization. Bangsue District employees, Bangkok have the high level organizational commitment in all case. The average order descending are demand is determined to be a member of this organizations, willing to devote to work hard for the organisation ; confidence and acceptance of the target and values of the organization. It was investigated that the quality of working life of Bangsue District employees, Bangkok are impacted with the engagement overall in the similar way, which was relatively moderate level of correlation.

Index Terms—Working life, commitment, Bangsue district, improvement.

I. INTRODUCTION

Nowaday we have developed rapidly due to scientific progress, technology and seamless interface to the Internet effect to the other such as economic, social, political and cultural change. The compositions of these are the important factors that influence education in Thailand must reform education. Create a new strategy to improve the quality of education to meet the needs of the people of Thailand. The students have the potential to compete and collaborate creatively in a global society. Management approach in the current study focuses on providing students with the knowledge to make a solution, and can be maintained for life in society happily [1]-[5].

Organizations have realized that human resource is a resource that is very important is the executive creative control things and manage the care of other administrative errors occurred. The decision to choose the appropriate methods and technologies were used in the operation. Into products and services for the purposes of the organization

until the organization can lead to success. Now global changes have affected the way people conduct their lives. The work of man in all parts of the world allows all agencies, both public and private need to modify the process for the administration to be more efficient [6-11]. In particular, human resource management, which is a valuable resource and a priority of the organization to make quality improvement of the quality of work life for people in the organisation will be able to perform to their full potential. As a result, organizations achieve the objectives laid down. Such success can happen from the ability Attainments in the willingness, dedication and collaboration of employees within the organization. All of this must come from the employees in the organization of the quality of work life better, by satisfaction with regard to the employee before most others [12-14]. This caused a great work environment, career advancement and good jobs. Colleagues well compensation and benefits are sufficient to develop the knowledge, the ability of its employees, and communicated within the organization thoroughly. The quality of work life better mental well as cooperation in the work, it will be easier. The sense of being together, learn together, to the organization, it will happen. This will result in efficient operation and development organization makes further progress.

Bangsue District employee is the office staff plays a key role in driving the community to have a better living. Have been thoroughly a worker fulfill the government's policy focus on the people of Thailand are good lifestyle, a better quality of life [15]-[20].

Hughes and Cummings have divided the feature. The quality of working life as following is the eighth different ways [21]-[24].

1) Adequate & Fair Compensation, benefits or income and a means to earn an income and returns and consistent enough to maintain living standards. The work that is fair and reasonable, compared to other income.

2) Safe & Healthy Environment, refers to the practice of employees working in the right environment. Workplace health and does not affect the risk.

3) Development of Human Capacities, or to improve the means by which the worker has the opportunity to develop their capacity to work. Considering the nature of the work.

3.1 Task Identity

3.2 Task Significance

3.3 Feedback

3.4 Autonomy

3.5 Task Variety

4) Growth & Security, refers to the type of work that promotes stability and progress in their careers. This addition will help maintain and enhance the skills of those

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Wasana Suridechakul is with the Faculty of Humanity and Social Science, Suan Sunandha Rajabhat University, Bangkok, Thailand (e-mail: wasana.sur@ssru.ac.th, ajanyok@yahoo.com).

already working. The work has also been recognized by society and their families.

5) Social Integration, refers to a part of the work is likely to interact with other people and to be recognized by colleagues. Working with a warm, friendly atmosphere of generosity among these are free from discrimination.

6) Constitutionalism, refers to the administration of justice. Appropriate action against the person. The work has earned the respect of the rights and individuality. Supervisors agree to hear the work. The atmosphere of equality and justice organizations.

7) Total Life Space, refers to a condition in which individuals have a balance in life between work and free time from work. There is a time to relax from the duty.

8) Organization Pride, represents the knowledge of employees, is proud to work in a reputable organization and get to know the organization and the director of corporate social responsibility.

The researcher was to conduct research on the quality of work life and organizational commitment of employees in Bang Sue District, Bangkok. The current living conditions have increased competition is very high in all aspects. In densely populated areas that impact on mental health. This will affect the performance in duty. The study was to see ways to improve various factors within the organization to respond to mutual recognition. This will lead to an improvement in performance and guide improvement and enhance the quality of working life of employees in Bangsue District accurately and appropriately, higher efficiency to bring benefits to Bang Sue District.

II. METHODOLOGY

A. Objective of the Study

- 1) To study the level of the quality of working life of employee in Bangsue District, Bangkok.
- 2) To study the relation between the quality of working life and organizational commitment of employee in Bangsue District, Bangkok.

B. Hypothesis for Study

The quality of working life of employee in Bangsue District., Bangkok relate to organizational commitment to Bangsue District, Bangkok.

C. Tools Used in the Research

Scope of research

The aim of this research is to study the relationship between the quality of working life and organizational commitment of Bangsue District employees, Bangkok.

