

Quality of Working Life is A mediator Between The Factors That Influence Happiness at Work of Personnel Under The Northeastern Excise Office

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Abstract

The objectives of this research are 1. to study Organizational engagement; and the working environment that influences the happiness at work of personnel under the Northeastern Excise Office 2. to study Organizational engagement and the working environment that influences the quality of working life of personnel under the Northeastern Excise Office 3. To study Organizational engagement. and working environment that influences happiness at work through the quality of working life of personnel under the Excise Office Northeast. An example is personnel under the Northeastern Excise Office, namely the Excise Region 3 Office and the Excise Region 4 Office, classified as civil servants, permanent employees, government employees. and 400 temporary employees. A proportional stratified sampling method was used. Tools used include questionnaires. Statistics used include mean, percentage, standard deviation. and direct influence analysis and indirect influence. The results of the research found that 1. organizational commitment It has no influence on happiness at work. working environment and the quality of working life influences happiness at work. Statistically significant at the 0.01 level 2. Organizational commitment and the working environment has an influence on the quality of working life. Statistically significant at the 0.01 level 3. Organizational engagement and working environment Influences happiness at work through quality of working life Statistically significant at the 0.01 level.

Keywords: Organizational Engagement, Working Environment, Quality of Working Life, Happiness at Work.

Introduction

The Excise Department is a government agency under the Ministry of Finance. Its mission is to collect excise taxes. To provide income to the government sector from goods and services that have specific reasons and necessity, including investigating, preventing, and suppressing excise law offenders. By virtue of the Excise Tax Act 2017 Excise Office in the Northeastern Region Consisting of the Excise Office Region 3 and Region 4, the organizational structure is divided into 2 departments: are agencies within the sector and agencies under the agency. Within the sector, there are 5 sections, consisting of the administration section and the information technology section. Tax collection administration section Prevention and suppression inspection section and legal section Agencies under its jurisdiction include the Excise Region 3 Office, 9 areas, and the Excise Region 4 Office, 11 areas, which have a role in tax collection administration. Prevent and suppress offenders according to the Excise Tax Act B.E. 2017 in the area of responsibility. to complete the operation Achieve the goal Personnel are therefore very important in driving the organization towards its highest goals. Therefore, the organization must pay attention and give importance to personnel by creating happiness at work. and make personnel feel. Be part of the organization To reduce the rate of personnel loss in the organization.

The Excise Department places importance on developing human resources to their potential. Aiming at developing personnel at all levels To be professional and to be a good, happy person by conducting a survey of opinions and satisfaction of personnel with the human resource management of the Excise Department. Fiscal year 2021 (survey conducted from 2 August 2021 to 16 August 2021) according to the project to create a 5-year human resource management strategic plan (2022-2026). For the benefit of improving the efficiency of human resource management. Results of a survey of personnel opinions regarding transparency and fairness in human resource management of the Excise Department. and Engagement to the organization, it was found that 92.21 percent agreed that overall The Excise Department is transparent and fair in human resource management. 18.73% of personnel have thought about resigning from government service. 15.68% of personnel have thought about transferring to other government agencies. 91.96% of personnel have thought about transferring to other government agencies. Agreed that the Department has published public relations information. Human resource management is always open and up to date with operations. and personnel 91.31 percent Agreed that the Department provides opportunities for personnel to express opinions and participate in operations at the Department level, such as being a working group, Engagement, team, or others, etc. and the results of a survey of personnel opinions regarding human resource management at the Department Excise should be urgently improved. It was found that the number 1 urgency was Improving the quality of working life, health, finances and society, the second priority is providing welfare other than what is required by law. Urgent No. 3: Planning manpower to be appropriate and consistent with the workload. Continue to change (Excise Department, 2023).

Therefore, it can be seen that personnel who are Engagement to the organization You will feel part of the organization and believe in it. in the mission and goals of the organization This results in a positive attitude towards the organization and a readiness to devote physical and mental effort. In work, in addition, personnel working in a suitable work environment Conducive to work You will feel at ease and relaxed, resulting in more concentration in your

work. Work more efficiently and be happier. to work more Finally, personnel who have a good quality of working life You will have good physical and mental health while working.at full efficiency and be happier at work The researcher is therefore interested in studying Organizational Engagement. working environment Quality of working life that influences the happiness at work of personnel under the Northeastern Excise Office To use the results of the study to develop strategies and guidelines for promoting happiness in the work of personnel under the Northeastern Excise Office.

