

Quality of Work Life Affecting Organizational Engagement of Employees at the Ambassador Hotel Bangkok

Natthanan Sodmalai and Dr Tosaporn mahamud

Graduate School of Business, Administration Kasembundit University, Bangkok

Abstract: *The purposes of this study were to determine the level of quality of work life and level of relationship affecting organizational engagement of employees at the Ambassador Hotel Bangkok. The samples group were 243 employees at the Ambassador Hotel Bangkok by using questionnaire as a tool of this study. Collected data was analyzed by using statistic application, such as percentage, mean, standard deviation, F-test, one-way Anova, t-test, Pearson correlation, and regression.*

The results from the study revealed that most of respondents were males, age between 33-45 years old, earned high school or vocational certificate, single marital status, monthly income less than 10,000 baht, maid in laundry room duty, work for organization for at least 9 years. The average picture of the opinions on quality of work life of employees at the Ambassador Hotel Bangkok were at medium level, but the average picture of the opinions on the level of organizational engagement of employees at the Ambassador Hotel Bangkok were at high level. The results of hypothesis testing revealed that different personal factors, such as age, income, department affiliates affected organizational engagement of employees at the Ambassador Hotel Bangkok, but the different personal factors, such as gender, level of education, marital status, and period of work at the hotel were not affected organizational engagement of employees at the Ambassador Hotel Bangkok. The overall picture of the opinions on quality of work life factors affected organizational engagement of employees at the Ambassador Hotel Bangkok at 0.05 level and quality of work life factors of employees at the Ambassador Hotel Bangkok correlated to the organizational engagement of employees of the Ambassador Hotel Bangkok in the same direction at confidence level 95 percent.

Recommendations from the study were that administrative officers should consider comparable and appropriate compensation suitable for job description to other organizations, adjustable to current living expenses, create social events among employees to promote good relationships between individuals, and employees and organizational collaboration to set mission in the same direction which lead to success.

Keywords: *Quality, Work, Life, Organizational, Engagement, Employees, Ambassador.*

1. Introduction

The engagement of personnel relationship within the organization is one of the important method that will result in employees' commitment and loyalty to the organization. They will stay with organization for the longest time because of the relationship that they received from the organization. Employees are accepting and believing company policy, willingness to devote its efforts to strengthen the productivity of the organization, willing to stay with organization for the longest, and continuously employed by organization.

The Ambassador Hotel in Bangkok is a large size private hotel business industry, locate in the heart of the city on Sukhumvit road for over 40 years. They have been developed and improved operation to preserve and maintain business confidence. There are 760 rooms, dining rooms, grand ballroom as a conference room that can comfortably hold up to 2,000 people, fitness room and spa which can provide services to consumer requirement. They have been renovated for their images and technology and become hotel standard for tourism in 4 stars hotel level.

Therefore, human resources management is especially important to the organization because human resources can deliver the organization succeed or fail. The business environment is constantly changing, all organizations needed to adjust to the changing situation and are ready prepare for the changes. The administrative officers need to understand the distinction of various groups to employees, the different of employee groups, such as attitudes, values, and behaviors will affect the different of lifestyles of the employees which become working conflicts on the work duties. (Daecha Daechavattanapisan, 2552 B.E.). In addition, the administrative officers needed emphasize on quality of work life for their employees because they have been working for the organization for long period of time. A quality of work life will lead to employees' satisfaction in organization. (Hackman and Suttle, 1977). Therefore, the relationship of the employees is organization beneficial, such as increasing the effort of employees to work harder, more participation in organization activities, willingness to devote its efforts to strengthen the productivity of the organization, willing to stay with organization for the longest, and continuously employed by organization. (Steer, 1977)., low employees turn over which results in better performance.

Currently, there are many operational employees level in various groups, the important of work life quality of employees will result in employee's relationship to the organization, the researcher was interested in studying work life of employees influencing employee's relationship to the organization at Ambassador Hotel in Bangkok and the results from the study could be a guideline to develop human resources management at this organization.

1.1. The Purpose of the Study

The purposes of this study were to determine the level of quality of work life and level of relationship affecting organizational employees at Ambassador Hotel in Bangkok.

