

Study of factors affecting the well-being of personnel at work Support staff, Faculty of Allied Health Sciences, Suan Sunandha Rajabhat University

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Abstract

A study on the A Study of Factors affecting the well-being of personnel at work Support staff, Faculty of Allied Health Sciences, Suan Sunandha Rajabhat University.

The objectives of this study are as follows:

1. To examine personal factors that influence the happiness of support staff in the workplace.
2. To analyze organizational factors affecting the well-being of support staff in the workplace.
3. To evaluate external factors that may impact the well-being of support staff in the workplace.
4. To propose recommendations for improving the organizational environment and policies to enhance the well-being of support staff in the workplace.

The study found that Study results (inquiries from 20 support personnel)

Question 1: The Importance of Factors Affecting the Well-being of Support Staff at the College of Allied Health Sciences, Suan Sunandha Rajabhat University:

1. There are efficient and sufficient equipment for operation. and personnel users have the knowledge and understanding of using and operating.
2. Environment affects the development of quality of life. and services of personnel
3. Various incentives such as rewards
4. Support from executives/colleagues

Question 2 Other suggestions There should always be preparation or improvement of operational channels.

Keywords: Service, Quality, Development, Supporting factors, Quality of work life, work-life balance.

1. Introduction

Currently, organizations and companies are facing challenges such as skill shortages, long-term unemployment, and high employee turnover. As a result, companies are increasingly focusing on employee well-being to attract and retain talent. Research on employee satisfaction indicates that well-being is not solely related to compensation and is not the only motivator. Employee well-being includes a balanced workload, a safe working environment, work-life

balance, and both physical and mental health, which are key factors in promoting motivation and work performance. These aspects of well-being are basic needs that must be met. Therefore, one of the biggest challenges for business management in today's rapidly changing world is ensuring the competitiveness and profitability of the company while also prioritizing employee well-being. It is essential to understand the different dimensions of well-being and the factors that affect it, as they impact both individual employee performance and the overall performance of the company.

On 11 May 2012, Suan Sunandha Rajabhat University Council There was a resolution approving the establishment of the College of Allied Health Sciences. The objective is to provide teaching and learning in health sciences and medical sciences. Suan Sunandha Rajabhat University is ready, experienced, and successful in teaching the field of Applied Thai Traditional Medicine. health sciences (childcare and elderly care) health and beauty science in addition, according to the plan, preparations have been made to open teaching in related subjects in the future, such as medicine, Chinese medicine. Sports Science and Health Physical therapy branch Public health field and others also respond to national policy. and respond to the policies, goals, strategic plans and missions of the university in raising the quality and standards of the community. and local areas of the country in addition to producing graduates. The university also focuses on health research and development in various fields of study at the same time and also emphasizes the development of arts, culture and local wisdom. To international standards, therefore, improving the quality of services of the Dean's Office Its mission is to provide personnel management services. By providing services to both internal and external agencies to request cooperation in various areas. Therefore, service work is the heart of the office. If sometimes the service cannot always meet every need, there should be an explanation of the reasons for not being able to meet everything, which may come from many factors. Therefore, providing service is important that can Used to create an impression of service. Because the Dean's Office provides services to the general public, officials, and personnel both internally and externally. People who come to receive services must therefore create a first impression when they meet them, which will make the organization's image memorable and always remembered.

Therefore, the factors affecting the well-being of support staff will help in analyzing and understanding the factors that influence the work well-being of support personnel comprehensively and accurately.

1.1 Objectives

1. To examine personal factors that influence the happiness of support staff in the workplace.
2. To analyze organizational factors affecting the well-being of support staff in the workplace.
3. To evaluate external factors that may impact the well-being of support staff in the workplace.
4. To propose recommendations for improving the organizational environment and policies to enhance the well-being of support staff in the workplace.

2. Methodology

Study on Factors Affecting the Well-Being of Support Staff at the College of Allied Health Sciences, Suan Sunandha Rajabhat University, Samut Songkhram Campus This study aims to

1. Examine individual factors influencing the well-being of support staff in the workplace.

2. Analyze organizational factors that affect the well-being of support staff. 3. Investigate external factors that may influence the well-being of support staff. 4. Propose recommendations for improving the organizational environment and policies to enhance the well-being of support staff in the workplace.