Objective

1. To study Organizational Engagement and the working environment that influences the happiness at work of personnel under the Northeastern Excise Office.
2. To study Organizational Engagement and the working environment that influences the quality of working life of personnel under the Northeastern Excise Office.
3. To study Organizational Engagement and the working environment that influences happiness at work Through the quality of working life of personnel under the Northeastern Excise Office.

Literature Review

The concept of Organizational engagement Suwannasap (2021) stated that Organizational engagement refers to the attitude or feelings of workers towards the organization. which arises from the perception of the operator Understand policies and values Feel part of the organization, love and bond, be proud, and be ready to work using your knowledge and abilities. Fully ready to always improve work, happy, and willing to protect the organization's reputation. Believe that organization will lead to success in life and are happy to stay working in the organization until retirement Kruesa (2021) argued that the importance of Organizational engagement is to create a sense of unity, commitment, dedication, and motivation among organizational members. They should also feel a sense of ownership of the organization, believe in its values and policies, and help to drive its success.

The concept of working environment Kathongthung (2017) defined work environment as "the things that happen and exist around the people who work, which occur while working. It is caused by the workers being aware of the goals, policies, information, career security, development of work potential, recognition for work, guidance in work, promotion of teamwork, having facilities to facilitate work, receiving appropriate compensation and other benefits from the agency." Phisanupong (2018) summarized the characteristics of the work environment that are elements that will facilitate the work into 10 aspects: security, opportunities for career advancement, organization and management, wages, specific job characteristics, supervision, means of livelihood, work-life balance, work that benefits society, and respect for their rights and duties. Chuthanom (2022) stated that having a good quality of work life is an important variable in predicting turnover rates. It results from the enhancement of quality and results in employees being satisfied with their work, committed to the organization, and feeling like they are part of the organization, ready to dedicate their knowledge and skills to lead to the organization's success.

The concept of happiness at work Thongyu (2021) defined happiness at work as "positive feelings that occur during work." Somsri (2021) stated that the importance of happiness at work is that happiness at work will make people want to work and use their full potential to work. They are dedicated and responsible for their work. Reduce absenteeism, reduce sick leave, and reduce lateness. Happiness at work is an increase in productivity of individuals, making the organization efficient and effective, achieving the organization's goals, and the awareness of factors that are related to happiness at work will allow the agency to use them to create those factors to be beneficial to work.

The theory of mediating variables (Mediator) Mediating variables (Mediator) is a variable that mediates the causal relationship between independent variables and dependent variables. It can be said that it is a third variable that comes to change the relationship between independent variables and dependent variables. The mediating variable will explain the relationship between independent variables and dependent variables because it is a variable that helps to understand the process of the independent variable in affecting the dependent variable. Baron and Kenny (1986) defined mediating variables as "mediator" or "mediating variable" is a variable that functions to transmit influence from the original variable to the dependent variable. The characteristics of variable transmission are two types: 1) Complete mediation or Full Mediation 2) Partial mediation

Based on the literature review, the researcher was able to set research hypotheses and summarize the conceptual framework of the research as follows:

Research hypotheses

- H1: Organizational engagement has an effect on happiness at work.
- H2: working environment has an effect on happiness at work.
- H3: Quality of work life has an effect on happiness at work.
- H4: Organizational engagement has an effect on quality of work life.
- H5: working environment has an effect on quality of work life.
- H6: Organizational engagement has an effect on happiness at work through quality of work life.
- H7: working environment has an effect on happiness at work through quality of work life.