The research is as follows:

- 1) The research community is in Bangsue District, Bangkok.
- 2) The variables used in the Research are:
 - a) Variables is the beginning of quality of working life.
 - b) 2.2 Variable is the result of the commitment.

Conception Framework

How to do research

This research is carried out as follows:

1. Population and sample group population.

The population used in this research consists of population for developed a variety of community development and

sustainable growth in the User research has created and developed by: a Bangsue District employee.

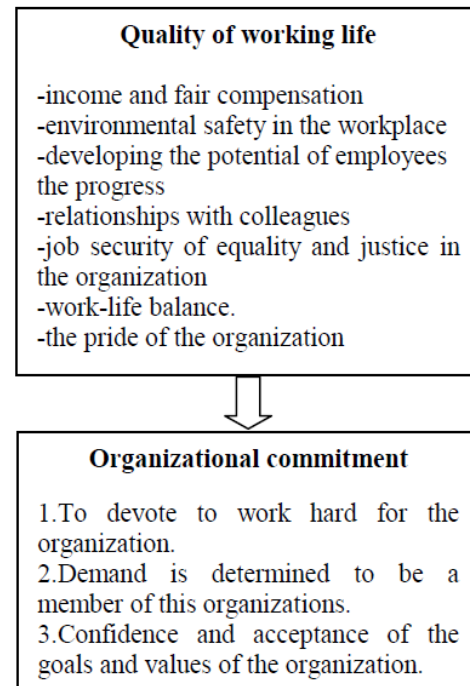


Fig. 1. Conception framework of the research.

Sample group use the selection by Purposive Sampling with the sample group of 100 people.

That is used to make the selection from this research group.

The above population by selecting a specific (Purposive Sampling) is a representative to join the program at a organization of 100 people, as well as all the criteria considered.

2. Tools.

2.1 The tools used in the study.

2.1.1. The tools for collected data in the form of a draft from a organization of the 100 people who are in-depth interviews.

2.1.2. Delphi Technique is a tools to used to test the relationship between commitment and quality of working life :

1) Pattern for the test about commitment and the relationship between quality of working life in Bangsue District, Bangkok.

2) The survey of the think of experts.

2.2 Tools to research.

There was an interview with a Structured Interview. A Opened interview with the relationship between commitment and a quality of working life in Bangsue District, Bangkok by the occassional to be able to answer a question with a very independent concept is the question.

There is a method as describe below :

1) Theory and document research, that is with the relationship between a commitment and quality of life.

1.1) The theory that occur in the development

1.2) The organization development.

1.3) Output of the development.

1.4) Process of the development.

1.5) Other documents.

2) Workshop described as below:

- 2.1) To study the data in Bangsue District, Bangkok.
- 2.1.1.) To study organization problem.
- 2.1.2.) To study relation between commitment and quality of working life in Bangsue District, Bangkok.
- 2.2) Brainstorming.
- 3) Sandel's froth used to process for the relationship between commitment and quality of working life.
3. Data collection
- 3.1 Data collection questionnaire from the experts is as follows:
 - 3.1.1. The research has a question in the process and want to give details, or more comments.
 - 3.1.2 Delivery by post.
 - 3.1.3. Interview form with a representative from the Bangsue District employee.
 - 3.1.4. Verify and collect data of all datas.
 - 3.1.5. All of the interviews to create a form of commitment and quality of working life.

D. Data Analysis

1. Used a computer program to collect a data analysis.
2. The characteristics of tools for the improvement tool.
The relationship between the objective as below :
The statistics used in the data analysis.
 1. Statistics used
 - 1.1 Percentage value.
 - 1.2 Median value
 - 1.3 Interquartile Range
2. The statistics used in the analysis tool to find quality of tool.
 - 2.1. Validity
 - 2.2. Reliability

III. RESULT AND DISCUSSION

Part I

- I. The study found that most of the populations are female age between 3-04 0years old in Bachelor's degree, operational staff who has the revenue between THB 10,20-001, 000and duration of working between 10-2 0years.
- II. The opinion level of Bangsue District employee about quality of working life.

We can conclude the result as follow: Overall the quality of working life of employee, in high level (Mean=3.90) S.D.= (0.567 when considering any sort descending below. The staff reviews the quality of life is most proud of the organization. The second is the relationship with colleagues, Environmental safety in the work, develop the potential of employees, the advancement and job security, Equality and justice organizations revenue and fair compensation, respectively and the final ranking is the balance of the work.

