

Quality of Life, Well-Being and Work Efficiency Survey of Personnel at Don Mueang International Airport, Bangkok, Thailand

Suwimon Maliwan ^{1*}

¹ Department of Airline Business, APDI., Kasem Bundit University, Bangkok, Thailand Corresponding author, E-mail: suwimon.mal@kbu.ac.th

Abstract

Objectives: 1) To study personal information of personnel at Don Mueang International Airport. 2) To study the quality of life of personnel. 3) To study the health of the well-being 4) To study the work efficiency of personnel **Research methodology:** Quantitative research using questionnaires to collect data from personnel at Don Mueang International Airport 406 people Statistics used Frequency distribution, percentage, arithmetic mean, and standard deviation T-test F-test **Research results:** The results indicated that 1) Quality of life in occupational safety in work well-being was at the highest level (\bar{x}) 7.89. 2) In social well-being in productivity was at the highest level (\bar{x}) 8.18. 3) In terms of throughput the results showed that quality of life correlated with work efficiency was at the highest level (\bar{x}) 8.02. 4) Well-being correlated with work efficiency was at the high level. **Theoretical/Policy:** Don Mueang International Airport should provide opportunities for building relationships in the agency and between departments, fairness in compensation, in terms of remuneration, consider adjusting to the situation and the economy. People will have sustainable loyalty and maintain the human resources of the organization.

Keywords: quality of life, well-being at work, work efficiency

Introduction

Successful organizations often focus on resource management tasks, human executives value employees. Both the thoughts and mental state of the members of the organization. If the members of the organization have a good quality of life, they can make quality work and can also encourage the industry to drive growth. This includes factors that improve service by incentivizing employees to work, working environment, including

safety and health of members on-premises. People are a very important factor of management, creating a quality of working life for employees in that organization. It is very necessary to pay attention to the quality of life. It is managed in all issues related to human work, namely working hours, work environment, career advancement opportunities, welfare, relationships between members of the organization and supervisors. (Somnan Suttarat and Kanyada Chargeart,2015) The World Health Organization has established guidelines for promoting well-being in the workplace to drive the efficiency and productivity and competitiveness of the organization. Organizations must consider four approaches, which are as follows: Physical work environment, the physical work environment may refer to: parts of workplace facilities such as buildings, air, machinery, furniture, products, chemicals, materials and processes that appear in the workplace. This affects both physical and mental safety as well as the well-being and livelihood of employees. The physical environment is the basis of occupational safety and well-being. and affect the work, illness Injury and may cause disability or death. Psychosocial work environment may refer to: organizational function, corporate culture, attitudes, beliefs, values and practices It can cause stress, such as a lack of clear policies and guidelines in the organization, lack of support for a healthy lifestyle. Personal health resources in the workplace may refer to: environment supporting, health services news resources and opportunities provided by the company or organization for employees, or encouraged or motivated to improve or maintain a healthy lifestyle. Monitoring and supporting both physical and mental health and, finally, taking care of the social environment around the company enterprise community involvement. It is the connection of the surrounding communities with the company, such as activities, skills, to build the company's bond with the community. Impact on physical and mental health, safety and well-being of employees and their families unique. Ekaluck Chumpuchai (2018) Quality of life is an element of well-being and a factor of working successfully. It is about having a good quality of life at work when people have a well-being life, good work will have positive results for both the worker and the organization, such as happiness and satisfaction, motivated to work it causes good feelings for oneself, per job and to organization. It also promotes mental health, self-improvement over time. Prosperity is a person who has the potential and desire of the organization in accordance with the Dessler (2000).

The employee's work may have problems such as physical health problems,

diminishing the potential of employees to work, all affecting both physical and mental problems. Good health may refer to: the person's livelihood is happy both physically and mentally, not only without disease, but also with a healthy body and a healthy mind. Complete well-being includes physical, mental, social and intellectual well-being if employees in the organization have a quality of life and mental well-being will help the organization to be more efficient and achieve the goals of the organization. The aviation industry is important for promoting and developing the economy, society, tourism and other aspects of the country are very much. In addition, there is a continuous improvement, including in the field of staff care in the organization, to optimize the management and operation of the airport in accordance with safety and security standards. This is an important factor for airports and ensures proper security readiness (Airport Authority of Thailand, 2016).

