

Quality of Work Life and Work Efficiency of Government Employees

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ABSTRACT

Abstract—This research aimed to study quality of work life and work efficiency of government employees. The target population used in this research were government employee who works within Suan Sunandha Rajabhat University. The sample size consisted of 300 employees and sampling with using a simple random sampling method. Data was collected using the generated questionnaires with the validity and reliability tested. The statistics used in the analysis were mean, standard deviation and Pearson correlation coefficient analysis. The results of the research revealed that the overall quality of working life of government employee who works within Suan Sunandha Rajabhat University is at a moderate level. The quality of working life in each aspect was at high level, namely adequate and fair compensation, safe and healthy working conditions, opportunity to use and develop human capacities, future opportunity for continued growth and security, future opportunity for continued growth and security, social integration in the work organization, and social relevance of the work life. The quality of life at work at the moderate level was constitutionalism in the work organization, and social relevance of the work life. In addition, the overall quality of working life of government employees was positively correlated with work efficiency at a statistically significant level of .05.

Keywords— Government employees, Quality of work life, Work efficiency

INTRODUCTION

Amid the devastating spread of the coronavirus, many organizations have to adjust their work plans to prevent the spread of the disease in their organizations and reduce the risk of personnel contracting externally. Each organization must not only find measures to work alone. There must also be measures to heal employees affected by COVID-19, with different measures and requirements. For government organizations, the government has set up measures and requirements to solve urgent problems and asked for cooperation from both public and private agencies to formulate practices to promote work from home, take into the quality of life and safety of personnel, reduce social distancing in public places and workplaces, which encourages government agencies to set guidelines for civil servants and employees to work from home seriously and concretely.

The quality of working life of personnel is therefore very important because it is directly related to the operation. In a situation with an outbreak of the virus like this, it will affect the government's human resource management in many aspects. Whether it's how it works in a risky situation Health and sanitation of personnel within the organization to provide opportunities for workers to develop their knowledge and competence and the balance between life and work as a whole, which greatly affects the efficiency of work (Udon, 2018).

University is a higher education institution whose main mission is to produce graduates with front row quality, provide academic services and transfer technology to communities and international society, conserve and develop services provision as the center for arts and culture service. As well as it is responsible for conducting research innovate and develop a body of knowledge for society and employ modern management system for versatility with concentration on network participation. Therefore, the university administration must operate with high flexibility, flexibility and speed in various operations. Especially in the field of personnel management of the university who faced the problem of not being able to attract good people and people with special abilities or talents to work in the university. Throughout the whole time, it still unable to find incentive measures to keep good and smart people. It also includes compensation that is not appropriate for the knowledge of the personnel. Salary rates that are insufficient to meet the needs of individuals in the organization and pressure from supervisors. These matters are considered factors affecting staffs in the university and consequently, the quality of working life is reduced.

The university personnel structure is similar to that of other public universities. The employees are divided into 3 types, namely, university employees who teach academics, research and advise students, management university employees perform general administration duties, and university employees acting to support university employees in academic and administrative categories including supporting the vision, mission, management of teaching and learning for students and research supporting the production of academic works related to teaching and general work of the university.

From the background and importance of the problems mentioned above, therefore, the researcher is interested in studying the factors of quality of work life and work efficiency of government employees. The results of this research study can be used for consideration and as a guideline for the determination of policy and human resource management to improve the quality of working life which may improve the efficiency of the work of university professors indirectly, in conjunction with universities and related departments, can be used to use research results further academic benefits.

LITERATURE REVIEWS

Quality of Work Life

Quality of work life is an important component of the important aspects of organization development which many industrial countries in the years 1930-1940 brought to use in the organization because the quality of work life will directly affect the personnel. If personnel have a good quality of working life and are satisfied with their work to the utmost, it will result in efficiency and effectiveness in work as well as organization progress and achieve the goal. A theorist and scholars have given the meaning of quality of life at work in different perspectives which can be divided into 2 aspects: 1) The feeling that is due to the demand from the employees or available human resources. The need for a good quality of life at work in areas such as receiving wages that are suitable for skills or experience obtaining safety from the working environment, workplace, and job security or organizational security, the right to freedom of expression, participation in decision making in matters related to oneself, etc. 2) Method or pattern is caused by the employer to meet the needs of employees or persons in the organization because when a person is satisfied from receiving a response, it will result in working efficiency, quality produce, increase business competition, and make the business prosper.

The Walton Quality of Work Life Indicators (1974) discussed the indicators of quality of working life. The job description consists of the following:

1. Adequate and Fair Compensation is compensation that is both monetary and non-monetary from work that must be sufficient to lead a daily life according to the current economic conditions and the area where they live appropriately. Fair compensation is the appropriateness of compensation received compared to skill responsibility, amount of work performed or the equality in comparison with the performance or not lower than what is required by law.