Income and fair compensation ,in high level in high level (Mean=3.76)) S.D.=(0.629. When the item is sorted in descending order as you please, income and benefits received by the organization. You get income or compensation that suits your ability. You have to earn the right to practice and you are happy to work overtime will not be paid overtime, environmental safety in the workplace, The images included in the average level of 3.94 (S.D.=0.453) when considering any sort descending below has been prepared by the organization. For hedges in operations such as fire, theft, windstorm, colleagues and employees follow the rules of the organization to prevent

errors that may occur strictly in place. To work with the appropriate equipment and technology, favorable to the work place and the work atmosphere. A good and conducive to collaboration, work happily.

Developing the potential of employees, the overall level averaged 3.93 (S.D.=0.553) when considering any sort descending below the organization allowing staff. Everyone has the opportunity to continue their education. The organization supports the development of knowledge, with the training and continuous development. Developed the new knowledge of the work is always a source of research and information that can be searched quickly and easily.

The progress, The progress and stability in the whole career at a high level, with an average 3.92 (S.D.=0.560) when considering any sort descending below. Ensure organizational stability can make the job until retirement. Supervisors and colleagues support and encourage the advance. Position higher. A corporate structure that is conducive to progress in. Positions higher, respectively. Sequence and organization criteria slider, Position clear.

Relationships with colleagues, the overall level averaged 3.98 (S.D.=0.515) when considering any sort descending below colleagues to respect the privacy of each other. The organization has built up a good relationship always. Head and his colleagues listened to the opinions of their employees and employees and colleagues. There is an exchange of opinions with them.

Job security of equality and justice in the organization, at a high level with an average of 3.85 (S.D.=0.751) when considering any sort descending below. The management of the equity in operations management feedback and implement changes. Improvement suggestions of subordinates. Employees receive a fair evaluation of the work the annual performance and its employees have been unfair to raise the annual and the position of both countries to work, full capacity.

Work-life balance, The images included in the average level of 3.73 (S.D.=0.506) when considering any sort descending below. Family members are understood to collaboration. The employee Employees have sufficient time for operations on a daily basis. Employees have the opportunity to vacation leave or go to. The personal business properly and staff feel at for overtime work the relationship between you and the family are bound together less.

The pride of the organization, the pride in the organization overall level averaged 4.11 (S.D.=0.573) when considering any sort descending below. Staff are available to maintain the reputation of this organization willingly. Is proud to be an employee of the organization's work in this organization. The employees and their families a better living and to work for this organization. The employees are recognized and respected person in the society.

The opinions of the Bangsue District employee.

Confidence and the goals and values of the organization is moderate with an average of 3.71 (SD=0.773.) when the item is sorted in descending order as follows policies and goals. The organization is not metaphysical values are what organization you agree. The administration of the organization's management that complies with the current situation. Performance targets in line with the organization's staff and employees on compliance with corporate policies.

Part II

Organizational commitment.

1. Confidence and acceptance of the goals and values of the organization, in moderate level (Mean=3.71) (S.D.=0.773), consider in order from descending as follow :

Policy and goals, the organization is not metaphysical values are what organization you agree. The administration of the organization's management that complies with the current situation. Performance targets in line with the organization's staff and employees on compliance with corporate policies.

2. To devote to work hard for the organization, in moderate level (Mean=4.00) (S.D.=0.719), consider in order from descending as follow: The organization works hard is moderate with an average of 4.00 (SD = 0.719) when considering any sort descending below. The staff is ready to devote energy and tenacity in working for the progress of the organization. When assigned staff are dedicated to make it work, often achieve the work assignments completed on time and on obstacles encountered in the organisation. The work will not stop the operations.

3. A member of this organizations, in moderate level (Mean = 3.89) (S.D.=0.935), consider in order from descending as follow: When considering any sort descending below. I can think of that has come true. The organization is a decision that does not crash. Do you have confidence in the service. Work with organizations you do not even have the opportunity to change jobs for better opportunities, and if you change jobs you thought would not suffer post. Thus, the success of the work being.

Overall the organizational commitment, in high level (Mean =3.86) (S.D.=0.809), consider in order from descending as follow : The engagement of staff. The most common is a willingness, the organization works hard to lower the need resolutely to become a member of the following organizations and the last is the confidence and the goals and values of the organization.

IV. CONCLUSION

The result from the study of the quality of working life and the engagement of the Bangsue district employees. (The quality of working life : income and fair compensation, environmental safety in the workplace, developing the potential of employees, the progress, relationships with colleagues, Job security of equality and justice in the organization, work-life balance and the pride of the organization) The work can be said to relate to the commitment of the organization. It was found that quality of working life is associated with all aspects of service behavior. Engagement of all aspects relating to the behavior of the service and in accordance with the other researches that study with the similar results.

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Wasana Suridechakul was born in 1980 in Bangkok, Thailand. She obtained a doctoral degree in management in 2013.

She is a lecturer in field of social innovation management with the Faculty of Humanity and Social Science, Suan Sunandha Rajabhat University, Bangkok, Thailand.