

The Happiness of Supporting Staff of Suansunandha Rajabhat University, Bangkok, Thailand

Wimonpak Seuaudomnan^{*} and Pisanu Poonpatpan^{**}

This main objectives of this study was to investigate the factors affecting happiness of the supporting staff of SuanSunandhaRajabhat University, Bangkok, Thailand and the relationship between demographic backgrounds and the level of happiness of the staff. It employed a quantitative research approach. The main study was carried out over a period of six months between June and December 2017. The research sample included 256 supporting staff of the university, obtained by simple random sampling. A questionnaire was used to collect the data. The data were then analyzed by descriptive and inferential statistics. Based on the data analysis, the four main factors affecting the happiness of the supporting staff of the university, sorted in descending order, were being proud of the job, psychological and physical well-being being, independent, and job security. It was also found that demographic background of the staff had an influence on their level of happiness as the results showed that the supporting staff with different demographic factors, such as ages, gender, educational background, and marital status, were likely to have different level of happiness.

Keywords: happiness; factors; supporting staff; Suan Sunandha Rajabhat University

Field of research: Management

1. Research Background and Significances

Organization Management concept in new period beside aware on personal efficiently development and personal differently administration in organization. But also to focus on the happiness of personal as well. Under the changing context both with internal and external that affected to an organization cover with positive and negative too. Especially, ASEAN Association where there are 10 countries consisted of Thailand, Myanmar, Laos, Vietnam, Malaysia, Singapore, Indonesia, Philippine, Cambodia and Brunei were entered ASEAN Economic Community (AEC) is a major milestone in the regional economic integration that expecting to be same market and production base with making the strength economics in Southeast Asia region. In addition, having had in place the structure and frameworks to operate as an economic community, cultivating its collective identity and strength to engage with the world, responding to new developments, and seizing new opportunities, but are also sustainably and gainfully integrated in the global economy, thus contributing to the goal of shared prosperity. So that, The adaptation of any organizations where ready for ASEAN Economic Community is an important topic which every companies should be understand, analysis and plan for support all of opportunity, effective and also to Keeping human resources do not out of the way to other companies among the free trade and liberal labor of this region under happiness strategy as "Happiness Organization" is a factor to increase personal competency that make a new creation to be modern organization and create new innovation, Reduced leave and resignation rates, work stress, accident and office syndrome. Moreover, this planning is important to challenge between the organization as the war of talent to participate with

^{*}The Graduate School, SuanSunandhaRajabhat University, 1 U-Thong nok Road, Dusit, Bangkok10300 Thailand, Email: wimonpak.se@ssru.ac.th, Tel. +6621601174 Fax. +6621601177

^{**}The Graduate School, Suan Sunandha Rajabhat University, 1 U-Thong nok Road, Dusit, Bangkok 10300 Thailand, Email: pissanu.po@ssru.ac.th, Tel. +6621601174 Fax. +6621601177

company. In the other hand, has advantage to efficiently and successful both with product and holistic result there is also happiness in the family, community and the society too.

Due to this reason, many companies turn to focus on personal quality of life that mention from International Business Report: IBR in 2008 by Grant Thornton found that 59 percentage of business organization from all around the world aware for working registration and look forward every employees more than year ago noted that motivation and personal quality of life as a key of business successful. From Gray research in 2007 showed that working context fully with Happiness is the key to success in work because when an employee does not have stressful, they will be able to work effectively. So that, Happiness and organization benefit should meet half way. Academic concept trend were focus on working happiness to provide personal satisfaction, good health and good heart to achieve the goal that Fortune Magazine reported on 100 ranking of 100 companies where peoples would love to work between 2006-2008) that collected data by Grate Place to Work Institution which create rules to develop personal quality of life in workplace for there are 5 factors consisted of Credibility, Respect, Fairness, Pride and Camaraderie. The company where in that ranking were received a lot of application form as to open an opportunity for select the person who has ability and quality meet demand that decrease low resignation rate, Lowed health expense because of the affected from working stress are decrease. When good in health and heart will ready to creating a new innovation. In long term, Organization will profit to meet the target.