Research Objectives

1. To survey Passenger's personal information at Don Mueang International Airport
2. To survey the quality of working life at Don Mueang International Airport
3. To survey the well-being of personnel at Don Mueang International Airport
4. To survey the work efficiency of personnel at Don Mueang International Airport

Concept, Theory, Conceptual framework

Maslow's theory of motivation (Maslow, 1970), a British psychologist, was the first to establish a general theory of motivation and it is widely accepted, such hypotheses suffice to say as follows

1. Human beings have endless needs while any needs have already been met, other demands will take over endlessly.

2. Other needs will replace this process endlessly and will start from birth until death. The needs that have already been met will not be longer predisposition of behavior only unfulfilled needs are the incentive of behavior.

3. Human needs are hierarchy of need, i.e. when low levels of demand are met, then high levels of demand are demanded instant response (Maslow, 1970)

Herzberg's two-factor theory Herzberg, Mausner & Snyderman (1959) It has concluded as a two-factor theory that there is a type of factor that contributes to job

satisfaction be called predisposition factors and another type that causes dissatisfaction with the work done is called the hygienic factor, details are as follows:

1. Motivation factors are the factors that motivate you to work. People are satisfied with the work they do (satisfaction). To increase work efficiency, there are 5 aspects as follows: 1) Achievement. 2) Recognition 3) Nature of work 4) Responsibility 5) Advancement

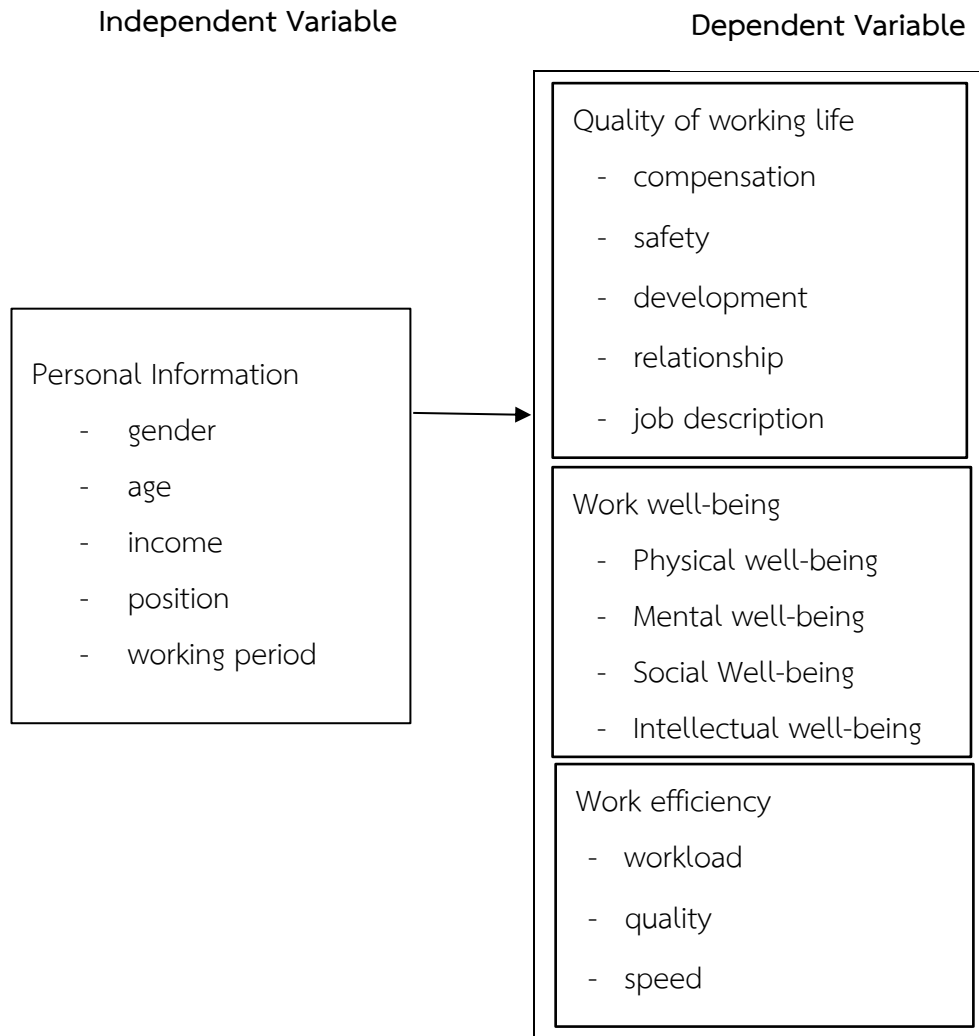
2. Hygiene factors, these factors are not incentives to increase productivity or increase efficiency, but demand. This only prevents job dissatisfaction if this factor is insufficient or inconsistent with the task. The needs of the people will not be satisfied at work.

