EMPLOYEE WELFARE SCHEMES AND JOB PERFORMANCE; A CASE STUDY OF PUBLIC HOSPITALS IN BANGKOK

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ABSTRACT

This research paper aims to study how employee welfare schemes affecting job performance of employees of public hospitals in Bangkok. This study was a quantitative research study that utilized a questionnaire as a research instrument. The sample consisted of 150 hospital officers. Data were analyzed by a statistical package and presented descriptive statistics in terms of frequency, percentage, mean, and standard deviation and regression analysis for inferential statistics. The results showed the model employee welfare schemes affecting job performance of employees of the public hospitals in Bangkok as follows: employee welfare schemes = 2.586 + (0.157 * economic welfare) + (0.220 * health welfare) which can explain job performance of employees of the public hospitals in Bangkok at 62.4 percent and there is a standard error in forecasting equal to $\pm.0.432$ The contribution of this research is to exploit the results from the study as a guideline policy for the improvement of human resources development and organization efficiency of the public hospital in Bangkok.

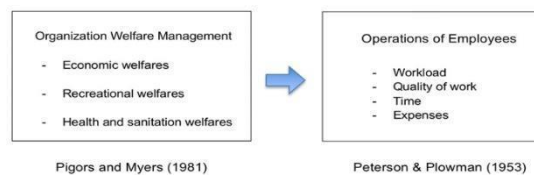**Keywords:** Employee welfare schemes, Job performance, Public hospital.

INTRODUCTION

Due to the rapidly changing economic and social conditions of the world, Thailand has inevitably entered an era of high competition. One of the many factors that affect the success of an organization is the most cost-effective and efficient use of limited resources. If we consider the 6M principle, which consists of people, money, materials, machines, methods and management, it will be found that the factors related to human resources are comparable to the assets of the organization. Because people with knowledge Possess skills and a positive attitude towards work Having a good relationship with your co-workers is an important cog. in driving the organization and delivering results positive for the success of the organization in the long term. Therefore, human resources are an important factor that executives and departments should pay attention to and should take care of. Both in terms of the work process as well as various facilities and an environment that supports the quality of work life and good daily life of the person to encourage a suitable environment and create job satisfaction.

OBJECTIVE

1. This study aimed to study organizational welfare management affecting the performance of government hospital personnel in Bangkok.
2. From studying, researching documents and related research. The researcher used this as a guideline for conducting a research on organizational welfare management that affects the performance of personnel in government hospitals in Bangkok. The conceptual framework of the research was defined as follows:

Figure 1.

Organization Welfare Management	Operations of Employees
- Economic welfares	- Workload
- Recreational welfares	- Quality of work
- Health and sanitation welfares	- Time
	- Expenses
Pigors and Myers (1981)	Peterson & Plowman (1953)

METHODOLOGY

This research is a survey research to study organizational welfare management affecting the performance of personnel in government hospitals in Bangkok by following the steps below:

A. Population and Sample

The population used in this research was personnel in government hospitals in Bangkok. Which has an unknown population.

The cussize was determined using indicator criteria to be used in the analysis for variables with 3 or more indicators per factor, the size should be 150 cases (Anderson and Gerbing, 1984). Thus, in this research there are 3 indicators. Therefore, the sample group was 150 government hospital personnel in Bangkok who were randomly sampling using Probability Sampling by Simple Random Sampling.

B. Research Instrument

The instrument used in this research was a questionnaire.

C. Assessment of research tools

The Content validity can be measured using the Index of item Objective Congruence (IOC) technique and examined by 3 experts, with values ranging from 0.50 for all questions and above to pass the welfare management.

The confidence value of organizations that affects the performance of government hospital personnel in Bangkok was 0.922, which passed the criterion of 0.70 (Nunnally,1978).

D. Analyze Data

1) Analysis of descriptive statistics by using statistics, frequency numbers and percentages, the averages and standard deviation.

2) Analysis of inferential statistics used to test the hypothesis by analyzing multiple regression analysis.

RESULTS

A. The personnel in government hospitals in Bangkok

Most of them are female aged 31-40 years with an average monthly income of about 15,001-20,000 baht or more, generally have 1-5 years of work experience, single status, and graduated with a bachelor's degree.

B. For the organization welfare management

Overall, each of the 3 aspects are at a high level. First, health welfare, followed by recreational welfare and economic welfare, respectively.

C. Performance of government hospital personnel in Bangkok

The overall picture and details of the 4 aspects are at a high level. First, the terms of workload, followed by time and quality of work, respectively, and the last one is the expenses, etc.

D. The correlation was not greater than 0.80, making all independent variables in this research not have a multifactorial relationship between the factors (Multicollinearity) makes every independent variable in
 the multiple regression analysis possible.

