Title: The Quality of Work Life of Hotel Staff in Bangkok Areas

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Abstract

The purpose of this study is to measure the relationship level between Hotel staff and their work places, to compare the quality work life level with different range of hotel service standard by individual factors, and to investigate the connection between the relationship of hotel staff in Bangkok areas and their workplaces with different hotel service standard in order to apply in improving the quality work life of hotel staff in Bangkok areas. The sample and procedure of the study was conducted as follows: a sample of 558 hotel staff from 13 hotels in Bangkok areas, data gathered from October 2011to April 2012, the questionnaires included in the final analysis by percentage, standard deviation, t-test, One way ANOVA, and the correlation among variables of the quality work life by Pearson Correlation.

The profile of the respondents is shown as follows: majority being male, being lower than 27 years of age, being married and single, having 1-5 years work experience, holding job positions as clerk, and having salary less than 15,000 baht per month. The analysis of the relationship between hotel staff and their workplaces is shown as follows: in medium level on overall images of their work places, and in high level on acknowledgment, mission, and dedication to workplaces advantages, and in medium level on self-need to maintain their working status. The findings on

the quality work life is an average on medium level with the high level on the connection and sacrifice to community.

The findings are shown as follows: no significant relation is found between gender, no significant relation between hotel service standard of 3 stars, 4 stars and 5 stars with age and sex; a significant relation level of 0.01 between the quality work life and the age differences in 4 stars hotel service standard with the high level range between 33 and 37 years; no significant relation between education back differences and the quality work life but a significant relation level of 0.05 in 5 stars hotel ; no significant relation between married status, work experience, job position differences (clerk and administrators) and the quality work life; a significant level of 0.01 between salary differences and the quality work life with a significant level of 0.01 in 4 stars hotel but no significant relation among 3 stars and 5 stars hotel; no significant relation between work experience differences and the quality work life in 3 stars, 4 stars and 5 stars hotel but a significant level of 0.01 in 3 stars hotel; the significant relation level of 0.01 between the relationship of hotel staff and their workplaces on the quality work life in variety factors in 5 stars, 4 stars and 3 stars hotel; a significant relation level of 0.05 between the quality work life on good and interesting income and fairness with the relationship on work dedication and workplaces advantages.

The research recommendations are for hotel administrators and supervisors as following:

1. To plan a standard reward management series , to upgrade salary and benefits in accordance with present economic and expenses, and other fringe benefits to be also considered such as annual leaves and relevant facilities.

2. To be updated of latest information for staff benefits.

3. To have efficient recruitment systems and consider to hire Thai management officers instead of foreign officers resulting in the hotel to pay higher benefits for foreign officer than Thais.

4. To employ democratic administrations in order to gain staff opinions and share their decision making and to be a role model on fairness for under control personnel.

5. To encourage hotel staff to be concerned of their career path such as training, further study, academic seminar and work related skills; to create activities that enhance good relationship among staff and administrators.

6. To be concerned and maintain a group of senior staff with long period of work because of their high level of workplace relationship and self-need to maintain their working status in the 4 stars hotel service standard.

7. To be sincere and hold close relationship between supervisors and staff in order to gain staff 's trustworthiness, to plan the management training to promote the understanding of hotel policies by providing in-house training and rotating routine tasks among general clerk in 5 stars hotel service standard.