The concept of work efficiency theory (Peterson and Plowman, 1989), which defines four elements of work efficiency: quality of work, the amount of work, time and expense, which is suitable for the organization.

Related Literature

Chalermkwan Meksuk and Prasapchai Pasunont (2017). Study of quality of work quality factors that affect the engagement of employees at the operational level. Siam Fittings Co., Ltd. found that the overall level of working quality of life was moderate, the level of engagement with the organization as a whole is very high. There are 3 factors that affect engagement with the organization: collaboration and relationships with other people, work-life balance, and relevance and social benefits. Supapichaya Chusap (2018) studied self-development to have complete well-being by presenting Moho or model of human occupation. It is a model of human lifestyle activities for building relationships and exchanging experiences and ideas, joint action between service providers and occupational therapists by evaluating and distinguishing problems to target individuals from different factors. Ekachai Rujikamolpong (2018) Study on quality of life of personnel of the Faculty of Humanities and Social Sciences, Burapha University, it was found that gender, age, education level, line type work experience, income level different line groups have different quality of working life and Sirinapa Taranad (2018) studying the opinion level of core competencies performance incentives in the work of local government officials in Chom Thong district, Chiang Mai province. The study found that the core competencies were the most common, in the field of teamwork, the most motivating factor, in terms of career advancement and job success, the most in terms of speed.

Conceptual Framework



Research Methods

Populations and samples used in research

The research population is personnel on duty at Don Mueang International Airport, which is an infinite population since they are both full-time personnel of Airports of Thailand Co., Ltd. and from external supply companies, the formula for calculating the unknown population of Cochran (Cochran, 1977) is used. The sample was 384.16 or 385 people for the least discrepancy. The researcher actually collected 406 samples and used them all to analyze the data.

Research Tools

Semantic Differential Scale Likert Scale questionnaire (fill in options if you can't answer (Siriluck Suwanwong, 2010)

Present the questionnaire to 3 experts for Index of item – objective congruence (IOC) of the question. All questions have consistency Index between 0.67-1. It is then tested (Try Out) on samples that are close to the actual sample. It has a reliability of 0.929.

Data Collection

Primary Data the researcher collected data directly from personnel on duty at Don Mueang International Airport using tools suitable for data collection. It uses a non-probability and purposive sampling method. And collect data with paper queries alongside questionnaires converted to Google Form.

Secondary data the researcher collected data obtained from electronic documentation, including: related research, journals, magazines, and websites to obtain basic information related to the research.