2. Safe and Healthy Working Conditions is an environment in the workplace that is safe, do not randomly sound to cause accidents to operators. The workplace are no noise, dust, smoke and light pollution that may adversely affect health both physically and mentally. There are work place that is ventilated and convenient. Health promotion for personnel is provided by organizing recreational activities, arrange a place for exercise after work, and arrange a resting corner for personnel to relax and reduce stress from work.

3. Opportunity to Use and Develop Human Capacities is to increase the capacity of personnel, help them develop and draw out their potential to the fullest. They have confidence in themselves, able to manage and solve problems by empowering decision-making and self-control from planning the work to the implementation of the work by yourself in every step, not just some. It helps to increase skills and expertise in that job.

4. Future Opportunity for Continued Growth and Security is to give personnel a feeling of confidence and security in the job, to maintain and increase their potential at work to serve as an opportunity for promotion. The higher position and stable income in the future.

5. Social Integration in the Work Organization is the creation of relationships of personnel in the organization. It is the part of having good quality of life at work because working together will help encourage workers to see their own importance, presence at work, accepting opinions from other people without prejudice or consideration for their peers. There is equality without discrimination of classes in work groups or between work groups, helping to make the job more successful.

6. Constitutionalism in the Work Organization is to respect each other's individual rights. Equality gives freedom to express opinions. equality in keeping the rules or receiving other equal benefits, helping to set guidelines for coexistence as an element of quality of life at work.

7. Working life Work and the Total Life Space is to manage time to suit your lifestyle because work affects the relationship between personal time, time for family or loved ones, and social outside of personnel to achieve the balance of life as well.

8. The Social Relevance of the Work Life is a work activity carried out in a manner that is socially responsible. This will increase the value, importance of work and career of practitioners, for example, personnel feel pride in their organization. with social responsibility about production, waste disposal, marketing techniques, participation in environmental campaigns, etc.

Work Efficiency

Work efficiency means using skills and the ability to have clear and precise procedures and processes, use the resources in the most cost-effective and economically, disciplined to achieve the goals, accurate quality and standard. Peterson and Plowman (1989) outlined four elements of efficiency of accounting.

1. The quantity of work or work quantity means assigned work must be in accordance with the expectations of the agency. The work performed has an appropriate amount according to the plans and goals set by the company. There should be planning and time management to achieve the required amount of work.

2. The quality of work or work quality must be of high quality, meaning the manufacturer and the user can benefit and be satisfied. The results of the work are accurate, standardized, complete, promptly, and bringing benefits to the organization.

3. Time is the time spent in the operation must be in the correct manner according to the principles suitable for the job. Various techniques have been developed to make work more convenient and faster.

4. Cost in all operations must be appropriate for the job and the method is to have a minimum investment and the most profitable. Efficiency in the dimension of cost or production cost is economical use of financial, human, material, and technology resources and resulting in minimal loss.

As Walton (1973) stated that it is the relationship between the personnel in the organization and working environment with humanity, work ethic, workplace, reasonable and fair compensation for a better life is the nature of work that meets the needs of the individual. This can be measured by eight indicators: adequate and fair compensation, safe working conditions, health promotion, stability and advancement in the job, opportunities to develop their own capabilities, working together, democracy in the organization, balance of work and personal life, and consideration of the interests of society.

METHODS

The target population used in this research were government employee who works within Suan Sunandha Rajabhat University. The sample size consisted of 300 employees and sampling with using a simple random sampling method. The tool used for this data collection was a questionnaire that the researcher has developed from the study of various concepts and theories which consists of different types of questions were divided into 3 parts as follows: Part 1 Personal characteristics of the respondents, Part 2 Work characteristics of the respondents and Part 3 Quality of life at work. work of university professors. It is a questionnaire of the estimation scale type of Likert's 5 levels scales: strongly agree, agree, moderately agree, disagree, and strongly disagree, with a total of 40 items. The data collection used questionnaires that were tested for the validity and reliability of the questionnaires. Statistics used in data analysis, the researcher used descriptive statistics to describe the demographic characteristics such as frequency, percentage, mean and standard deviation. As well as the inferential statistical analysis was used to test research hypotheses by using Pearson correlation coefficient analysis.

RESULTS

Descriptive results

The personal data from data analysis with questionnaires, it was found that in the study sample of 250 people, female, single, age between 31-40 years and have a bachelor's degree or higher, duration of work were 11-20 years, and average salary of 20,000-30,000 baht.

The overall quality of working life of government employee who works within Suan Sunandha Rajaphat University is at a moderate level. The quality of working life in each aspect was at high level, namely adequate and fair compensation, safe and healthy working conditions, opportunity to use and develop human capacities, future opportunity for continued growth and security, future opportunity for continued growth and security, social integration in the work organization, and social relevance of the work life. The quality of life at work at the moderate level was constitutionalism in the work organization, and social relevance of the work life.

