

QUALITY OF WORKING LIFE AFFECTING THE PERFORMANCE OF ELECTRICIANS IN STATE ENTERPRISES

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ABSTRACT

The objectives of this study were (1) to study the work efficiency of electricians in state enterprises and (2) to study the quality of working life that affects the work efficiency of electricians in state enterprises. The sample group used in this research was 390 electricians in state enterprises. A questionnaire was used as the data collection tool. The statistics used for descriptive analysis were frequency, percentage, mean, and standard deviation. Hypotheses were tested for comparison using t-test and multiple regression.

The research results found that electricians in state enterprises with different ages, status, length of employment, education level, and average monthly income had different work efficiency. In terms of quality of work life in terms of social acceptance, democracy in work, and work-life balance, they had different effects on work efficiency.

Keywords: Quality of working life, Work efficiency, Electricians

INTRODUCTION

Quality of Work Life is a concept about the quality of work life that has arisen and is widespread in industrialized countries where English is the main language. However, at the same time, in other countries, the concept of quality of work life has also arisen. This concept is related to people, who are valuable and important resources for the organization. Therefore, caring for human resources is an issue that organizations should give importance to. The issue that must be given importance is the quality of work life of people in the organization because it is a factor that will affect the work of employees. If employees are cared for, have a good quality of life, are compensated appropriately, have sufficient welfare, and have opportunities for advancement in their positions, it will be a morale booster for employees who perform well and are responsible for their duties to encourage them to work and motivate them to be enthusiastic in their work, create motivation, and make employees have a good attitude towards the organization, create commitment and loyalty to the organization. Employees who perform to their full potential will result in efficient work for the organization. [1].

When considering the 12th National Economic and Social Development Plan (2017-2021) that focuses on the results of giving workers in the country a good quality of life and happiness, at the same time, quality of work life is very important in today's work because people are important resources,

valuable social capital. Currently, most people have to enter the work system, have to work in order to survive and meet basic needs. Since people have to work in the workplace for the most part, there should be appropriate conditions that create happiness in both body and mind, have a sense of stability in physical health, emotional health, spiritual health, and social health. Quality of work life has a great effect on work, namely, it creates a good feeling about oneself, creates a good feeling about work, and creates a good feeling about the organization. In addition, it also helps promote mental health, helps progress, develops oneself to be a quality person of the organization, and also helps reduce the problem of absenteeism, resignation, accidents, and promotes good productivity and service, both in terms of quality and quantity (Tippawan Sirikoon. 1999) [2].

The Provincial Electricity Authority Strategic Plan 2014-2023 has defined the main roles and responsibilities in operations and their implementation to achieve maximum efficiency that will affect the success of the organization's operations in order to develop and enhance the knowledge, skills, and abilities of different groups of personnel, including the efficiency of human resource management related to recruitment, selection, appointment, training, development, performance evaluation, compensation and welfare, and promotion consideration, which will directly affect the quality of life of employees. If the organization has a good human resource system, it will also allow employees to work efficiently. [3].

For the reasons mentioned above, the researcher is interested in studying the quality of working life that affects the work efficiency of electricians in state enterprises, which will be useful for organizations planning to promote the quality of life of employees, including enabling the organization's operations to achieve its set goals. [4].

OBJECTIVE

1. To study the work efficiency of electricians in state enterprises.
2. To study the quality of working life that affects the work efficiency of electricians in state enterprises.

Hypothesis

1. Electricians in state enterprises with different demographic factors have different work efficiency.
2. Quality of working life affects the work efficiency of electricians in state enterprises.