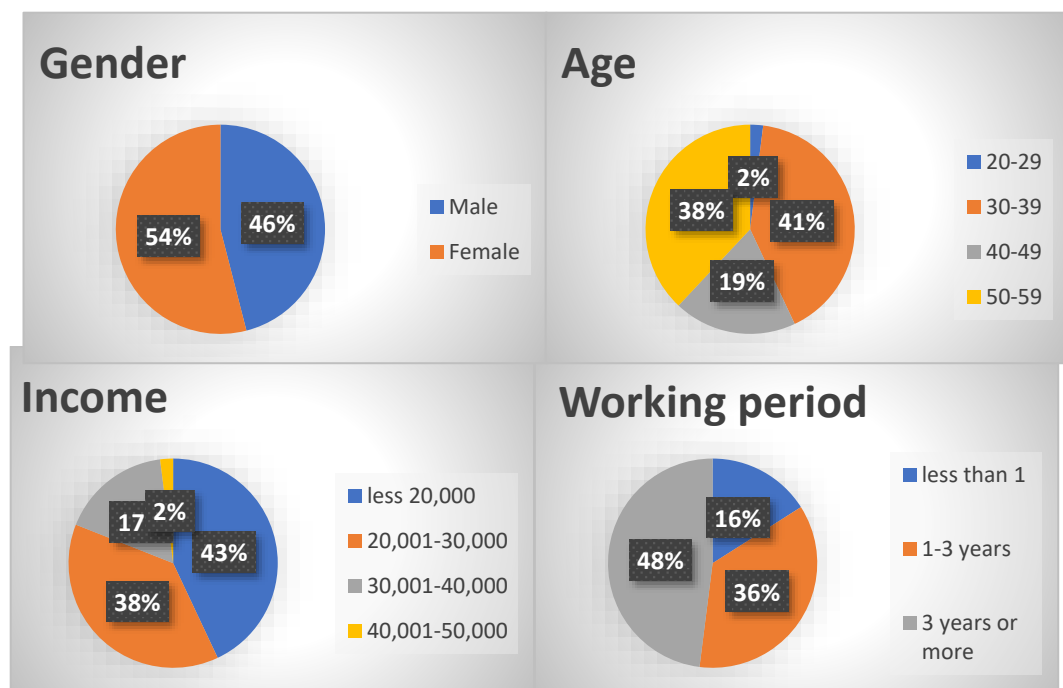
Statistics used in research

Descriptive statistical analysis

Analysis of personal factors, quality of working life, work well-being and work efficiency of personnel with frequency distribution, percentage, mean, standard deviation.

Research Result

Part 1 Results of personal data analysis of personnel performing their duties at Don Mueang International Airport



The survey found that 54 percent of respondents were female, 46 percent were male, 41 percent were aged 30-39, followed by 20-29 years old, 38 percent aged 40-49, 19 percent and aged 50-59 at 2 percent. In terms of income, 43 percent of them earned less than 20,000 baht. This was followed by 20,001-30,001, 38 per cent. 30,001-40,000 17 percent and 40,001-50,000 2 percent Job titles were found to be the most employees within the airport. 64 percent this was followed by receptionist 31 percent, other positions 3 percent and flight attendants, 2 percent. The maximum working period is 3 years or more, 48 percent, followed by 1-3 years, 36 percent, and less than 1 year, 16 percent, respectively.

Part 2: Analysis of data on the quality of working life of personnel at Don Mueang International Airport

Quality of work life	(\bar{x})	S.D.	Comment level
Compensation	6.97	2.01	high
Safety at work	7.89	1.71	high
Development	7.50	1.85	high
Relationships with colleagues	7.74	1.79	high
Job Description	7.80	1.83	high

It was found that the quality of life at work of respondents was the highest priority in occupational safety (\bar{x}) 7.89 followed by job description (\bar{x}) 7.80 Relationship with colleagues (\bar{x}) 7.74 Progress (\bar{x}) 7.50 and compensation (\bar{x}) 6.97, respectively.

Part 3: Analysis of data on the well-being of personnel at Don Mueang International Airport

Work Well-being	(\bar{x})	S.D.	Comment level
Physical well-being	7.26	2.06	high
Mental well-being	7.81	1.71	high
Social Wellbeing	8.18	1.72	high
Intellectual well-being	7.48	2.03	high

It was found that the work well-being that personnel at Don Mueang Airport attaches the most importance to is social well-being (\bar{x}) 8.18, followed by mental well-being (\bar{x}) 7.81 Intellectual Wellbeing (\bar{x}) 7.48 and Physical Wellbeing (\bar{x}) 7.26, respectively.

Part 4: Analysis of data on the Work efficiency of personnel at Don Mueang International Airport

Work efficiency	(\bar{x})	S.D.	Comment level
Workload	7.68	1.82	high
Quality of work	8.02	1.66	highest
Speed	7.38	2.09	high

It was found that the work efficiency of personnel at Don Mueang Airport gives the highest importance to quality of work (\bar{x}) 8.02 This was followed by workload (\bar{x}) of 7.68 and Speed (\bar{x}) 7.38, respectively.

Summary and Discussion

Summary

The respondents were the most female, the average age is 30-39 years, earning less than 20,000 baht, most of them are employees who have worked at Don Mueang International Airport for 3 years or more, pay the most attention to the quality of life at work. In occupational safety work well-being is the most important aspect of social well-being, and productivity places great importance on the quality of work.

Discussion

Objective 1: To survey personal information of personnel at Don Mueang International Airport, personnel at Don Mueang Airport are the most female, the average age is 30-39 years, earning less than 20,000 baht, the position is an employee who has worked at Don Mueang International Airport for 3 years or more. In line with Sirinapa Taranad (2018), it was found that local government officials in Chiang Mai's Chom Mong area are more female than male, but are inconsistent in terms of income because local government officials earn more than 20,000 baht.