Human is an important type of administrative resource that is, who brings other resources such as money and any materials to make the profit. And also to be managed appropriately to achieve the objective and goal. So that, Human as a goal setting of an organization. In the same time, organization is a secondary system of personal participation process. So that, Personal or Human resources development is the topic that organization should be aware because personal as a key of successful. Especially, service job is depend on good operation and has service mind. In order that SuansunandhaRajabhat University has diversity personal kind of work who has professional in differently. When will join hand together should be aware to studt the factors that has affected to personal happiness. This is to say in fiscal year 2018 has resignation rate for 80 peoples from total 710 peoples that cost of equipment which showed the importance of organization operation that support personal will attending to work for them companies. Be said that, The factors which affected to happiness of supporting personal of SuansunandhaRajabhat University is interested to study for organization development both with the way to solve any problem and continually to support for the personal happiness and work with purpose, quality service for all of student, to make the satisfaction to the customer that make everyone think them like a part to make the profit for the companies followed with the national policy. More over, Can apply the research result for the administrator to improve the policy and support for personal quality of life be directly.

2. The Objectives of the Research

1. To study to examine the support of the staff of Suan Sunandha Rajabhat University regarding happiness and well being.
2. To compare the statistics of what creates a happy staff based on sex, age, marital status, educational level, salary and job responsibilities.

3. Literature Review

Happiness is a part of motional there are diversity level cover with a peace of mind or satisfaction with enjoy and entertainment. ThaiRoyal Institute Dictionary was definite the meaning of Happiness is peace of mental and physical always used with healthy and happy life or Well being. There are many kind of word that used instead Happiness such as National Economic and Social Development Plan No.8 was use Well Being as successful that related with the opportunity of life and capabilities also to has liberal of life. So that, Happiness is a part of well being and society indicator.

Layard was studied there are 7 factors which affected to the happiness consist of 1.Financial factor, Income decreases, happiness is reduced such a poor people. In opposite way, rich people decrease income but none valuable. So that, income inequality is a factor of human happiness from the felling of happiness or suffering when they was compared with other.2.Family relationship, differently family context is a factor of happiness.The research result showed that the year of wedding is the most happiness moment. After that will wont and next year later will decrease but sill more than few year ago before wedding. The profit of wedding in addition to giving and receiving love too but also to sharing resources together as the dependence society. 3. Work, not only income but cover with the definition of life too. So that, if lose income will lose to respect themselves and society relation from working society as well. 4.Society and friend noted that friendship is the most important factor of life because it's shown trust and safety motion which affected to the happiness. 5. Health, good physical and mental health are important to happiness factor 6. Personal freedom, governance and the stable law that without violence will making happiness from good governance. 7.Personal valuable, happiness depend on life philosophy, emotion control, pay attention to other and aware on public benefit will make the mental happiness. Moreover, The happiness in economic, before believe that more income will happiness more can be concluded that internal happiness which are satisfaction and peace of mind. In the other hand, external happiness consist of food, cloth and medicine. All of these are factors that affected to individual happiness but can be changing under the mental, society and environment context.

Brenner (1975) found that happiness factors are both with positive and negative emotional. The research of Andrew and Withey(1976) showed that happiness consisted of life satisfaction assessment, positive and negative emotional. Well being in theory of Diener(2000)which are 4 factors consist of 1.Life Satisfaction is the process on paradigm ship and assessment that general measurement on personal quality of life from the individual indicator but depend on the comparison between the quality of life and the expectation of life. The limitation of satisfied assessment do not depend on the researcher but curse of individual measurement indicators because other one always aware on different indicators. 2. Satisfaction with important part of life such as career, family, love, friendship, health, education, hobby and living etc. 3.Positive Emotional that mean individual happiness with each moment that make them enjoyment, funny, peace of mind, satisfaction, positive thinking and has inspiration to do any thing. 4.Negative Emotional mean individual suffering motional with negative moment such as grievance, boring, seedy, dismal, aggressive or unhappy.

Department of Mental Health, Ministry of Public Health mentioned that Happiness concept in Phycology is happy life from ability to solving problem, efficiently living and quality of life development that cover with metal morality, physical and mental healthy, stable motional, strength motional, can be adapting with rapidly changed environment, has working competencies, has happiness mind set, has relationship with others, positive in

society to know our roles and proper way to proceed, balancing of life and without mental health problem such as fear, lack of concentration, worry without the reason. Can said that healthy in mental who do not worry, adaptable, incidentally, not distorting and completely with physical and mental healthy that make them living in society with happiness and also aware in them valuable.

