

**QUALITY OF WORK LIFE AFFECTING TO JOB SATISFACTION OF NON-COMMISSIONED POLICE OFFICERS:
A STUDY OF METROPOLITAN POLICE DIVISION 2**

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ABSTRACT

The research objectives were 1) to study the quality of work life and job satisfaction of non-commissioned police officers 2) to study the quality of work life that influenced job satisfaction of the non-commissioned police officers. The research methodology represented the quantitative approach; the samplers represented the non-commissioned police officers from the simple random sampling. The number of samplers were population of the non-commissioned police officers that resulted from the Yamane formula. The instrument was constructed from the literature reviewing, theories and the on-site studying. The statistical analysis represents the descriptive analysis; percentage, mean and standard deviation. The hypothesis testing was illustrated by the path analysis, the researcher proposed the conceptual framework to illustrate the problems and prove the hypothesis also.

Keyword; quality of work life, job satisfaction

INTRODUCTION

The police officers were important person who were responsible for protecting the lives of people in terms of safety and peace and devoted themselves to the social well-being, whereas the quality of life of police officers were not as good as it should be. The income was inadequate to cover the daily expenses and there were many debts to pay. Therefore, the government agencies who were responsible for caring and attention the police officers in the quality of life that contributed the quality of life as well as the others officers such as clean and comfortable housing, good food, adequate clothing and good educated children.

The occupation of police officers had the higher risk than other occupation. The mission and duties of the non-commissioned police officers in Metropolitan Police Division 2 had the important responsibility, each individual had to sacrifice and dedicate himself but their returns were not be their expectation, so the researcher was interested in studying the quality of work life of the non-commissioned police officers to be the fundamental information for planning, improvement and developing the quality of work life of the non-commissioned police officers, Metropolitan Police Division 2 that contributed the morale in performing and effectiveness to the agencies.

LITERATURE REVIEWS

The quality of human life was different from the other living things due to the focus on the quality of life and happiness. Quality of life was a used concept and became the

familiar in all aspects. However, the views of quality of life from the different of people, societies, cultures, economies and goals were different. The elements of the quality of life had the difference in some aspects depended on the environments in that time and the different view in meaning of the quality of life hence the researcher proposed “quality of life” in the various aspects to develop the quality of life.

Life meant the being (Office of the Royal Society, 2017), existence, alive (NECTEC’s Lexitron Dictionary, 2017) and Canadian Oxford Dictionary defined the meaning of life was the capacity for growth, functional activity and continual change in addition life was comprised of body, mind, emotion, social. Life being was not only alive but were the existence, growth and doing the duties and continual change in body, mind, emotion and social.

Quality meant the good features of person or things (Office of the Royal Society, 2017) and Juran stated that the quality should be valid and fitness for use (Juran, 1986), in addition the meaning of quality meant the need for fundamental factors for living according to the Maslow’s concept that had been accepted all over the world, need had been classified in five level of hierarchies as follows: first level the physical needs, second level security and safety needs, third level belongingness and love needs, fourth level esteem needs and fifth level the self-actualization needs. The individual had the needs in the different level depending on the mind, body, status at the present and social context.

From the above, that concluded the life and quality depended on the difference of the individual and the social context. The difference of needs caused to be different in the aspects of quality of life and also in the level. In addition, quality of life also meant happiness, well-being of people and society with the context of society, environment, economy, education, politics and religion, health, education, welfare, physical environment, income, employment, equality, technology, social engagement, and drove the quality of life to be significantly different.

The concept of quality of work life

Richard E. Walton proposed the concept of the quality of work life in the book of “Criteria for Quality of Working life” eight aspects as following

1. The adequate and fair compensation meant the operators received the wage, salaries, remunerations and other benefits that was adequate to the worker life in accordance with generally acceptance standards and fairness relating other jobs or organizations as well.
2. The safe and healthy environment represented the both of the physical and psychological environment such as not taking too much risks working condition, comfortable, not harmful to health, physical and hygiene.
3. The development of human capacities represented to provide the opportunities to operators for actually performance and skill development including the providing the significant and meaningful to their lives.

4. The job characteristics that promoted the growth and security to the operators, in addition to contribute the knowledge and ability to the operators in progressive and stable career as well as being accepted by both colleagues and family.

5. The job characteristics promoted the social integration of operators that represented the job contributed the fair interrelationship among others.

6. The job characteristics based on the legal or the constitutionalism represented the way of life and organizational culture that promoted the respect in the privacy respect, fairness of remuneration and rewarding including the individual promotion on free opinions, speech, equality and ruling of laws.

7. The work life balance represented to provide the operators employ the balanced time on the job and private life, that meant did not provide workers be under the operating pressure, appropriating time for rest or private life.

8. The job characteristics related with the social relevance, which was one of the important issues that the workers would feel and accept that the organization they operated was responsible for society in various fields in terms of productivity, waste disposal, preserving the environment, practices and technical employment conditions.

Katzell stated the quality of work life related with the satisfaction in job content and co-working atmosphere (Katzell, 1980: 410).

Nadler and Lawler stated the quality of work life represented the concept of workers and organization especially the impact of working and the organizational effectiveness (Nadler and Lawler, 1983: 20-30).

Delamette and Takezawa stated the quality of work life represented the quality of work life was pleasant for employees due to the improvement of work and job characteristics, particularly, employees should be considered to promote in individual work according to their needs (Delamette and Takezawa, 1984: 3).