Objective 2: To explore the quality of working life of personnel at Don Mueang International Airport, personnel at Don Mueang International Airport prioritize the quality of life at work as much as possible in occupational safety. Inconsistent with Chalermkwan Meksuk (2017) who found the level of quality of working life of employees at the operational level, Siam Fittings Company Limited moderate. This means that both Don Mueang International Airport personnel and local government officials in Chom Thong area

are more female than male, mostly aged between 30-39 years. However, the income of local government officials in Chom Thong area is higher than the personnel at Don Mueang International Airport.

Objective 3: To survey the well-being of personnel at Don Mueang International Airport. Personnel at Don Mueang Airport place importance on social well-being. In line with Supajit Chusap (2020), who has used Moho or Model of Occupation as an activity model to build relationships, exchange experiences, ideas collective action.

Objective 4: To survey the work efficiency of personnel at Don Mueang International Airport. Personnel at Don Mueang Airport attach great importance to work efficiency. It comes in terms of the quality of the work. Inconsistent with Sirinapa Taranad (2018), local government officials in Chom Thong district, Chiang Mai province, emphasized the importance of speed. As the airport's user groups are different from local jobs, which provide services to the general public, the local focus is primarily on speed. But Suvarnabhumi Airport users are passengers traveling on the following airlines. Therefore, the airport is screwing in terms of good service quality to satisfy users.

Suggestion

1. Most of the personnel found in this research have worked for more than 3 years, if Don Mueang International Airport manages well in terms of safety at work, assignments with clear, non-redundant characteristics, provide opportunities for building relationships in the agency and between departments, providing fairness in compensation, and personnel will have sustainable loyalty.

2. Personnel give the highest importance to social well-being. Airports should focus on creating a positive atmosphere among employees, encouraging them to have activities together to foster relationships, good friendship.

References:

- Airport Authority of Thailand. (2016). **Good Corporate Governance Guide**. Search date: 2 November 2022. source: [https://corporate.airportthai.co.th/storage/2020/12/Good Corporate Governance Manual-2016.pdf](https://corporate.airportthai.co.th/storage/2020/12/Good%20Corporate%20Governance%20Manual-2016.pdf)
- Chalermkwan Meksuk & Prasapchai Pasunon.(2017). **Quality of work quality factors affecting engagement with the organization of operational level employees**. Siam Fittings Co., Ltd. Journal of Business Journal.source:

- file:///C:/Users/WIN 7/Downloads/tci_admin, Journal manager, Chapter 3 (1).pdf
- Cochran, W.G. (1977). *Sampling Techniques*. 3d Ed. New York: John Wiley and Sons Inc.
- Dessler G. (2000). **Human resource management**. (8th Ed.). New Jersey: Prentice-Hall Inc.
- Ekachai Rujikamolpong (2018). **Quality of life of faculty of humanities and social sciences Burapha University**. *Journal of Humanities and Social Sciences*, Rajaprak University. Volume 4, Issue 2 (June – September 2018)
- Ekaluck Chumpuchai (2018). **A study of the quality of work life that affects engagement with the organization case study of employees working under the supervision of Skill Power Service (Thailand) Co., Ltd. (Manpower Lamphun Branch)**. Independent Research Master of Business Administration Program in Business Administration, Graduate School of Business Administration, Chiang Mai Rajabhat University
- Herzberg, F., Mausner, B. and Snyderman, B. (1959). **The Motivation to Work**. 2nd Edition, John Wiley & Sons Inc., New York, 20, 141-147.
- Maslow, A. H. (1970). **Motivation and Personality**. (2nd Ed.). New York: Harper & Row.
- Sirinapa Taranad.(2018) **A study of the operational efficiency of local government officials. In the area of Chom Thong District, Chiang Mai Province**. Master of Business Administration, Chiang Mai Rajabhat University.
- Sirilak Suwanwong. (2010). **Introduction to Statistical Knowledge for Design Enquiry**. Ruchareka's Blog. Search date: 12 June 2022. Source: <https://ruchareka.wordpress.com/2010/05/15/ of Basic Statistical Knowledge>
- Somnan Suttarat and Kanyada Chargeart (2015) **The relationship between the work environment, the leadership of the head. In front of the ward with commitment to the organization of the Generation Y Registered Nurses, the university hospital in the state's supervision**. *Police Nursing Journal*, Vol. 7, No. 1 (January-June 2015)
- Supajit Chusap.(2020) **What is health and how important is it?** GotoKnow. Retrieved 2 September 2022.source: <https://www.gotoknow.org/posts/685205>