KraisitNaruekatpichai who was surveyed on employee happiness found that working happiness are lower than quality of life. The factors that related with co-working are highest score. Meanwhile, the factor of stable and working progression are lowest score. In addition, The factors that affected to working happiness there are 3 factors. Firstly, The stable and progression, Co-working Relationship and Commander. The interested point in this studied is factor of stable and progression that highest affected to working happiness but in the other hand are lowest score in this happiness factor.

Apisit Thamrongwarangkul noted that mental health is a part of happiness that consist both with physical and mental there are 4 main factors which are 1. The happiness of life insurance 2. The happiness of healthy body and mind 3. The happiness from freedom 4. The happiness from proud.

From all of that happiness definition concluded that the happiness level of each other are related with genetic and can not changing. The environment factor are important to make happiness much or little that depend on each other. The external happiness factor consist of welfare, nutrition, education, occupation, family, insurance and asset

Natkrita Apichotpopnipich mentioned that Working motivation are stimulating motional with any factors both with working directly and indirectly which showed by them behavior with working to get the goal or organization mission.

Bancherd Boonsermsong noted that working motivation is personal motion that stmulated or push with any factors that make dynamic to working to be successfully.

Wisut Sanguansak said that working motivation is individual motional that stimulated with any factors that get to the goal. Any factors were affected to working motivation such as working position, Working progression, honorable and working successful.

Waraporn Panbanjong, Suansunandharajabhat University mentioned that working with attention and always to improve our competencies will progress in them career. When the employee were responded the basic needs from organization cover with mental, physical, society and economy that motivated employees has more work morale and affected to work efficiently as well.

From all of that definition concluded that working motivation is human behavior that stimulated both with internal and external need with destination or goal. So that, the individual motivation should be respond to the organization mission as well but depend on the personal and situation suitable.

Working Motivation Theory consisted of Maslow's Hierarchy of Needs stated that people are motivated to achieve certain needs and that some needs take precedence over others. Our most basic need is for physical survival, and this will be the first thing that motivates our behavior. Once that level is fulfilled the next level up is what motivates us, and so on. Deficiency needs arise due to deprivation and are said to motivate people when they are unmet. Also, the motivation to fulfill such needs will become stronger the longer

the duration they are denied. For example, the longer a person goes without food, the more hungry they will become.

The original hierarchy of needs five-stage model includes:

1. *Biological and physiological needs* - air, food, drink, shelter, warmth, sex, sleep.
2. *Safety needs* - protection from elements, security, order, law, stability, freedom from fear.
3. *Love and belongingness needs* - friendship, intimacy, trust, and acceptance, receiving and giving affection and love. Affiliating, being part of a group (family, friends, work).
4. *Esteem needs* - which Maslow classified into two categories: (i) esteem for oneself (dignity, achievement, mastery, independence) and (ii) the desire for reputation or respect from others (e.g., status, prestige). Maslow indicated that the need for respect or reputation is most important for children and adolescents and precedes real self-esteem or dignity.
5. *Self-actualization needs* - realizing personal potential, self-fulfillment, seeking personal growth and peak experiences. A desire "to become everything one is capable of becoming"

Alderfer who applied the theory of Maslow with his research found that condenses Maslow's five human needs into three categories: Existence, Relatedness and Growth.

1. Existence Needs

Include all material and physiological desires (e.g., food, water, air, clothing, safety, physical love and affection). Maslow's first two levels.

2. Relatedness Needs

Encompass social and external esteem; relationships with significant others like family, friends, co-workers and employers. This also means to be recognized and feel secure as part of a group or family. Maslow's third and fourth levels.

3. Growth Needs

Internal esteem and self actualization; these impel a person to make creative or productive effects on himself and the environment (e.g., to progress toward one's ideal self). Maslow's fourth and fifth levels. This includes desires to be creative and productive, and to complete meaningful tasks.



