

CAMPUS RETIREMENT BENEFITS: SALARY DEDUCTIBLE FOR UNIVERSITY EMPLOYEES.

Miss Rungnapa Ruangrit & Asst. Prof. Dr. Chaithanaskorn Phawitpiriyakliti

Suan Sunandha Rajabhat University, Bangkok, Thailand

*E-mail: * Rungnapa.Ru@ssru.ac.th , ** chaithanaskorn.ph@ssru.ac.th*

ABSTRACT

Understanding the university retirement benefits are significant for all employees of Suan Sunandha Rajabhat University. Effectiveness of management of retirement benefits is vital to the success of human resource services of Suan Sunandha Rajabhat University in the long run. Campus retirement benefits is becoming sophisticated under a professional management and have a direct impact to both staff, and faculty members. It is necessary for all employees in campus to have proper training of this matter. The main purposes of this study were to understand the level of satisfaction of campus retirement benefits for university employees and to offer ways to improve retirement benefits for university employees. This was a research method of qualitative research to provide the findings of both number and reasoning from questionnaire from three major perspectives namely: management, staff, and faculty members. Each of three group would consist of 21 individuals and each group would participate in a small focus group to explain their insight information and valuable comments. The finding of the study can be reported that there were a high level of satisfaction of university retirement benefits due to the fact that the system allow all management, staff, and faculty members to contribute from 5 percent to the maximum of 15 percent deductible from their monthly salary plus a generous of 5 percent from the university. The level of satisfaction of the respondents of focus group were very high for each group: management, staff, and faculty members is understandable. The focus group also revealed important information such as their needs to understand how the retirement benefits was managed by professional team outside university in the line of safety and integrity of the investment.

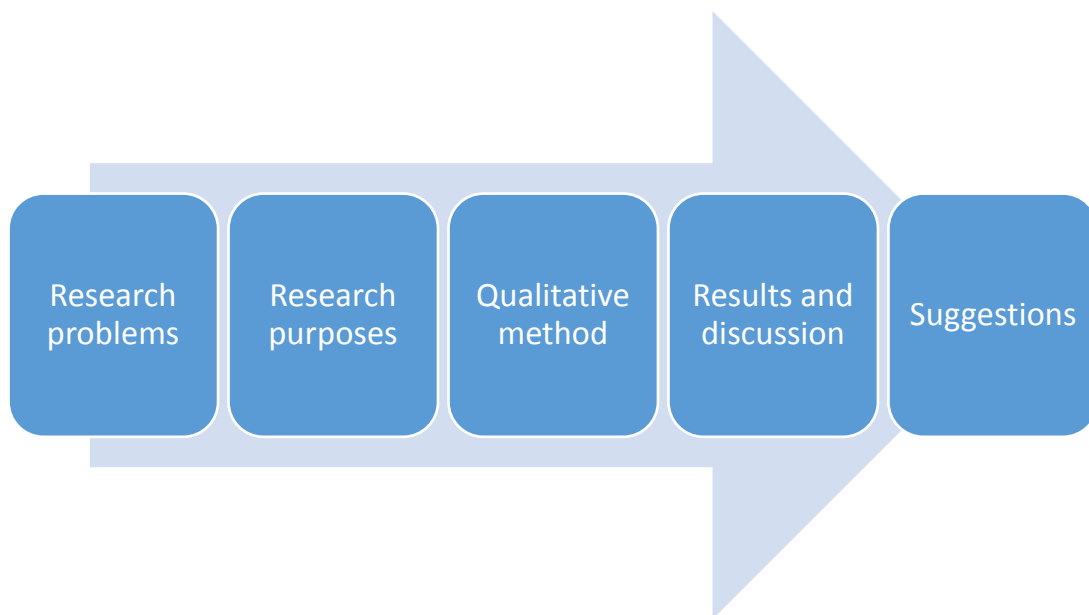
Keyword: Campus Retirement Benefits, Salary, Deductible