1. Research methods

1.1 Researcher

1.2 The population used in this research includes: Population and Sample Group: Support staff, totaling 20 individuals.

2. Study methods

2.1 Tools used to collect data include:

2.1.1 The brainstorming technique is a tool used to gather opinions regarding the formulation of procedures for managing the Office of the Dean at the College of Allied Health Sciences.

2.1.2 Suggestions

2.2 Data collection

The researcher collected data from 20 support staff members performing various duties. The data was gathered through a survey in which each individual was asked to complete an evaluation form between March and July

2.3 Location

Office of the Dean of the College of Allied Health Sciences Suan Sunandha Rajabhat University Samut Songkhram Campus

2.4 Study period

October 2023 – July 2024

2.5 Data analysis

This is a qualitative data analysis derived from studying factors affecting the well-being of support staff at the College of Allied Health Sciences, Suan Sunandha Rajabhat University, Samut Songkhram Campus. The method employed involves content analysis through synthesis, identifying relationships, and categorization to draw conclusions

3. Results

The research study on factors affecting the well-being of support staff at the College of Allied Health Sciences, Suan Sunandha Rajabhat University, Samut Songkhram Campus aimed to achieve four objectives 1. To study the personal factors that affect the job satisfaction of support staff. 2. To analyze the organizational factors that influence the well-being of support staff 3. To analyze the external factors that may affect the well-being of support staff. 4. To propose recommendations for improving the work environment and organizational policies to promote the well-being of support staff. Data was collected by surveying opinions and presenting the level of importance based on responses to two key questions:

Question 1: The level of importance of factors affecting the well-being of support staff at the College of Allied Health Sciences, Suan Sunandha Rajabhat University. The analysis of the sample group's responses identified key factors influencing workplace well-being. Relationships were examined, and factors were categorized as follows:

1. Personal Factors Mental and Physical Health:

- Overall health plays a significant role, as good health contributes to a positive work experience.
- Work-Life Balance: Having sufficient time to care for family or engage in personal hobbies is crucial for well-being.
- Adequate Knowledge and Skills: Confidence in performing tasks stems from possessing appropriate skills and expertise.

2. Organizational Factors

- Work Environment: A comfortable workspace with adequate lighting, ventilation, and organization enhances productivity and well-being.
- Relationships with Management and Colleagues: Effective communication and support from supervisors and peers foster a positive atmosphere.
- Opportunities for Development and Advancement: The perception of having growth and development opportunities within the organization boosts morale and engagement.

3. Psychological Factors

- Job Satisfaction: Feeling valued and finding meaning in the work one does contributes significantly to job satisfaction.
- Motivation: Receiving rewards or recognition for doing well at work serves as a powerful motivator.
- Job Stress: Effectively managing work-related stress is crucial, as unmanaged stress can negatively impact well-being.

4. Social Factors

- Interactions with Colleagues: Positive relationships with coworkers help create a conducive work atmosphere.
- Organizational Culture: A culture that promotes teamwork and mutual support enhances workplace harmony and satisfaction.

5. External Factors

- Economic Status: A stable economy reduces financial concerns among employees, contributing to overall well-being.
- Social and Family Factors: A stable family environment with minimal issues allows employees to focus better on their work.

Question 2: Other Suggestions

In addition to the factors previously mentioned, there are further recommendations that could be implemented to enhance the well-being of support staff:

1. Health and Well-being Welfare Programs: Organize welfare programs that focus on improving employees' health and overall well-being.
2. Support for Lifelong Learning: Encourage continuous learning by providing access to knowledge resources and online learning platforms. This could include online courses, seminars, or training programs related to skills employees wish to develop.

The researcher followed the various steps of the research process to analyze the factors affecting the well-being of support staff at the College of Allied Health Sciences, Suan Sunandha Rajabhat University.

The researcher carried out the work according to various steps. of research operations for design Process for developing service quality in the Office of the Dean of the College of Allied Health Sciences

4. Conclusion and Future Work

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As mentioned, Work-Life Balance is a system that helps promote greater work efficiency while enabling employees to achieve a better balance in their lives. To succeed in this area, organizations must actively support and promote work-life balance. This responsibility should be shared by executives, managers, employees, and the human resources department, all of whom should have a mutual understanding of what work-life balance entails. Chayanan Kerdpitak, and Kittisak Jermstittiparsert (2020).

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