Theory ERG of Alderfer (Calista, 2009)

Alderfer applied the concept of Maslow to adapted with his research found that the basic need do not by random order of maslow theory steps but he's was concluded in ERG Model there are 3 basic needs of human consist of 1. Existence Needs that similar to step 1-2 of Maslow are need of foods, living and air. 2. Relatedness Needs which similar to step 3 of maslow is friend and participation needs 3. Growth Needs that similar to step 4-5 of Maslow that need to progress in them career or increase authority. Can be said that the different between Elderfer and Maslow is The needs of Enderferare increase by step but depend on that needs responded high or less. If it's less to respond will highly need level too.

3. Research Methodology

Research equipment for data collective in this study is close-ended questionnaire that divided in 2 part. Part 1 is personal data which are ages, marital status, education, income, working period and job position. Part 2 is personal characteristic factors which are life insurance, good in physical and mental health, has freedom and proud in themselves. Data analysis with descriptive for there are 2 part consist of statistic descriptive 1.1 percentage and frequency distribution by describe the personal characteristic of the sampling which are ages, marital status, education, income, working period and job position. 1.2 Mean and Standard deviation of individual happiness consist of life insurance, good in physical and mental health, has freedom and proud in themselves. 2. Reference statistic can divided with 2.1 t-test to study individual characteristic of the sampling consist of gender 2.2 One way Anova to study individual characteristic of the sampling consist of ages, marital status, education, income, working period and job position.

4. Research Result

1. Almost of the sampling is female with 82.4 percentage but male is 17.6 percentage who are between 26-30 years old with 43.4 percentage but 31-35 years old is 21.5 percentage. Almost of the staff still single for 69.1 percentage but married for 29.7 percentage. Almost of the staff were graduated in bachelor degree for 75 percentage later is higher than bachelor degree are 23.4 percentage. Almost of the sampling has salary more than 15000 baht as 71.1 percentage. Then is 10001-15000 baht for 28.9 percentage. Almost of the sampling has working period more than 5 years as 48 percentage, then is between 1-2 year are 18.8 percentage and almost of them are general administration staff for 39.8, later is academic staff for 27.3 percentage.

2. The staff happiness consist of insurance, good in physical and mental health, has freedom and proud in themselves found that

2.1 SuansunandhaRajabhat University Personal has opinion toward life assurance in each unit. Meanwhile, the most point that they are aware is stable of life are 3.57 percentage. When consider in each unit found that secondly is can be working with this organization in long term for 3.34 percentage. As to salary per month enough for living in thirdly for 3.19 percentage but in the middle level from opinion is 3.25.

2.2 SuansunandhaRajabhat University Personal has opinion toward staff happiness in good physical and mental health factors in each unit found that firstly is healthy in high level at 3.73. Later is Happy and peace in my when working in SuansunandhaRajabhat University as secondly in high level for 3.66. Then is Confident in safety both with physical and asset while working in SuansunandhaRajabhat University in thirdly with high level at 3.56. Moreover,

2.3 SuansunandhaRajabhat University Personal has opinion toward the happiness from freedom in daily life is firstly with high level at 3.64. When considered in each unit found that administrator are fairly and respect in them political liberal is secondly with high level at 3.51. For opinion on working at SuansunandhaRajabhat University is thirdly with middle level at 3.36. So that, in the holistic are in high level at 3.50.

2.4 SuansunandhaRajabhat University Personal has opinion toward staff happiness in proudly of each unit is firstly with working successful that high level at 4.00. Secondly is proud in them occupation that high level at 3.97. Thirdly is commander and coworker respect in them ability in high level at 3.63. Totally of overall of proudly in high level is 3.79.

From the research result showed that 1. The happiness of personal insurance has opinion in middle level that rely on PyayuthAnchu Research who was studied about people happiness investment and survey; a case study of Kaokhane Subdistrict Administration Organization, Praiphaya District, Krabi Province. This research result found that there are 3 factors happiness are in high level but the middle level consist of health, income, social security, Economic Security and Political Security that rely with The research of AdisaiThowicha who was studied on Working happiness of Suansunandha Rajabhat University personal. Working happiness which are working factor in high level consist of Policy and service, welfare, income and environment factor all in high level. Demographic characteristic was related with working happiness, life satisfaction, working satisfaction and positive attitude toward personal. Expectation factor and working factors were related with any part of work. In addition, working factor also related with working happiness, life satisfaction and positive attitude.