INTRODUCTION

The retirement benefits are one the most important topics that all employees need to know and really understand to reap a full benefits at the end of retirement. The Thai government have set the retirement age of any employee in the country is now 60 year old. However, most of the private sector may offer an early retirement at the age of 55 years old. There are, in fact, many amendments of the labor protection act that may need to pay heed in order to understand the benefits. In general, a company have a present legal, constructive obligation to provide their employees benefits, and it is important that the outflow of economic benefits will be required to settle the obligation. Benefits from the organization is the right of information that all employees must understand thoroughly and it is imperative for the management to provide additional training to ensure the level of understanding and allow the employees to choose proper mixed of benefits offered by the organization. With proper use, retirement benefits could be one of the incentive to create loyalty and productivity improvement of the organization.

METHODOLOGY

There are five important steps of conducting this study: define research problems, set up research purposes or aims, use the qualitative method, obtain results and discussion, and finally offer suggestions. In order to obtain the findings and answers to this research objectives, a qualitative research study was chosen for the purposes. The study was conducted by utilizing an in-depth interviewing with 12 informants who have some experiences dealing with difficult people in the office. Six of them were managers of small business, whereas, the other six were from academic and policy makers who involved with the works of small business and government policy. The sample group were asked to provide information on the characteristics of difficult people and the actions they did that causes the problem as well as how to handle problems people in small business. Contextual analysis and both primary data and secondary data from focus group and findings of many researches were also complying for data analysis and to reach the findings and discussion.



FINDINGS

By using the method of in-depth interview, the findings of this study can be reported that problems people directly and indirectly affected the success of small business as well as affected the key success of small business such as teamwork, job satisfaction, work environment and in turn, affected the productivity, performance, and profitability. However, key success of small business often related to the composited characteristic traits of the small business. Problems people in the office can affect the issues of the effectiveness of leadership, communication, productivity, people skills, and teamwork.

From the focus group discussion, it can be reported from the experiences of the focus group that there are some of the most frequent actions taken by problematic employees in the small office.

1. Being rude and disrespect others
2. Always having bad attitudes
3. Know it all and never listen
4. Inappropriate and negative comments

5. Communicate with angry or hostile tones
6. Shouting, throwing things, and slamming the doors
7. Giving insensitive remarks
8. Verbally abusive towards others
9. Physically abusive towards others
10. Threatening unreasonable litigation

SUGGESTIONS

The suggestions in the office that the supervisors should take effective ways to handle the difficult situation from difficult people. The first step is to identify problem. Write it down what happen and what is the damage? Who are involved in the situation? Then, there must a constructive discussion aims to solve the problem, not to blame and allow the difficult person to react to the discussion meeting. Second, it is vital to document the discussion and if possible video tape the situation, the meeting, and the discussion. Finally, the last step is to follow up with the difficult person. The situation may continue and need to monitor and feedback and discussion. Patience is the key of success.

ACKNOWLEDGEMENT

Many thanks goes to Institution of Research and Development, Suan Sunandha Rajabhat University for their financial support. Also, it is important to say thank to the respondents of this survey for their time and their kind sharing of knowledge, experience, and comments. Also, my appreciation goes to Asst. Prof. Dr. Kevin Wongleedee, Director of Institute of Lifelong Learning Promotion and Creativity, for his proof reading of this manuscript.

