

Quality of Working life of People with Mobility Impairment Who Work in Private Organization

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Abstract

This article is a part of the research, "Factors on Quality of Working life of People with Mobility Impairment in Private Organization". It aims to 1) study the definition of quality of working life of people with mobility impairment who work for private organization and 2) to study results from having quality of working life of people with mobility impairment who work for private organization. The qualitative methodology was employed and the data were collected from participants who are 12 people with mobility impairment who work for private organization. They were selected by snowball technique. The results show that 1) The definition of quality of working life of people with mobility impairment is the disabled are happy, have career stability and good life quality in terms of being able to take care of themselves and their families, not being burden, having career opportunity according to their skills and abilities, having good co-workers, supervisors and directors, having career equality in the aspects of work, payment and social welfares, including the ability to work with people, being acknowledged and having the sense of belonging to the organization. The organization should adapt to the comfortability of the disabled with the work place that have convenient access to them and 2) the results from having quality of working life of people with mobility impairment who work for private organization can be concluded for 11 aspects and put in order from the most to the least as followings; 1) work result, 2) self-esteem, 3) the ability to take care of family, 4) self-care, 5) happiness at work, 6) future financial stability, 7) love and bond to the organization, 8) stay at work , 9) good quality of life, 10) keeping benefits for organization and 11) organization image.

Key word: quality of working life, people with mobility impairment, private organization

Introduction

Working people are people in the society who wish to live life in happiness, including some demanding conditions such as the need to have career security and advancement, the need to work for stable organization, the need to get opportunity for development, the respect and honor as devoted person in the organization, the acceptance from people at work in all levels, the fair payment, the satisfying social welfares, and the kind supervisors and good co-workers (Kittisuksathit, S., Chamchan, C., Tangchonlatip, K. Holumyong, C., 2014) This approach can be related to Shankar J. V. (2014) whose definition of quality of working life can be concluded as the level of satisfaction, motivation, participation and experience about attachment of people to their working life. Normally, companies and organizations emphasize on the working life development in order to provide security, equality, democracy, pride, sense of belonging, individuality and work flexibility.

In Thailand, there is a group of working people that should not be overlooked which is a group of the disabled whose age rank is between 15-59 years old. According to the information about the situation of the disabled people in Thailand from the Ministry of Social Development and Human Security (2020), it states that the numbers of the disabled people in working age are 845,706 people, with the percentage of 41.71 of all the disabled. The mobility impairment people have the highest proportion when comparing with others disabilities. These mobility disabled people have work which can be considered as good quality of life. This allows the disabled to rely on themselves without disturbing on others and make them aware of their worth and dignity to live in the society. It is important for employers or business owners and public organizations to create the employment equality in the society (Disabilities Thailand, 2015).

However, nowadays the organizations dealing with disabled people still call out for the disabled from time to time in terms of the employment equality, the unfair payment and social welfares, including the lack of support such as important information access, understanding and acceptance from co-workers and the lack of

convenience at work. The mentioned matters are considered the basis of the quality of working life of the disabled people. If these matters are improved, the disabled people will be satisfied and have motivation which can affect on individual and organization (Janejira J. and Pattanapakdee N., 2020). The researchers are interested in studying the quality of working life of people with mobility impairment who work in private organization in the Middle part of Thailand. The aspects that will be presented involve the definition of the quality of working life and the result from having working life quality in the aspect of people with mobility impairment.

Purpose

1. To study the definition of the quality of working life of people with mobility impairment.
2. To study the results from having the quality of working life of people with mobility impairment.

Method

This article is a part of the research, "Factors on Quality of Working life of People with Mobility Impairment in Private Organization". It is the qualitative research conducted by collecting data from people with mobility impairment who work in the private organization in the Middle part of Thailand. The in-depth interview and the guideline techniques were employed in advance.