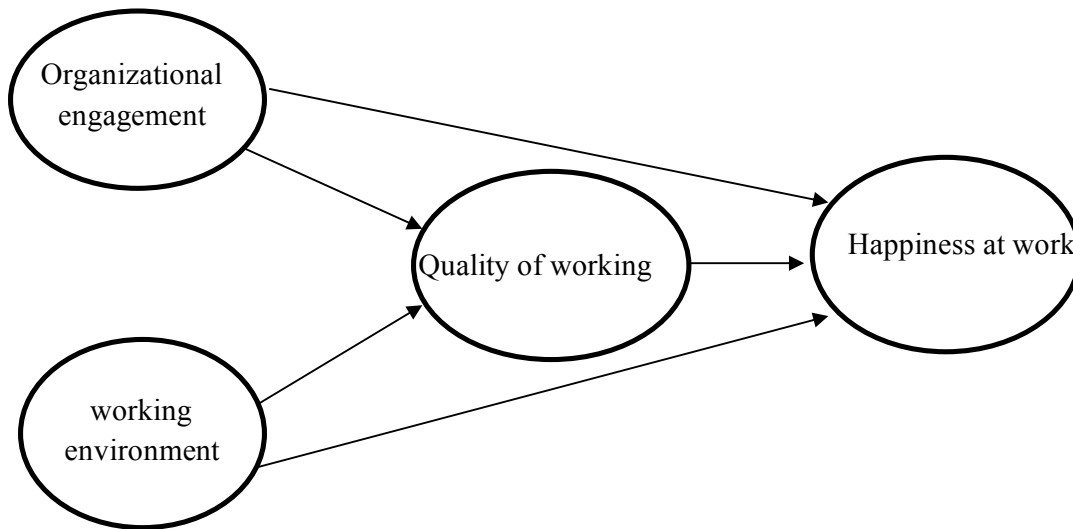


Figure 1: Research Framework

Research Methodology

Population and Sample

The population of this study is the personnel of the Excise Department in the Northeast region, a total of 1,228 people. The sample size was determined using the formula of Hair et al. (2010). The researcher used a sample size of 10 units per parameter. In this study, there were 40 questions, or indicators, for a total sample size of 400.

Sampling

The researcher used a proportional stratified random sampling method. This method is a type of probability sampling that ensures that the sample is representative of the population. The researcher divided the population into strata based on type of personnel (civil servant, permanent employee, government employee, and temporary employee). Then, a random sample was drawn from each stratum.

Research Finding

Table 1: Results of factor analysis

Latent Variable	Observed Variable	Factor Loading	Eigenvalue/ Cumulative	KMO/ (P.Value)
Organizational Engagement: OE	OE1 - OE10	0.30 - 0.91	3.58/35.8	0.82/0.01
Working Environment: WE	WE1 - WE10	0.30 - 0.91	2.79/27.9	0.80/0.01
Quality of Working Life: QWL	QWL1 - QWL10	0.42 - 0.66	2.52/25.2	0.80/0.01
Happiness at Work: HW	HW1 - HW10	0.30 - 0.77	3.42/34.2	0.50/0.01

From Table 1, the results of factor analysis (Factor Analysis) is an analysis to check the grouping of factors of the scale (Factor Analysis) to see if they can be grouped in the same group or not. The results of factor analysis of the indicators in the questionnaire. A total of 400 sets were tested. The researcher analyzed by determining the method of rotating the perpendicular axis. and setting an Eigen value greater than 1.0, it was found that all indicators could be classified in the same group. and every indicator of every measure is weighted in the same 1 component. Organizational engagement (OE) has a factor loading between 0.30 - 0.91, an Eigenvalue of 3.58 and a KMO of 0.82. Work environment (WE) has a factor loading between 0.30 - 0.91, an Eigenvalue of 0.44 and a KMO. Equal to 0.80. Quality of work life (QWL) has a factor loading between 0.42 - 0.66. Eigenvalue is equal to 2.52 and KMO is equal to 0.80. Happiness at work (HW) has a factor loading between 0.30 - 0.77. Eigenvalue is equal to 3.42. and has a KMO value of 0.80

The research instrument used in this study was a questionnaire. The questionnaire was divided into 6 sections: 1) general information about the respondents, 2) Organizational engagement, 3) working environment, 4) Quality of working life, and 5) happiness at work

Steps in Creating Research Tools

The researcher studied concepts, theories, and related research to provide a basis for selecting variables that covered the objectives. The data was used to create a questionnaire that was consistent with the research framework and defined the scope of the questionnaire. The researcher then presented the questionnaire to the advisor for verification and used the advisor's feedback to correct and improve the questionnaire as appropriate.

The researcher then sought the assistance of five experts to verify the accuracy and validity of the content in the questionnaire. The expert feedback was collected and analyzed to determine the index of congruence between the items and objectives using the Index of Item Objective Congruence (IOC) value. The results showed that the index of congruence was 1, indicating that the items were congruent or could be measured. The researcher then conducted a pilot study by distributing the questionnaire to a non-sample population of 50 employees at the Excise Department Region 5 to determine the reliability of the individual items using the Cronbach's Alpha coefficient. The results showed that each item had an overall reliability of 0.96.