The research result found that life insurance of personal are in middle level that from the university policy that should have strategy and wale fair also to has campaign that cooperated with saving and credit cooperative for different salary personals can be saving them money and has money plan for the future. Also to has group insurance more over the social security for stability in life and property and suitable wale fair which will increasing that happiness followed with the president policy for being the Happiness Organization. When all of personals has happiness that product will growth up as well. The sampling who different with gender, ages, status, education, income, working period and working position were has different opinion on happiness too that rely with Rangsan Pirom research who was studied on happiness level on the peoples in Sarapee District, Chiangmai Province. The research result found that The relation between happiness factors and other happiness factors that tested with Chi-Square with the statistic significant at 0.05 fond that totally income per month are related with good environment factor. Saving money was related with life insurance, physical and mental healthy, strength community, liberal and proudly in themselves. Depth was related with life insurance, strength community and good environment. Gender was related with strength communities, Ages was related with proudly in themselves, education was related with life insurance, Strength communities was related with proudly in themselves, Occupation was related with physical and mental healthy insurance but the married status was not related with any factors of the happiness.

From the research result found that the personals who different with gender, ages, income and also to working position. So that, The university should support for Annual Health Check every 6 month and should be following in case of someone who has health problem, should has workshop activities that searching for dysfunction, has clinic where treated all office syndrome from working for a long time or overload working for all of personal will has healthy, peace in mind, without disease, life lone living, mental health and do not stressful that related with The happiness organization concept.

5. Recommendation

Life Insurance Factor found that almost of the sampling is in middle level. So that, Administrator or other stakeholder should be aware on income that enough to living. Also to recommend the way for saving money for expense in the future and social welfare such as social security welfare and other subvention from the university.

Reference

- AdisaiThowicha. (2013). The Policy on Working Happiness of SuansunandhaRajabhat
- ApisitThamrongwarangkul. (2008). The Journal of the psychiatric association of Thailand.
- Calista, L. 2009. Motivating Employees through incentive programs. Bachelor's thesis school of business administration.
- Calista, L. 2009. Motivating Employees through Incentive Programs. Bachelor's thesis school of Business Administration.
- Department of Mental Health, Ministry of Public Health. Thai Happiness. Sufficiency Happiness. January, 2014.
- Department of Mental Health, Ministry of Public Health. Happiness: The lesson from new science. 15 January, 2014.
- Maslow, A. H. 1970. Motivation and Personality. 2nd ed. New York :Harper and Rows Publisher.
- Mcshane, S. L. and Von Glinow, M. A. 2005. Organizational Behavior. 3rd ed. New York : McGraw-Hill,
- Mishra, A. K. Organizational Responses to Crisis :the Centrality of Trust. In R. M.K. Ramer and T. R. Tyler (eds.). Trust in organizations :Frontiers of Theory and Research, 1996.
- Office of the national economic and social development board. Happiness Indicator and Public Policy Analysis. 15 January, 2014.
- Olan, H. The Trust Factor. [Online] 24 July 2009. [Search 20 August 2010]. From <http://www.olanhendrix.com/articles/trustfactor.html>
- Reina, D. S. and Reina, M. L. 1999. Trust and Betrayal in the Workplace: Building Effective in Your Organization. San Francisco :Berrett Koehler,
- Robbins, S. P. 2005. Essentials of Organizational Behavior. 8th ed. New Jersey :Pearson Prentice-Hall,
- Shaw, R. B. Trust in Balance: 1997. Building Successful Organizations on Results, Integrity, andConcern. San Francisco :Jossey Bass,
- Vroom, V. H. 1964. Work and Motivation. New York :John Wiley & Sons,
- WarapornPanbanjong. (2017). Working Quality of life of Public Health Volunteer, Muang District, Ratchaburi Province. Master of Public Administration Program in Public Administration, SuansunandhaRajabhat University.
- Whitney, J. O. The economics of trust :Liberting profits and Restoring cooperatevalidity. New York :McGraw Hill, 1996.