Key informants

The key informants in this study are 12 people with mobility impairment who work in the private organization in the Middle part of Thailand. The snowball technique is employed in order to conduct the study with the target group who have limit data. Individual participant worked as key informant and recommend next sample group respectively.

Results

1. The definition of the quality of working life of people with mobility impairment who work in private organization

After interviewing 12 key informants about the working life quality of people with mobility impairment, various definitions were provided according to each and individual idea and experience. The conclusion has been described as follows.

The disabled people feel happy, have career stability and good life quality. They can take care of themselves and have colleagues, supervisors, good business owners, equality in terms of work, wage and welfare. This also includes the ability to work with other people, get accepted and have sense of belongings to the organization. The people in the organization should adjust themselves to work with the disabled. In addition, the organization should provide facilities to accommodate their disabled colleagues.

2. The results from having the quality of working life of people with mobility impairment who work in private organization

The results concerning the consequences from having the quality of working life can be concluded into 11 aspects respectively; 1) work result, 2) self-esteem, 3) the ability to take care of family, 4) self-care, 5) happiness at work, 6) future financial stability, 7) love and bond to the organization, 8) stay at work, 9) good quality of life, 10) keeping benefits for organization and 11) organization image. Some interview extracts are presented as follows.

1) Work result

"It creates more work efficiency. It is like, like we are ready to take the step and to learn. To do any kind of work and ready to solve problems and to meet obstacles. When the quality of life is improved, we know we are ready to get through things."

The 5th key informant

2) Self-esteem

"This causes a huge impact; it has effects on every parts. 1. When we have pride in ourselves, we have power to do anything. Even though we are the small part of the company, we are one of the parts to drive the organization. If the organization survives, we are part of the success. We work as a team.... Every

minute that we work, it is a good story. Thinking about it makes me proud, no matter how long, like 20 years, it has passed.”

The 1st key informant

3) The ability to take care of family

“It makes me able to take care of my family, can support them. Though it is not much, but we are fine.”

The 6th key informant

Discussion

1. The definition of the quality of working life of people with mobility impairment who work in private organization

The definition has been concluded that the disabled people feel happy, have career stability and have good life quality. They can take care of their family, without being burden. In addition, the disabled people get opportunities to work relating to their skills, knowledge and demand. Getting to have colleagues, supervisors, business owners and feeling equal to other workers in terms of work, wage, and welfare. The definition includes the ability to work with colleagues and being accepted, including having sense of belonging to the organization. The people in the organization can adjust themselves to work with the disabled and work in the place with facilities. This can be related to Royula, V., Tamayo, L.J and Surinach, J, (2008) which explained that the quality of working life can be various in terms of job characteristics, staff assessment, staff qualification and the compatibility between staff and work. The employment strategy in Europe has the indicator of staff quality such as health and security at work, quality of work, skills related to work, life-long learning, job development, gender equality, work flexibility, labor, the balance between work and working life, social conversation and the participation of the staff, the acceptance of the difference and not being insulted, including work result and outcome. Besides, Sirinan Kittisooksatit, Chalermopol Chamchan, Kanchana Tangcholthip and Charamphorn Holamyong(2012) mentioned about the quality of working life that it emphasizes mainly on the importance of human resources or human. It includes the work environment management, welfare, work role, satisfaction, the chance to participate in making decision about work, the development and focus on human resources which affects on the work and the manufacturing process. It also relates to the study of work pattern and happiness in life: regarding the research program concerning working life quality program of Sirgy, M. J., Nora P.R. Jiyun W. and David E. (2008). The research result showed that 1. The appropriate resource management can relate to the expectation of individual staff, 2. The deduction of the conflict on life with work and without work, 3. The access to the unique role, 4. The deduction of the demand on role and responsibility, 5. The stress reduction has unique relation between life with work and without work and 6. The value added to the unique role. The variety in working life quality has related to the life with work (decentralization in the organization, teamwork, equality, commitment, ethics in organization and culture, table of work operation in organization, etc.) and the life without work (work from home with time flexibility, tighten work schedule, planning non-full-time work, work categorization, etc.)