Literature Review

From the study of documents and research related to the quality of working life that affects work efficiency, it was found that Walton (1974) and the International Labor Organization (Delamotte, Y. & Takezawa, S. 1984 : 11-12) mentioned 8 aspects of quality of working life: (1) Receiving sufficient and fair compensation for work (2) Working conditions that take into account safety and promote health (3) Job security and advancement (4) Opportunities to develop personal abilities (5) Working together and relationships with others (6) Organizational democracy and personal rights (7) Work-life balance (8) Characteristics of work that are beneficial to society. As for Simon's concept of work efficiency (Simon, 1960), it can be summarized into 3 aspects: (1) Quality of work (Quantity) (2) Speed of work (3) Quantity of work (Quality)

METHODOLOGY

This research is a quantitative research to study the quality of working life that affects the work efficiency of electricians in state enterprises. The research methodology is as follows:

Population and sample

The population used in this research is 27,886 electricians in state enterprises (data as of December 31, 2023).

The sample used in the research is 390 electricians in state enterprises, which were obtained using Yamane's sample size determination method (Yamane, 1973: 125) at a 95% confidence level and simple random sampling to obtain a representative sample of the entire population.

Variables

Independent variables consist of

- (1) Demographic factors, namely age, status, education level, length of employment, average monthly income
- (2) Quality of work life, namely (2.1) Receiving adequate and fair compensation for work (2.2) Working conditions that take into account safety and promote health (2.3) Job security and advancement (2.4) Opportunities to develop personal abilities (2.5) Working together and relationships with others (2.6) Organizational democracy and personal rights (2.7) Work-life balance (2.8) Characteristics of work that are beneficial to society

Dependent variables include the work efficiency of electricians in state enterprises, including work quality, work speed, and work quantity.

Research instruments

The instruments used in this research are questionnaires that the researcher has created from collecting data from studying concepts and theories from related research to study the quality of working life affecting the work efficiency of electricians in state enterprises. It consists of

Section 1 General information on personal factors, including age, status, education level, duration of employment, and average monthly income. It is a checklist questionnaire with 5 items.

Part 2 is a questionnaire about the quality of work life in 8 components: (1) Adequate and fair compensation (2) Working conditions that take into account safety and promote health (3) Job security and advancement (4) Opportunities to develop personal abilities (5) Working together and relationships with others (6) Organizational democracy and personal rights (7) Work-life balance (8) Characteristics of work that are beneficial to society, with 40 items.

Part 3 is a questionnaire about work efficiency in 3 components: (1) Quality of work (2) Speed of work (3) Work quantity with 15 items.

Part 2 and Part 3 are Likert scale questionnaires with 5 levels: the most, the most, the most, the moderate, the least, the least.

The researcher checked the quality by finding content validity and reliability as follows:

1. Finding content validity by taking the created questionnaire Consult with experts to check the accuracy and appropriateness of the content of each question to see if it is in line with the research objectives by analyzing the Item Objective Congruence (IOC) index, where the criterion of the criterion of 0.50 and above is considered consistent (Songsak Phesee-orn, 2008).

2. Finding the reliability value, which is a value that shows how reliable the questionnaire is by taking the questionnaire by collecting data with a sample group (Try out) with 30 electricians in a state enterprise organization who are not the actual sample group and testing the reliability of the data by finding the Cronbark's Alpha correlation coefficient, which gave a reliability value of 0.961, which is considered to be reliable according to the criteria, which must be greater than 0.6 (Sekaran, 2003).

Data Analysis

1. Descriptive Statistics are used in data analysis as follows:

1.1 Percentage and frequency with variables with group measurement level, namely, personal factors: age, status, education level, length of employment, and average monthly income

1.2 Mean and standard deviation with variables with quantitative measurement level, namely, quality of work life and work efficiency of electricians in state enterprises

2. Inference Statistics are used in data analysis as follows:

2.1 Work efficiency of electricians in state enterprises classified by status using t-test statistics

2.2 Work efficiency of electricians in state enterprises classified by age, education level, length of employment, and average monthly income using Oneway ANOVA data analysis. If differences between variables are found, pairwise comparisons will be made using the LSD method

2.3 Quality of work life affecting work efficiency of electricians in state enterprises. Using data analysis with multiple regression analysis

RESULTS

The results of the analysis of personal factors found that age, status, education level, and average monthly income found that most electricians in state enterprises were between 30-40 years old, were married, had an education level lower than a bachelor's degree, had been working for 5-10 years, and had an average monthly income of 20,001-25,000 baht.