Data Collection

The researcher submitted a letter of authorization to collect data from the Faculty of Business Administration and Management, Ubon Ratchathani Rajabhat University, to request permission to collect research data from the administrative department of the Excise Department Region 3 and the Excise Department Region 4 to cooperate in distributing the questionnaire that the researcher created to collect data from the sample personnel in the area of responsibility. The researcher then collected data by requesting the cooperation of personnel in the Excise Department Northeast Region from a sample of 400 people. The researcher collected data from the sample by distributing questionnaires to the sample at the designated locations. Before distributing the questionnaire to the sample, the researcher explained the purpose of the study and answered any questions.

The results of the descriptive statistical analysis of the respondents' answers about Organizational engagement, working environment, and quality of life that influence the happiness at work of personnel in the Excise Department Northeast Region found that there were 400 respondents. The majority of the respondents were female, with 219 respondents, or 54.80%. Most of the respondents were between the ages of 30 and 40, with 185 respondents, or 46.30%. The majority of the respondents had a bachelor's degree, with 313 respondents, or 78.30%. Most of the respondents were married, with 197 respondents, or 49.30%. Most of the

respondents had been working for 5-10 years, with 146 respondents, or 36.50%. The majority of the respondents had a monthly income of 10,000-20,000 baht, with 252 respondents, or 63.00%. Most of the respondents were temporary employees, with 209 respondents, or 52.30%. And, 34 respondents, or 8.50%, were from the Excise Department Area Chaiyaphum.

Table 2: Intercorrelations between Variables

Variable	OE	WE	QWL	HW
OE	1			
WE	0.63**	1		
QWL	0.61**	0.70**	1	
HW	0.49**	0.59**	0.66**	1

** Statistical significance level at 0.01 level

From Table 2, it was found that all independent variables, including Organizational engagement (OE), working environment (WE), and quality of work life (QWL), which influence the happiness at work of personnel (HW), were significantly correlated with each other at the statistical significance level of 0.01. When considering the relationship between the variables, it was found that the correlation coefficients (r) between 0.49 and 0.70 (when $r \leq 0.80$). Nunnally (1978) Therefore, there is no problem with Multicollinearity. The data obtained is suitable for multiple regression analysis in the next step.

Table 3: Direct, Indirect, and Total Effects

Type Effect	Path	Estimate	SE	β	z	p
Direct	OE \Rightarrow HW	0.07	0.05	0.07	1.49	0.13
	WE \Rightarrow HW	0.20	0.05	0.21	3.87**	0.00
	QWL \Rightarrow HW	0.50	0.05	0.47	8.81**	0.00
Component	OE \Rightarrow QWL	0.26	0.04	0.27	6.26**	0.00
	WE \Rightarrow QWL	0.47	0.03	0.52	12.05**	0.00
Indirect	OE \Rightarrow QWL \Rightarrow HW	0.13	0.02	0.12	5.10**	0.00
	WE \Rightarrow QWL \Rightarrow HW	0.23	0.03	0.24	7.11**	0.00
Total	OE \Rightarrow HW	0.20	0.05	0.20	3.95**	0.00
	WE \Rightarrow HW	0.44	0.04	0.46	8.98**	0.00
F= 132 Sig. = 0.00 R = .63 R² = 0.39 R²adj = 0.39						

** Statistical significance level at 0.01 level

From Table 3, the direct effects found that Organizational engagement (OE) had no effect on happiness at work (HW), while work environment (WE) and quality of work life (QWL) had direct effects on happiness at work (HW). Organizational engagement (OE) and working environment (WE) had direct effects on quality of work life (QWL) at a statistically significant level of $P = 0.01$. Therefore, the following direct effect equations can be written:

OE → HW, WE → HW, OE → QWL and WE → QWL

The indirect effects found that Organizational engagement (OE) and working environment (WE) had indirect effects on happiness at work (HW) through quality of work life (QWL) at a statistically significant level of $P = 0.01$. Therefore, the following indirect effect equations can be written:

OE → QWL → HW and WE → QWL → HW

These equations suggest that Organizational engagement (OE) and working environment (WE) have a significant impact on happiness at work (HW) through quality of work life (QWL).

The path of organizational engagement, working environment, and quality of work life influencing happiness at work of personnel in the Northeast Revenue Office can be seen in Figure 2.