2. The results from having the quality of working life of people with mobility impairment who work in private organization

The research result can be stated into 11 aspects; 1) work result, 2) self-esteem, 3) the ability to take care of family, 4) self-care, 5) happiness at work, 6) future financial stability, 7) love and bond to the organization, 8) stay at work, 9) good quality of life, 10) keeping benefits for organization and 11) organization image. The discussion has been provided as follows.

Work result has been related to the statement mentioned by Thailand Institute of Occupational Safety and Health (Public Organization) (2019) that the quality of working life is important because human is the most precious and important resource to the organization. It can provide positive effects on individual and organization such as increasing organization product, morale and encouragement to staff, including improving the proficiency of staff. The organization has policy, strategy and plan to develop working life quality in various aspects; work, personnel, and good environment. These aspects cause direct and indirect effects to work operation and the mentioned effects influence on the increasing of the organization productivity. Additionally, it creates motivation to work and to increase skills and abilities of the staff. Besides, Somphong Rattananupong (2015) has studied the working life quality and the operation efficiency of the staff at the SMM news centre. The result from this study

stated that the work efficiency, the work speed, the work quality and work load have positive relation to the level of working life quality.

The ability to take care of family has been mentioned in the study of Saowaros Koohapanya (2009) about the working life quality influencing on the satisfaction of work and the behavioral trend of staff in a foreign company. The result stated that all aspects of the working life quality have related to the work satisfaction. Therefore, the organization should focus more on developing factors affecting on the working life quality such as providing allowance that is adequate to living life and opportunity to show great performance for work advancement. In addition, it should focus on managing and giving promotion with fairness and equality. By interviewing, most disabled people believe that the career stability and receiving adequate wage to take care of family is important. It creates self-esteem in terms of having stable career and adequate income without being burden to others. This part of the interview supports this aspect. "We don't have to sit and wait for others to provide for us. Though we may not be a hundred percent perfect, but we can still work to earn income. The money is not much, but I am proud to be the one who works to support the family. It is no pride at all to wait for others to provide for us." The 7th key informant

The aspect of love and bond to the organization could be related to the study of Walter. D. L. (2017). The study is about the relation between working life quality and the bond in the organization. The study was conducted on the federation of flight attendants in the United States. It was found that the quality of working life has positive relation to the bond to the organization with the statistical significance ($R^2=0.494, p<0.001$). This can be interpreted that the quality of working life could increase the bond to the organization. The quality of working life can predict the bond to the organization at the statistical significance of ($t=5.5534, p<0.001$) which related to the research of Tippawan Sirikoon (1999) on the quality of working life and the bond to the organization: The case study of the financial institutions asset management corporation and the study of Setthasart Chaisang (2010) on the quality of working life and the bond to the organization of the staff at Ratchapruerk college. Both results supported the idea that factors of the quality of working life have positive relation to the bond to the organization.

Stay at work aspect was mentioned in the study of Laddawan Sakulsook (2007), referring to Walton, R.E. (1973), about the indicator which is used to set the quality of working life in terms of advancement and stability. Basically, human demands these; chance to have work progress, career stability, good work condition, good supervisor with knowledge and understanding in administration, being accepted as member of the group, receiving fair allowance, having suitable job or interesting task, participating in making policy and regulation and being treated with fairness. The opportunity in work and career stability is important. If staff in the organization obtains both, they will prefer to stay with the organization or remain at work until retirement. The study of Saowaros Koohapanya (2009) on the working life quality influencing on the satisfaction of work and the behavioral trend of staff in a foreign company stated that in general the quality of working life was in good level. Staff have tendency to stay at work and not interested in working in other organization. This reflects the positive result of the quality of working life since the staff do not want to resign and decide to stay which provides positive outcome to the organization.