1.2. The Scope of the Study

The content of this study was to determine quality of work life of employees affecting relationship of organization at Ambassador Hotel in Bangkok based on the conceptual framework of Huse and Cummings and Richard E. Walton concerning quality of work life theory which consisted of 8 factors, such as fairly appropriate compensation, work safety and healthy environment, career advance, job security, human resource development, relationship with coworkers, employee rights, the balance between life and work, and work which beneficial the society, and Steers' organizational relationship theory compose of 3 factors, such as employees are accepting and believing company policy, willingness to devote its efforts to strengthen the productivity of the organization, willing to stay with organization for the longest, and continuously employed by organization.

The sample groups were 504 Ambassador Hotel Bangkok employees composed of 10 divisions, such as sales and marketing, foods and beverages (services part), foods and beverages (kitchen part), human resources management, finance and accounting, workouts center, security group, maid group, technician group, and receptionist group by using 243 employees for research.

The period of the study started on November through February, 2560 B.E.

2. Methodology

This was a quantitative research study by using 243 Ambassador Hotel Bangkok employees. Stratified random samplings was a method of the study and divided by departments. A questionnaire was a tool to collect data from respondents and gathering into 3 parts as follows:

Part 1: General personal factors of respondents, such as gender, age, marital status, income, level of education, etc. Created nominal scale which measured and organized data into groups based on a property as defined. There were 7 question statements.

Part 2: Nominal scale of questionnaire data regarding life quality at work, there were 26 questions on a checklist. Respondents may be offered a choice of five to seven or even nine pre-coded responses with the neutral point being neither agree nor disagree.

Part 3: Questions regarding employee relationship to the organization, respondents may be offered a choice of five pre-coded responses with the neutral point being neither agree nor disagree and processed with 16 statements.

2.1. The Results from the Study

On basis of the results of this study, it could be concluded that most of respondents were males, age between 33-45 years old, a vocational certificate or high school graduated, single marital status, average income less than 10,000 baht, worked for 9 years in maid and laundry groups, and the life at work and company relationship were detailed as follows:

The overall picture of the opinions on the level of employees work life quality at Ambassador Hotel in Bangkok were at medium level when considered in ascending order, such as work as a team, relationship with others, beneficial works for the society, opportunity to work as competent ability, safety and healthy work environment, advance and security career, employees' rights, balance of private and work life, and fair salary and compensation, respectively.

The level of employees works life quality when divided into different generations as follows:

- 1) Baby boomer generation group: the level of work life quality was in the medium level in ascending order consisted of beneficial works for the society, work collaboration, relationship with others, and appropriate salary and benefit fairly, respectively.
- 2) Generation X group: the level of work life quality was in the medium level in ascending order consisted of beneficial works for the society, work collaboration, relationship with others, and appropriate salary and benefit fairly, respectively.
- 3) Generation Y group: the level of work life quality was in the medium level in ascending order consisted of work collaboration and relationship with others, employees' rights, adequate salary and compensation fairly, respectively.

The overall picture of the opinions of the level of relationship of employees at Ambassador Hotel in Bangkok were at high level when considering from ascending order consisted of willingness to work with full capacity for organization benefits, long commitment to work for organization, and accepting and believing in company policy, respectively.

The overall picture of the employees' opinions on level of relationship at Ambassador Hotel in Bangkok when considered 3 groups of generations were at high level consisted of willingness to devote its efforts to strengthen the productivity of the organization, willing to stay with organization for the longest, and continuously employed by organization, respectively.

2.2. The Hypothesis Test Results

Hypothesis 1: the hypothesis testing results revealed that the overall picture of the opinions on different personal factors, such as age, income, and department affected employees' relationship of Ambassador Hotel in Bangkok. As for different personal factors, such as gender, level of education, marital status, and period of work were not affected the employee' relationship of Ambassador Hotel in Bangkok.

Hypothesis 2: Employees work life factors influenced the relationship of employees at Ambassador Hotel in Bangkok when considering each factor revealed that comparable salary and compensation with other hotels, electronic surveillances for security procedure, allow problems solving, work as a team, privacy at work, sufficiently rest at home during day off, and social benefits, respectively.

When considering the relationship between employee work life factors and relationship of employee to Ambassador Hotel in Bangkok, the overall picture of the opinion on which employees can work together as a team were at medium level.

3. Conclusion and Discussion

The different personal factors, such as age and work group affected the employees' relationship of Ambassador Hotel in Bangkok which corresponded to the research of Keawkarn Vichairat. (2557 B.E.). revealed that different personal factors of Zoo employees, such as age, marital status, group that belong to, and period of work at Zoo affected employee relationship at the Zoo. The different personal factors, such as salary affected employee relationship at Ambassador Hotel in Bangkok which corresponded to the research of Benjamas Trisutha. (2554 B.E.).