Huse and Cumming represented the quality of work life was the consensus between the desire or the satisfaction with individual work and the organizational effectiveness, or the other view the quality of work life was the organizational effectiveness that affected the happiness in working in addition the quality of work life affected three aspects to organization, the first one was enhancing the organizational productivity, the second, the enhancing of morale to the operators and the third, the quality of work life contributed the potential of operators (Huse and Cumming, 1985 : 198-199)

Factors affected the job satisfaction

Herzberg (1959 referred to Phachon Chaleomsarn,1993:36-37) stated factors that created the job satisfaction according to Two-Factor theory were motivator and hygiene factors. Two-factor theory represented a content theory that was studied by Federick Herzberg for examining the factors or elements that relating jobs especially satisfied factors.

Herzberg collected the data from the 200 sample group of accountants and engineers in Pittsburg of United states of America. The interviewing approach requested the samples to recognize the feeling of satisfied and dissatisfied things and then academic analyzed them and considered the extraordinary findings the factors that caused workers to be satisfied with the job comprised the various factors that caused to be dissatisfied with the job. The almost of satisfying factors were the job contents and almost of dissatisfying factors were the job context. Herzberg concluded factors that caused to be job satisfiers relating with job contents and called these factors "motivators" that comprised of important factors such as achievement, recognition, advancement, work itself, possibility of growth and responsibility, the factors that caused to dissatisfy with job dissatisfied workers that relating the surrounding environment of the job, Herzberg called "Hygiene or Maintenance factors" that comprised of status, relation with supervisors, peer relations, relations with subordinates, quality of supervision, company policy and administration, job security, working condition and pay. The combination of the motivators and hygiene factors were called "Two-factor Theory." Herzberg believed hygiene factors that was the crucial environment to preserve the workers, in addition the workers would be non-stimulated by hygiene factors that caused they were unsatisfied in jobs even though the response contributed only the prevention of jobs dissatisfaction and the management tried to decrease things and try the response the more hygiene factors that reduced the job dissatisfaction, that resulted to prevent the more dissatisfaction and unable to be job satisfaction. Herzberg theory proposed the challenging jobs really persuaded the workers.

Literature reviewing concluded the conceptual framework as following

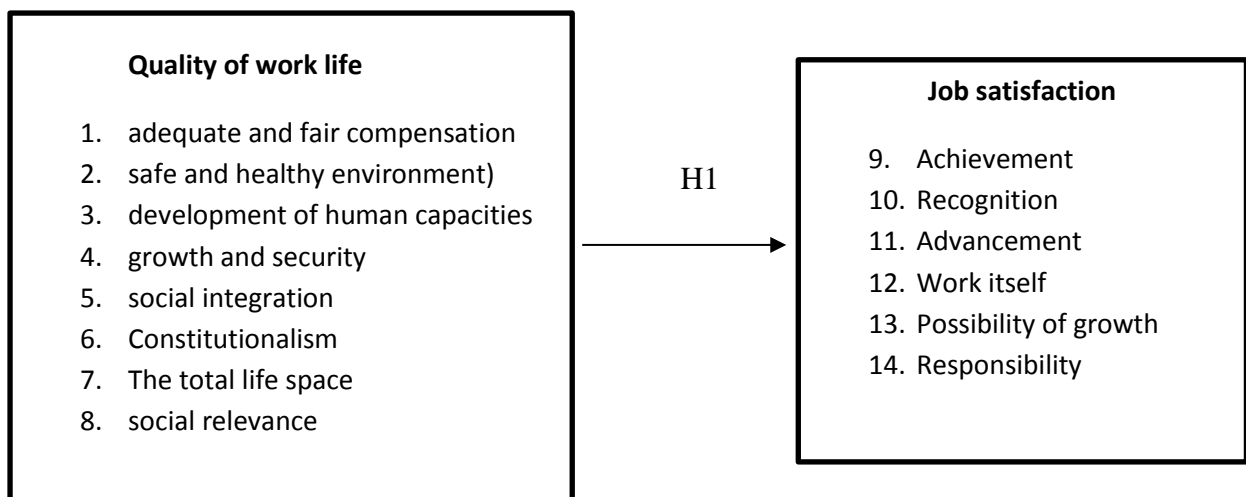


Figure 1 Conceptual Framework

Objectives

1. To study the quality of work life and job satisfaction of the non-commissioned police officers.

2. To study the quality of work life that influenced to the job satisfaction of the non-commissioned police officers.

Research questions

1. How were the quality of work life and job satisfaction of the non-commissioned police officers.
2. Did the quality of work life influence the job satisfaction of the non-commissioned police officers.

Research hypothesis

H1 the quality of work life represented the direct effect to the job satisfaction of the

METHODOLOGY

This research represented the quantitative research, the research population consisted of the non-commissioned police officers, Metropolitan Police Division 2. The 400 samples size were calculated by Yamane formulation through simple random sampling. The quantitative research instrument was the questionnaire that was constructed from the literatures reviewing, concepts, the relevant researches and onsite surveying. The researcher distributed the questionnaires to the sampling samples who were the non-commissioned police officers, Metropolitan Police Division 2 and collected the data. The statistical data analysis consisted of the percentage, mean and standard deviation, the Path analysis was made for the hypothesis testing through the multiple regression statistical analysis.

FINDING BENEFITS

1. The finding would show how are the quality of work life of the non-commissioned police officers and the level of job satisfaction.
2. The Metropolitan Police Division 2 could apply the finding to formulate the various policies of the quality of work life of the police officers.
3. To know the level of the job satisfaction of the non-commissioned police officers and the Metropolitan Police Division 2 could apply the finding to solve their problems.

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