

# Challenges of Modern Office Work

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## Abstract

Study on the Challenges of Modern Office Work: A Case Study on the Achievement of the Language Institute's English Development Program Objectives as Outlined in the Fiscal Year 2025 Annual Action Plan.

The population for this study consists of administrative staff at Suan Sunandha Rajabhat University, covering 29 departments. Data collection was conducted through quantitative analysis using Microsoft Excel and qualitative analysis through content analysis.

The study found that

1.) Hybrid Work Model positively impacts employees' work-life balance; however, it also presents challenges in communication and collaboration.

2.) AI and automation systems enhance efficiency in certain roles but raise concerns about job security among employees.

**Keywords:** Hybrid Work, Work-Life Balance, archive work, Artificial Intelligence

## 1. Introduction

In the modern era, office work has undergone rapid changes driven by various factors, including digital technology, hybrid work models, and automation and artificial intelligence (AI). Economic and social changes have also played a role in transforming organizational work patterns. The COVID-19 pandemic accelerated the adoption of remote work and hybrid work, which have affected both the efficiency and management structure of organizations. The increasing use of AI and automation in offices has required employees to develop new skills and adapt to working alongside technology.

Modern employees place greater emphasis on work-life balance, leading organizations to adopt more flexible management approaches. Moreover, growing diversity and inclusion within organizations have made cross-cultural communication and teamwork increasingly challenging.

Therefore, understanding the challenges of modern office work is essential for effective organizational management and policy development to enhance employee performance.

### 1.1 Key issues include

#### Impact on employee performance:

Hybrid work allows employees more freedom and flexibility but may reduce teamwork and internal communication.

#### Impact of automation and AI:

Automation and AI can reduce repetitive workloads, yet organizations must provide training to ensure employees can work efficiently with these technologies.

#### Impact on organizational culture and human resource management:

Organizations must adapt to accommodate employees seeking flexible work arrangements through appropriate welfare programs or digital management tools.

#### Employee well-being and burnout:

Increased workloads and continuous work connectivity may lead to higher stress levels and burnout among employees.

Hence, this research aims to study the challenges of working in modern office environments—an essential issue that organizations must address by adapting to technological, cultural, and managerial changes. Doing so will enable employees to work effectively and enhance long-term organizational productivity.

### 1.2 Research Objective

1. To analyze the challenges of working in modern offices by examining the factors affecting employee performance within organizations.
2. To study the impacts of hybrid work models on work efficiency, team collaboration, and work-life balance.
3. To assess the effects of AI and automation in offices on job security and employee skill development.
4. To examine the factors influencing the success of the Language Institute's English development programs according to the **2025** fiscal year operational plan.
5. To propose strategies and approaches for organizational adaptation to address modern workplace challenges and enhance human resource management efficiency.

## 2. Literature review

In conducting this study on “Challenges of Working in Modern Offices,” the researcher reviewed relevant documents and literature from multiple sources to gain a comprehensive understanding of the origins, methodologies, and conceptual frameworks related to the research topic. The review focuses on the following key areas:

### 2.1 The Use of AI Technology and Automation

2.2 Work-Life Balance and Work-Related Stress

2.3 Work Efficiency of Administrative Officers at Suan Sunandha Rajabhat University

## **2.1 General Definition**

### **The Use of AI Technology and Automation**

Artificial Intelligence (AI) refers to technologies that can simulate human cognitive processes through algorithms and machine learning models (such as Machine Learning and Deep Learning). These technologies enable computers to analyze data, make decisions, and perform certain tasks that would otherwise require human intelligence.

### **2.2 Work-Life Balance and Work-Related Stress**

Work-life balance refers to the equilibrium between professional responsibilities and personal life, allowing employees to work efficiently and maintain happiness. Achieving this balance helps reduce stress, improve well-being, and enhance overall productivity in the workplace.

### **2.3 Work Efficiency of Administrative Officers at Suan Sunandha Rajabhat University**

Work efficiency refers to an employee's ability to complete assigned tasks successfully in alignment with the organization's objectives while utilizing available resources effectively. It includes factors such as speed, accuracy, consistency, and problem-solving ability.

## **3. Methodology**

This chapter explains in detail the research procedures and hypotheses of the study. For questionnaire-based research, the researcher must describe the design of the questionnaire, the nature of the questions, the sampling criteria, data collection methods, and data analysis techniques. If statistical methods are applied, the researcher must also explain the calculation procedures and statistical hypothesis testing clearly.

### **3.1 Population and Sample Group**

The population for this study comprises administrative officers from all 29 departments of Suan Sunandha Rajabhat University.

### **3.2 Research Content**

The study focuses on the following key topics:

3.2.1 The Use of AI Technology and Automation

3.2.2 Work-Life Balance and Work-Related Stress

3.2.3 Work Efficiency of Administrative Officers at Suan Sunandha Rajabhat University

### 3.3 Duration of the Study

The research was conducted from February 2025 to July 2025, for a total period of six months.

### 3.4 Research Location

The study was conducted at the Language Institute, Suan Sunandha Rajabhat University.

### 3.5 Data Analysis

The collected data were analyzed using statistical software. The questionnaire consisted of three parts:

Part 1: General information about the respondents

Part 2: Questionnaire on the Language Institute, Suan Sunandha Rajabhat University

Part 3: Additional comments and suggestions

## 4. Results

The study titled “Challenges of Working in Modern Offices” aimed to examine the factors influencing employee performance and adaptability to technological and organizational changes. Data were collected through interviews and questionnaires from 29 administrative departments at Suan Sunandha Rajabhat University. The main objectives of the study included analyzing challenges in modern office work, examining the effects of hybrid work models, assessing the impact of AI and automation, and proposing strategies to enhance organizational adaptability and human resource efficiency. Most respondents were female, totaling 23 departments (79%), while male respondents accounted for 6 departments (21%). All respondents were administrative support personnel working in the document management (clerical) units of faculties and colleges under Suan Sunandha Rajabhat University.

Summary The results indicate that the overall average score of **4.31** reflects a **high level** of adaptability to technology in modern office work. Key factors include clear operational plans, regular process improvements, continuous training and self-development, supportive work systems, and collaborative networks. The highest mean score (4.33) was observed in the area of **establishing supportive professional networks** that enhance work efficiency and adaptability.

## 5. Conclusion

### 5.1 Summary of Findings

Most respondents were **female (79%)**, while **male respondents accounted for 21%**. The overall mean score of **factors affecting adaptation to modern office challenges** was **4.31 (high level)**. Respondents showed strong adaptability in applying **ChatGPT for clerical work in English**, continuous process improvement, and self-development in technology use.

## 5.2 Problems and Limitations

The study faced limitations due to a **small and less diverse sample group** and **time constraints** during data collection, which took place in the evening when staff were leaving work.

## 5.3 Recommendations

Future research should include a **larger and more diverse sample**, involving staff from **various departments or universities**, to gain deeper insights into the use of **ChatGPT and technology in clerical work**.

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