The overall picture of the opinions on work life quality factors influenced employee relationship of Ambassador Hotel in Bangkok, such as fair adequate comparable salary to other hotels were in low level which corresponded to the research of Keawkarn Vichairat. (2557 B.E.). revealed that different personal factors of Zoo employees, such as age, marital status, group that belong to, and period of work at Zoo affected employee relationship at the Zoo and also corresponded to the research of Vitsarus Peamsiri. (2557 B.E.). revealed that work life quality of N.Y. Foods employees, Nakhon Pathom Province regarded fair and comparable income to other hotel business was at low level.

The overall picture of the opinions on safety and healthy work environment aspect, such as work surrounding equipped with security systems, such as CCTV, alarm system, fire distinguisher affected employee relationship with Ambassador Hotel in Bangkok were in high level which corresponded to the research of Keawkarn Vichairat. (2557 B.E.). revealed that the overall picture of the opinions on work surrounding at the Zoo in Chiang Mai equipped with security systems, such as CCTV, alarm systems, fire distinguisher were at medium level.

The overall picture of the opinions on career advance and job security affected employee relationship with Ambassador Hotel in Bangkok were at medium level which corresponded to the research of Suppachai Vongvorakarn. (2555 B.E.). revealed that the employees at Chatrium and residence Hotel group have work life quality, such as career advance, and job security, and the feeling of success were at medium level.

The overall picture of the opinions on employees' career advanced, such as self-handling work situation affected employee relationship of the Hotel were at high level which corresponded to the research of Keawkarn Vichairat. (2557 B.E.). revealed that the overall picture of the opinions on work opportunity in career advance, allow employee to plan their job assignment, and able to solve their own problem situation at the Zoo in Chiang Mai were at high level.

The overall picture of the opinions on work collaboration and relationship with coworkers were at medium level which corresponded to the research of Keawkarn Vichairat. (2557 B.E.). revealed that work life quality of Zoo employees regarded work collaboration and relationship with coworkers were at medium level.

The overall picture of the opinions on employee rights, work privacy affected employee relationship at Ambassador Hotel in Bangkok were at medium level which corresponded to the research of Sudarat Crutsuk. (2557 B.E.). revealed that the overall picture of the opinions on private industries employees in Bangkok have work life quality regarded employee rights, respect, privacy was at medium level.

The overall picture of the opinions on the balance of private life and work, such as adequate day off affected employee relationship with the Ambassador Hotel in Bangkok were at medium level which corresponded to the research of Vitsarus Peamsiri. (2557 B.E.). revealed that work life quality of N.Y. Foods employees, Nakhon Pathom Province regarded the balance of private life and work, adequate rest during day off was at low level.

The overall picture of the opinions on beneficial works for the society, proud of work, beneficial collaboration affected employee relationship with the Ambassador Hotel in Bangkok were at high level which corresponded to the research of Keawkarn Vichairat. (2557 B.E.). revealed that the overall picture of the opinions on employees at Chiang Mai Zoo have level of work life quality, such as beneficial works for the society, proud of work, beneficial collaboration were at high level.

4. Recommendations from the Study Results

The recommendations from the study results were as follows:

1. The administrative officers should develop a guideline on work life quality of the employees in order for employees have better relationship with Ambassador Hotel in Bangkok with following suggestions:
 - 1.1 Offer salary and compensation which comparable to other hotel businesses, should consider appropriate salary according to job description, and adjust income according current cost of living.
 - 1.2 The overall picture of employees' opinions, such as work collaboration and relationship with other workers were at highest level regarding three generation groups have their own social group, strong relationship, administrative officers may create social events for the employees for better relationship among them.
 - 1.3 The overall picture of employees' opinions, such feeling of proud, beneficial works for the society, proud of work, and beneficial collaboration. Administrative officers should support and cooperate in the beneficial works for the society in order for the employee to be proud of it.
2. The overall picture of employees' opinions on willingness to work with full capacity for organization benefits, long commitment to work for organization, and accepting and believing in company policy. The administrative officers should have target planning collaboration with the employees in the same direction in order to accomplish the future mission goal.

5. Suggestion for the Future Study

Administrative officers should study and determine morale and nourishing of employees in operation level.

6. References

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