E. The organizational welfare management model affecting the performance of government hospital personnel in Bangkok = 2.586 (0.157* economic welfare) (0.220* health welfare). The performance of personnel in government hospitals in Bangkok was 62.4 percent with a standard error in forecasting equal to 0.432.

1) The result of checking the factor relationship of Model 1 to 4 found that the highest VIF (Variance Inflation Factor) value was 1,000, which was not more than 5. Tolerance, which was the smallest value was 2.946, which was not more than 10.0 indicates that the analyzed independent variables in the model are not correlated, which does not cause a correlation. Multicollinearity. The data were therefore suitable using Stepwise Multiple Regression Analysis (Hair, JF et al., 2010, quoted in Cholpassorn Sitthiwarongchai, 2017).

2) The model analysis of organizational welfare management affecting the work performance of government hospital personnel in Bangkok was used in Stepwise Multiple Regression Analysis.

Table 1

An analysis of a suitable model of organizational welfare management that affects the work performance of government hospital personnel in Bangkok

No	Performance of government hospital personnel in Bangkok	Model 1	Model 2
1	Static values	3.375	2.586
2	Economic welfares	0.191	0.157
3	Health and sanitation welfare	-	0.220
4	R^2	0.583	0.624
5	S.E.	0.482	0.470
6	F	16.919***	13.168***
7	P-value of F	0.000	0.000

*** It was statistically significant at the 0.01 level ***

The organizational welfare management model affecting the performance of government hospital personnel in Bangkok = 2.586+(0.157* economic welfare) +(0.220* health and sanitation welfare) that can describe about them that was 62.4 percent with a standard error in forecasting equal to 0.432

DISCUSSION

A. *From the findings of organizational welfare management*

First, overall health welfare, followed by recreational welfare and economic welfare at a high level that shows the importance of the organization's welfare management affects the performance of employees because the employees want job security, life insurance that is sufficient for their own needs and their families. In order to receive adequate welfare, thereby making the work more efficient, therefore many organizations need to allocate sufficient welfare to employees in the company. Consistent with the concept of Pigors and Myers, 1981 cited in Kittipong Ratana and Suttawan Jeeraphanthu, 2016, the welfare has divided the type of welfare into 4 types, namely economic welfare, educational welfare, social welfare and recreational welfare. However, the researcher analyzed only 3 aspects: health and sanitation welfare, followed by recreation welfare and economic welfare are also consistent with the research of Chaliew Chaichet (2015) who studied welfare arrangements to increase work efficiency of Kasetsart University employees, Siracha Campus found that economic welfare recreational welfare health welfare affecting the performance of employees.

B. *Performance of government hospital personnel in Bangkok*

Overall workload, time, quality, and cost were at a high level. It was shown that personnel in government hospitals in Bangkok have consistent results with organizational welfare management due to high efficiency performance. The low time, high quantity and cost-effectiveness that the organization needs to contribute to the welfare compensation provided by the performance of quality work is consistent with the ideas of Peterson and Plowman, 1953

cited in Sirinapha Tharanad, 2018 that has given the concept of all 4 aspects of efficiency as follows: workload, time aspect, job quality, cost aspect and in accordance with the research of Chaliew Chaichet (2015), who studied about welfare arrangements to increase the work efficiency of Kasetsart University employees, Siracha Campus. So, it was found that the performance of employees was consistent with the welfare management of the organization.

C. From hypothesis testing

The organizational welfare management model affecting the performance of government hospital personnel in Bangkok is a health welfare that significantly correlates with the performance of government hospital personnel in Bangkok. Statistics at the 0.01 level can explain the performance of personnel in government hospitals in Bangkok up to 64.2 percent with a standard error in forecasting of 0.43210,which means that health and sanitation welfare affects the performance of them can be written as a regression equation in the form of a standard score as follows: Performance of personnel in government hospitals in Bangkok = 2.083+(0.134*health and sanitation welfare), which both welfare effects affect the performance of government hospital personnel in Bangkok because the organization has welfare on both sides that are comprehensive and sufficient to meet the needs of all employees.

SUGGESTIONS

1) Recommendations derived from the implementation of the research results are as follows:

1.1) From the research findings, found that health welfare at a high level is appropriate and the organization or company should be given great importance because the health factor is important to the livelihood of human beings and also affects operations and productivity.

1.2) The organizations should pay attention and promote their organization's welfare management, economic welfare, recreational welfare, health and sanitation welfare.
And should be taken into account the welfare needs of employees are sufficient and suitable according to their demands.

2) Suggestions for further research are as follows:

2.1) This research is only survey research that uses a questionnaire as a tool. Consequently, for the education and practice of government hospital personnel in Bangkok. In-depth, an Interview method should be used to gain insights.

2.2) There should be a study of other factors affecting the work performance of government hospital personnel in Bangkok. In addition to the organization's welfare management, such as work motivation, etc.

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