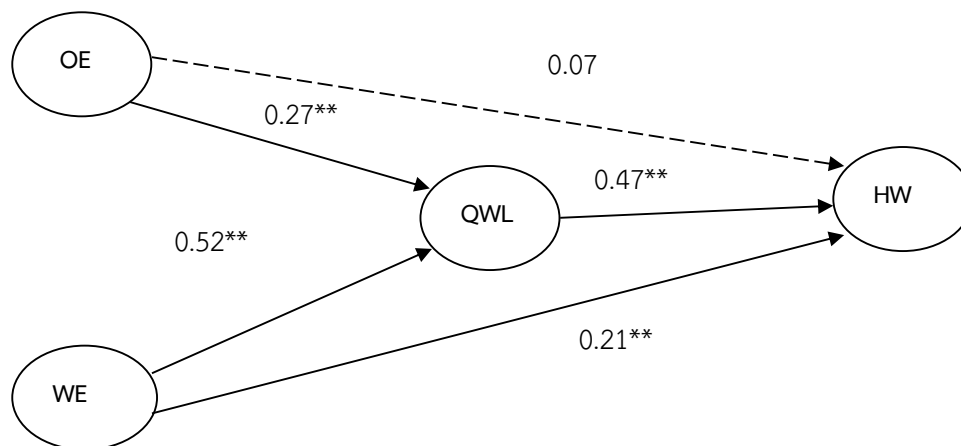


Figure 2: Path of organizational engagement, working environment, and quality of work life Influencing happiness at work of Personnel in the Northeast Revenue Office

Discussions

The study on the influence of organizational engagement, working environment, and quality of work life on happiness at work of personnel in the Office of the Excise Department, Northeast Region, can be discussed as follows:

Organizational engagement

The study found that the overall average Organizational engagement score was high. Personnel worked with full knowledge and ability for the success of the organization. Personnel tried to find ways to improve their work constantly, and personnel felt happy when they could complete their work, resulting in happiness at work. Organizational engagement had no direct influence on happiness at work of personnel in the Office of the Excise Department, Northeast Region. This may be because most respondents were relatively young (with work experience of between 5 and 10 years), and had not yet developed strong Organizational engagement. This

could lead to personnel feeling like they are not part of the organization, feeling undervalued and unsupported, and feeling less pride in the organization and their work.

However, the study found that organizational engagement indirectly influenced happiness at work through the quality of work life of personnel in the Office of the Excise Department, Northeast Region, at a statistically significant level of 0.01. This is consistent with the findings of the study by Sonsawat and Bunyu (2021) on the mediating effect of work quality on happiness at work of employees at a gas station in Samut Sakhon province. The study found that work quality can influence happiness at work through the variable of organizational engagement. Good work quality can lead to personnel feeling satisfied with their work, feeling valued and recognized, and feeling pride in the organization and their work, resulting in greater happiness at work.

The findings of the study are also consistent with the findings of the study by Chotiwanich (2017) on the influence of work quality and organizational engagement on happiness at work of lecturers at Ubon Ratchathani Rajabhat University. The study found that work quality and organizational engagement have an impact on happiness at work of lecturers at Ubon Ratchathani Rajabhat University. Good work quality can lead to increased organizational engagement, which in turn leads to increased happiness at work of lecturers at Ubon Ratchathani Rajabhat University.

The findings of the study are also consistent with the findings of the study by Azim, Mahmood, and Sarwar (2020) on the relationship between organizational engagement and happiness at work through the mediating variable of work quality in employees of a bank in Pakistan. The study found that employees with strong organizational engagement, who feel attached to the organization, feel part of the organization, and believe that the organization is valuable, have a positive impact on the work quality of employees, in terms of having good relationships with others and feeling secure in their work, which in turn has a positive impact on the happiness at work of employees.

Working environment

The study found that the overall average of the agreement about the working environment is at a high level. This is due to the fact that the personnel receive guidance from their supervisors and colleagues, the organization promotes teamwork, the personnel are aware of the goals and policies of the organization's management, and the personnel are recognized for their work. These factors have a direct impact on the happiness at work of personnel in the Northeast Excise Office at a statistically significant level of 0.01.

This finding is consistent with the following research:

Bualoylert and Kulis (2022) studied the relationship between security and workplace environment and happiness at work of administrative personnel (support line) in the Office of the Permanent Secretary for Health. The study found that the personnel's workplace environment in terms of communication and organizational management and facilities and amenities are related to happiness at work in the same direction.

Sriplad (2022) studied the workplace environment and job characteristics that affect the happiness at work of Generation Y employees in Bangkok. The study found that the workplace environment in terms of opportunities for advancement, organization and management, working conditions and society, and remuneration and benefits together explain the variation in happiness at work.