Happiness at work was mentioned in the study of Sirinan Kittisooksatit, Chalermphol Chamchan, Kanchana Tangcholthip and Charamphorn Holamyong (2012). It was defined as experience and happiness of working people who wish for being accepted and respected by people. Having stable career, work progress, chance to get development, having kind supervisor, sincere colleague, adequate welfare and safety at work. If staff consistently receive these, they could work with happiness. Some part of the interview could reflect the attitude towards this. "The first thing to be considered is the state of mind since it causes happiness. If I come across good things, I am ok., happy. Good things are job, wage, people we meet, all of these make us happy and want to continue to work." (The 6th key informant) The result also related to the study of Piyanit Chotiwanich (2017) on the working life quality and the bond to the organization and happiness at work of university lecturers. It was found that the quality of working life has positive influence on the happiness at work. In addition, the quality of working life has positive influence on the bond to the organization. The bond to the organization then has positive influence on the happiness at work.

Future financial stability can be related to the concept of 8-way to be happy in terms of being a wise spender (Happy Money) which are knowing when to spend, having savings, knowing how to spend, being in practical debts and living suitable life. To have future financial stability, it is important to be a person who can manage expense and income properly, both personal and family expenses according to the study of Chanwit Wasanttanarat, Julaiwan Duangkota and Noppon Tigaewsri (2013). The result showed that having the quality of working life could lead to the future financial stability. The 8th key informant said, "Having a career now provides me the ability to take care of myself and start my saving." And the 12th key informant said, "The more I realize

about my stability, the more future plan I can do. If life isn't stable, there is no plan for future. Some disabled people may not consider about life plan. By encouraging life plan, saving for future along with predicting career path can make them feel more secured. Some can even start thinking about business plan.”

Keeping benefits for organization can be viewed through the mentioned research result. Having quality of working life could make them feel good and create love and bond to the organization. The consequence is that the staff will consider about keeping benefits for organization. The 9th key informant mentioned in the interview that “Some machine parts like the board. It is now very pricey. I need to compare with other boards before making a purchasing order. I am told to try to fix it as best as possible. If it can't be fixed, then the purchase can be made. Or some part like air cylinder, I hardly make a purchase. I need to bring it to the factory and try to make them fix. I also need to compare the difference in price.” Besides, the study of Netnapa Wailertsak (Yabushita) and Nattapong Masjirapa (2016) on the effect of the quality of working life and the responsibility to society of business to staff organization: The case study of Centara Hotel Khonkaen mentioned that the effect on the bond to the organization of staff could represent the concerning to staff, customer, society and environment. This not only boosts the fame, but also the good image of the brand and organization. Additionally, it creates good image of supervisor to the staff.

Conclusion

Human resource has played an important role in developing both economy and society of the nation, especially for people at working age. These people are important drive to organization, society and economy. Among these people, one group that should not be overlooked which is the group of the disabled people who work in organizations, both public and private sectors. Some private organizations welcome the disabled to work according to the Empowerment of Persons with Disabilities Act, B.E. 2550, section 33. The act mentions that for the benefit to support and improve the life quality of the disabled, employers or business owners and public sectors should accept the disabled people to work in the related field with the suitable proportion of the work place. Currently, the proportion of having the disabled worker is 100 staff per 1 disabled staff. It is advised that the working life quality should be considered as well. This research result focuses on the definition of working life quality in the perception of the mobility impairment people who work in private organization. It could reflect both the similarity and the difference viewed by the mobility impairment people. All the key informants have mobility impairment and could provide information affecting on them and their organizations. The result from having good quality of working life can cause better work quality, create love and bond to the organization and the will to stay at work. Having good quality of working life encourages the staff to keep benefits of the organization and create good image. The mobility impairment workers can also feel their self-esteem, happiness at work, have future financial stability and can take care of themselves and their families. The consequence of these advantages will make the mobility impaired people to feel more independent and be aware of their self-value.

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