The results of the analysis of work quality of life

The results of the analysis of the overall mean and standard deviation of work quality of life in 8 components are shown in Table 1.

Table 1
Mean and standard deviation of work quality of life by aspect and overall

Quality of working life.	Mean	S.D.	Interpretation
1. Adequate and fair compensation	3.98	.661	Much
2. Working conditions that take into account safety and promote health	3.94	.682	Much
3. Job security and advancement	3.92	.696	Much
4. Opportunities to develop personal abilities	3.94	.676	Much
5. Working together and relationships with others	3.90	.609	Much
6. Organizational democracy and personal rights	3.89	.687	Much
7. Work-life balance	4.04	.691	Much
8. Characteristics of work that are beneficial to society	4.01	.676	Much
Overall	3.98	0.82	Much

The results of the analysis of work efficiency

The results of the analysis of the overall mean and standard deviation of work efficiency in the 3 components are shown in Table 2.

Table 2
Mean and standard deviation of work efficiency in each aspect and overall

Quality of working life.	Mean	S.D.	Interpretation
1. Quality of work	4.00	.641	Much

2. Speed of work	4.02	.647	Much
3. Work quantity	4.05	.574	Much
Overall	4.02	.617	Much

Hypothesis Test Results

Hypothesis 1 Electricians in state enterprises with different demographic factors have different work efficiency. It was found that electricians in state enterprises with different age, status, education level, working years (years), and average monthly income have different work efficiency.

Hypothesis 2 Quality of work life affects work efficiency of electricians in state enterprises. It was found that working conditions that take into account safety and promote health, collaboration and relationships, and work-life balance affect work efficiency of electricians in state enterprises.

CONCLUSION

From the findings of this research, the researcher has discussed the important points as follows:

The results of the study on the work efficiency of electricians in state enterprises

Overall, there were opinions at a high level, with the highest work efficiency in terms of work volume. It can be concluded that electricians in state enterprises can complete their work according to their goals, prioritize their work, and plan and manage their work for success in work efficiency and effectiveness, which is consistent with the research of Chananya Thongsuk (2019) who found that work efficiency in terms of work volume was at a high level, meaning that the work volume must be in accordance with the goals of the organization that have been set, prioritize the work volume, and plan and manage the work volume for success in work. This is different from the research of Panida, N. Boonying, J. Pruksaarporn, S. Khlungsaeng, W. Sudsawart, J. Na-Songkhla. R. (2024). who found that work performance factors affect the work efficiency of personnel in terms of work characteristics and responsibilities.

The results of the study on the quality of work life of electricians in state enterprises

Overall, there were opinions at a high level, with the highest work quality in terms of work-life balance, indicating that electricians in state enterprises have long working hours and lack flexibility in their work, which is due to the fact that the Provincial Electricity Authority does not have enough technicians. Affecting work efficiency, therefore, organizations should give importance to time management along with carrying out activities that build relationships with family members, such as organizing joint activities with family members, providing sufficient exercise places, and providing appropriate leave rights, which is consistent with the research of Ausuma Sakpaisan (2015) who stated that quality of work life, balance in life and family, the work of employees who live their lives at work and with family or private life without conflict, shows an identity that is consistent between career and a good way of life.

SUGGESTIONS AND FUTURE WORK

Suggestions

1. The agency should listen to employees' opinions and suggestions, promote participation, organize activities to strengthen the relationship between employees and executives.

2. The agency should encourage employees to allocate working time and personal time to get enough rest, and provide exercise space sufficient for the number of employees, or provide a relaxation corner to relieve stress from work, organize activities for employees and their families so that employees have time to do activities together and have time for their families.

Future research

1. There should be a study of qualitative quality of life data in parallel to obtain more in-depth information so that the obtained data can be used as a guideline to improve the quality of work life.

2. There should be a comparative study of the quality of life of employees in each job position or management level or area group to clearly see the problems of quality of work life in order to use it as a guideline to improve and develop employees to have a more comprehensive quality of work life.

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