Phowittayakorn, Buaphet and Issaramalai (2016) studied the factors that influence the happiness at work of employees of rubberwood processing factories in Mueang Yala district. The study found that a good physical environment helps employees feel comfortable, relaxed,

and less stressed, resulting in increased concentration in work. A good social environment helps employees feel warm, with colleagues and supervisors to help and support, resulting in feeling valued and recognized at work. A good psychological environment helps employees feel free to work, feel challenged, and be developed in work, resulting in feeling proud of the organization and the work done, and being happier at work.

Indirectly, the workplace environment affects happiness at work through the quality of work life of personnel in the Northeast Excise Office at a statistically significant level of 0.01.

This finding is consistent with the following research:

Kamphaengngun, Bunyu and Buntanon (2019) studied the structural causal relationship model of organizational environment and quality of work life that affects the perceived happiness at work of employees of Krungthai Bank Public Company Limited, Ratburana Head Office. The study found that quality of work life is an intervening factor that links the influence of organizational environment to the perceived happiness at work.

Kokhunthot, Fongthanakit and Buranat (2019) studied the factors of happiness at work of employees in condominiums in Phuket province. The study found that the organizational atmosphere affects the happiness at work of employees indirectly through the quality of work life and organizational commitment. The study found that the factors that influence the happiness at work of employees in terms of organizational atmosphere have a positive relationship with the happiness at work of employees. In other words, the higher the factors in terms of organizational atmosphere, the higher the happiness at work of employees will be, through the quality of work life of employees.

Wu et al. (2022) studied the relationship between physical workplace environment and happiness at work through the mediating variable of quality of life in employees of a hospital in Taiwan. The study found that a good physical workplace environment leads to improved quality of work life for employees, and good quality of work life leads to improved happiness at work for employees.

Quality of work life

The study found that the overall average quality of work life is at a high level. This is due to the fact that the work benefits society, the personnel in the organization have the opportunity to work together and meet, and the organization has teamwork and care for each other. These factors have a direct impact on the happiness of personnel in the Excise Department, Northeast Region. This is because the personnel receive what they want and expect from their work.

Organizations should promote the quality of work life for their personnel so that they are happy at work. This can be done by creating awareness for personnel that the work benefits society, promoting teamwork and opportunities for personnel to meet, and supporting teamwork and care for each other to increase the happiness of personnel. Organizations should also provide more benefits, pay salaries or compensation that are in line with the position and responsibilities, and support personnel to advance their careers.

This study is consistent with the findings of previous studies.

Menchai et al. (2020) studied the factors that affect the happiness of personnel at Suan Dusit University. The study found that the factors of quality of work life in terms of a safe work environment, working environment, interaction with others, teamwork, participation or

Conclusion

Objective 1: To examine the influence of organizational engagement, working environment, and quality of work life on happiness at work.

Objective 2: To examine the influence of organizational engagement and working environment on quality of work life.

Objective 3: To examine the influence of organizational engagement and working environment on happiness at work.

Suggestions

The research on the mediation effect of quality of work life on the relationship between antecedents and happiness at work of personnel in the Northeast Excise Office found that organizational commitment and work environment had a positive influence on quality of work life, which in turn had a positive influence on happiness at work.

This finding suggests that quality of work life plays a mediating role between organizational engagement and work environment on happiness at work. In other words, organizational engagement and work environment can indirectly influence job satisfaction through quality of work life.

The research findings have implications for organizations. Organizations should focus on improving quality of work life in order to increase happiness at work among personnel. This can be done by:

1. Creating a sense of meaningfulness in work. Organizations should help personnel understand the importance of their work and how it contributes to society.

2. Promoting teamwork and collaboration. Organizations should provide opportunities for personnel to work together and socialize with each other.

3. Supporting a positive work environment. Organizations should create a work environment that is safe, comfortable, and supportive.

By taking these steps, organizations can create a more positive work environment and increase job satisfaction among personnel.

In the specific case of the Northeast Excise Office, the following measures could be taken to improve quality of work life:

1. The organization could create a program to educate personnel about the importance of their work and how it contributes to society. This could be done through workshops, seminars, or other educational opportunities.

2. The organization could encourage teamwork and collaboration by organizing events and activities that bring personnel together. This could include social gatherings, sporting events, or volunteer opportunities.

3. The organization could create a more positive work environment by addressing issues such as safety, comfort, and support. This could involve making physical improvements to the work environment, providing employee assistance programs, or creating a more supportive organizational culture.

By taking these steps, the Northeast Excise Office can create a more positive work environment and increase job satisfaction among personnel.

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