Hypothesis testing results

An analysis of the relation between quality of work life and work efficiency of government employees, the correlation value between quality of work life and work efficiency of government employees shown in Table 1.

Table 1
The Correlation between Quality of Work Life and Work Efficiency of Government Employees

Quality of Work Life	Correlation value
	Work Efficiency
Adequate and Fair Compensation	0.237**
Safe and Healthy Working Conditions	0.214**
Opportunity to Use and Develop Human Capacities	0.168*
Future Opportunity for Continued Growth and Security	0.225**
Social Integration in the Work Organization	0.305**
Constitutionalism in the Work Organization	0.056
Balance Work and the Total Life Space	0.074
Social Relevance of the Work Life	0.203**
Total	0.258**

From Table 1, it can be concluded that the overall quality of working life of government employees was positively correlated with work efficiency at a statistically significant level of .05 ($r=0.258$). When considering each aspect, it was found that quality of working life in safe and healthy working conditions, opportunity to use and develop human capacities, opportunity to use and develop human capacities, future opportunity for continued growth and security, social integration in the work organization, and social relevance of the work life. There was a positive correlation with overall operational efficiency with statistical significance at the level of .05 and .01 respectively. Whereas quality of working life of government employees in term of constitutionalism in the work organization and balance work and the total life space was not related to work efficiency.

CONCLUSION AND FUTURE WORK

Conclusion and discussion

The results of the study on the overall quality of working life of university employees found a positive correlation with overall work efficiency. Considering each aspect, it was found that the quality of working life in respect of adequate and fair compensation was at a low level. As a result of the current compensation, employees are of the opinion that they are inadequate even if other benefits are provided to compensate for and beyond what is required by law and also affect the balance of personal life and working at a fixed time. The research of Ruttananupong (2015) study quality of work life and performance efficiency of workers of SMM News Center was found that the findings reveal that the majority of the samples are male, not more than 30 years old, single, with a bachelor’s degree, with an income of 10,001-20,000 baht, having worked for 1-5 years at operational level. The quality of their work life on the whole is at a moderate level. The quality of work life in relation to the benefits to society is at the highest level on average while the average lowest level is found in adequate and fair remuneration. The comparison of the difference between personal factors and the quality of work life shows that only income affects the quality of life. The samples’ assessment of the efficiency of their performance is found to be at a high level in every aspect, ranging from the speed of work, quality of work, and amount of work done. The work efficiency in the three areas has a positive relationship with the level of the quality of work life, especially

in the aspect of benefits to society. In addition, Malee (2010) study of quality of working life for government teacher under the Office of the Basic Education Commission in the three southern border provinces. The results showed that quality of working life in respect of adequate and fair compensation found that money received insufficient for livelihood and welfare that is not suitable for the risk of life. The environment is safe and not harmful to health. In terms of progress and stability in work, it was found that teachers are not sure whether the salary advancement in the school meets the criteria which is the side with the lowest mean.

However, the employment in education is a response to the demands of a career that is satisfying and happy at work. Because a career in education is a career that has sentimental value, feel the pride in the organization, the work is beneficial to society and has been praised and accepted by society. It is one of the important things that the employees are willing to stay in the job including the quality of life in other areas of work that are positively correlated with the efficiency of work as well. It will affect the efficiency in performance as well. The organizational commitment and employee involvement are the cultural variables, which create influence on performance and productivity (Sriviboon, 2020). Moreover, Kumkrua (2011) studied about the quality of working life of university lecturers in Bangkok. It was found that the working life quality of university lecturers in Bangkok was at a high level in almost all aspects, except income/compensation, which was at a moderate level. Further, the variables that affected all six aspects of the quality of working life of university lecturers in Bangkok were marital status, teaching hours per week, working experience and university type.

Recommendations and future work

The researcher has suggestions for enhancing the quality of working life as follows:

1. To consider the improvement of the compensation management system to suit the current economic conditions because the study found that the quality of working life in terms of adequate and fair compensation was at the lowest level. Due to the changes in the economy and the increase in the current cost of living, therefore, the compensation management system should be improved and considered to be consistent with the current economic and social conditions. It should also be appropriate to their experience, abilities and job responsibilities. and increase welfare assistance in other areas, both in the form of money and not money as an incentive to work for employees.

2. To increase working potential for employees at all levels. For example, training is organized both inside and outside the organization. Providing the opportunity to travel to work abroad based on work experience and competence in fairness without discrimination so as not to cause bias.

3. There should be encouraged to allocate work and personal time to allow adequate rest and set up a place for exercising after work or a corner to relax relieve stress from work. There are activities for employees and their families. to allow employees to have time to do activities together with their families and have time for family.

4. There should be activities to enhance good relations of employees both at the operational level and supervisors to have activities together to feel like working as a team or as a family such as organizing sports events within or activities that have been done together in various departments within the organization.

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