REFERENCES

- [1] Forman (1986), The impact of purchase decision confidence on the process of consumer satisfaction/dissatisfaction. Unpublished Ph.D. Dissertation, Knoxville: The University of Tennessee. Cited in Peyton, R.M., Pitts, S., and Kamery, H.R. (2003). "Consumer Satisfaction/Dissatisfaction (CS/D): A Review of the Literature Prior to the 1990s", Proceedings of the Academy of Organizational Culture, Communication and Conflict. Vol. 7(2).
- [2] Halil Nadiri and Kashif Hussain (2005), "Diagnosing the Zone of Tolerance for Hotel Services", Managing Service Quality, Vol.15, 3, p.261.
- [3] Knutson, B. (1988). Frequent Travellers: Making them Happy and Bringing them Back. The Cornell Hotel and Restaurant Administration Quarterly. 29(1): pp. 83-87.
- [4] Kulnidawan Dumkum & Kevin Wongleedee (2019) "Productivity Improvement in Campus: A Case of Suan Sunandha Rajabhat University" Proceeding of the ICBTS 2019 London.
- [5] Lee H., Lee Y., Yoo D. (2000). "The determinants of perceived quality and its relationship with satisfaction", Journal of Services Marketing, Vol.14, No.3.
- [6] Luo, Xueming and C.B. Bhattacharya (2006). "Corporate Social Responsibility, Customer Satisfaction, and Market Value", Journal of Marketing, Vol.70, pp.1-18.
- [7] Olson, J. & Dover, P. (1979), "Disconfirmation of consumer expectations through product trial". Journal of Applied Psychology: Vol.64, pp.179-189

- [8] Parasuraman, A., Valarie, A. Zeithamal, and Leonard L. Berry (1988), "SERVQUAL: A Multiple-Item Scale for Measuring consumer Perceptions of Service Quality," *Journal of Retailing*, Vol.64, No.1, 12-40.
- [9] Parasuraman, A., Zeithamal, V.A. and Berry, L.L. (1994), "Reassessment of Expectations as a Comparison Standard in Measuring Service Quality: Implications for future Research", *Journal of Marketing*, Vol.58, Jan pp.111-124. Paula A, Cauchick Miguel; Márcia Terra da Silva; Elias L. Chiosini, and Klaus Schützer.
- [10] Petrick J.F. (2004). 'The Roles of Quality, Value, and Satisfaction in Predicting Cruise Passengers' Behavioral Intentions', *Journal of Travel Research*, 42 (4), pp. 397-407, Sage Publications.
- [11] Reginald M. Peyton, Sarah Pitts, & Rob H. Kamery (2003), "Consumer Satisfaction/Dissatisfaction (CS/D): A Review of the Literature Prior to the 1990s", *Allied Academies International Conference, Proceedings of the Academy of Organizational Culture, Communications and Conflict*: 7(2). p. 43.
- [12] Saleh, F. and Ryan, C (1992), "Client Perceptions of Hotels – A Multi-attribute Approach", *Tourism Management*, June, Vol.13, No.92. pp.163-168. Satisfaction/Dissatisfaction (CS/D): A Review of the Literature Prior to the 1990s", *Allied Academies International Conference, Proceedings of the Academy of Organizational Culture, Communications and Conflict*: 7(2). p. 43.
- [13] Sangthong Jarana & Wongleedee Kevin (2019) "Job Satisfaction in Main Campus: A Case of Suan Sunandha Rajabhat University" *Proceeding of ICBTS 2019 London*.
- [14] Schall, M. (2003). *Best Practices in the Assessment of Hotel-guest attitudes*. The Cornell Hotel and Restaurant Administration Quarterly. April: pp. 51-65.
- [15] Wongleedee, Kevin (2017). "Customer Satisfaction in the Airline Industry: Comparison Between Low-cost and Full Service Airlines" *Suan Sunandha Rajabhat University, Actual Problems of Economics. Scientific Economic Journal*. No 1 (187) 2017.
- [16] Wongleedee, Kevin (2016). "Factors Influencing Revisit Intentions of International Tourists: A Case Of Bangkok, Thailand" *Suan Sunandha Rajabhat University, Actual Problems of Economics. Scientific Economic Journal*. No 6 (182) 2016.
- [17] Wongleedee, Kevin (2016). "Customer Satisfaction as a Factor of Airlines' Loyalty programs Development: the Case of Thai Airways-Domestic" *Suan Sunandha Rajabhat University, Actual Problems of Economics. Scientific Economic Journal*. No 1 (175) 2016.