

## MANAGEMENT OF CONDOMINIUM JURISTIC PERSONS IN BANGKOK

Pawaraphat Yuanmae,<sup>1</sup> Supatra Chantanasiri<sup>2</sup> and Komsing Wiwatanaputit<sup>3</sup>

Master of Business Administration Faculty of Business Administration  
Bangkokthonburi University, Thailand

DOI: <https://doi.org/10.56293/IJMSSSR.2024.4906>

IJMSSSR 2024

VOLUME 6

ISSUE 2 MARCH - APRIL

ISSN: 2582 - 0265

**Abstract:** The objectives of this research were: (1) to study the level of opinions towards the management of condominium juristic persons in Bangkok; and (2) compare the levels of opinions towards the management of condominium juristic persons in Bangkok classified by personal factors of the juristic person's executives. This research is quantitative research. Using a questionnaire as a tool to collect data from a sample group, which is a specific target group. Operators of condominium juristic persons in Bangkok there were a total of 2,082 cases. The sample was calculated from the Taro Yamane formula for 336 cases. Statistics used in data analysis included: frequency distribution, percentage, mean, standard deviation, t-test and F-test.

Major findings: (1) opinions regarding the management of facilities in condominiums by central management companies, juristic persons in Bangkok overall, it is at a high level. When considering each aspect, it was found that the aspect with the highest average level of physical resource management was the system operation aspect, followed by the aspect of controlling the management of condominium facilities. In terms of determining the scope of responsibility Inspection aspect and evaluation of performance reporting and plans and priorities, respectively; and (2) a comparison of the level of opinions towards the management of condominium juristic persons in Bangkok classified by personal factors of juristic person executives. It was found that respondents with gender and different ages have opinions on the management of condominium juristic persons in Bangkok no different but respondents with education level, income, job position, and length of employment different opinions on the management of condominium juristic persons in Bangkok they are significantly different at the 0.05 level.

**Keywords:** Management, Juristic Persons, Condominium, Bangkok

### 1. Introduction

Currently, many condominium projects are being developed, especially in economic zones, important urban areas or tourist attractions in large cities. Condominium buildings or condominiums are required to have important documents or evidence showing ownership of the condominium. There are many reasons why buyers decide to buy a condominium unit, including: Some people buy because they don't have much space. Convenient, easy to take care of and maintain or near the workplace, convenient travel, close to prosperity and important places. Some people choose to buy for investment or keep it for long-term sale or rent it out for better returns than other options. Or buy it for your children to stay and use in order to continue their education at a higher level. Or some people choose to buy because it is in a good location. and has facilities Complete convenience including high security However, the condominium building system can be said to be living in a vertical building under the same roof. Some projects have no more than a hundred condominium units. But some projects may exceed a thousand units, resulting in a number of buyers who differ in behavior, status, education, and lifestyle, which are not the same. Therefore, the condominium juristic person needs to set rules, regulations, etiquette, and regulations. It was created to force the living society of many people to understand and follow in order to gain maximum benefit. Both in the suite personal property and common property Facilities are correct. There was peace and order within the condominium building (Weerawat Lalitchaiwasin Ing-on Tangphan and Chinson Wisitnithikija, 2021)

To manage a condominium with a large number of people living in it. There must be a system for managing and carrying out various tasks. to residents the management and operations system in this section will be operated by

Condominium juristic person which represents all residents in providing care and convenience to all residents to adequately meet their needs. What happens when living together in large numbers is the condominium juristic person is unable to take care of and facilitate services to the residents thoroughly and fully, which affects the residents' opinions on the service of the condominium juristic person and the residents. Each person has a different opinion on receiving service. This creates a group of residents who have diverse opinions on the services of the condominium juristic person.

From the above reasons, the researcher is therefore interested in studying the management of condominium juristic persons in Bangkok. In this study in order to increase the quality of condominium management by central management companies, juristic persons in Thailand, to be of quality and able to be used for real use in the future.

### Research Objectives

The researcher is interested in studying

1. To study the level of opinions towards the management of condominium juristic persons in Bangkok.
2. To compare the level of opinions towards the management of condominium juristic persons in Bangkok. Classified according to personal factors of corporate executives

### Research hypothesis

Corporate executives in Bangkok with different personal factors there are different opinions on the management of juristic persons in Bangkok.

## 2. Literature Review

The topic in this research is MANAGEMENT OF CONDOMINIUM JURISTIC PERSONS IN BANGKOK the research results useful and achieving the established literature review is divided into 3 parts:

- 2.1 Information related to the management of condominium juristic persons
- 2.2 Applying Deming's principles
- 2.3 Related research

### 2.1 Information related to the management of condominium juristic persons

#### Residential environment

In human society that consists of various activities to maintain life, residence and environment Housing is arranged in a system to protect oneself from dangers and insecurities. Chuwit Suchaya (2019) explains the design management to have space to support 3 important functions as follows. 1) Duty to add members to society There must be space for raising new born members. 2) Duties in sexual activities Humans are different from animals in that they are able to reproduce. without a time, limit Therefore, they can have sexual activity almost all the time. Therefore, there must be Enclosed space Have privacy. 3) Basic training duties for family members This is because in order to make humans Can be a person of society must go through socialization both directly and indirectly, with space for developing these things Within the home itself.

In addition, economic and social changes causing housing development Especially in terms of style. which studies the relationship between the environment and housing together with the evolution of housing in various periods Helps to better understand the physical characteristics of the dwelling.

As for housing in urban communities, it is man-made and the characteristics of housing in cities It is something that makes residents have to adapt to the urban environment. Sukhothai Thammathirat Open University (2006-2007) describes the characteristics of urban housing that uses little space commonly seen in cities with Congestion is as follows. 1) Flat housing It is a residence provided by the state. It is a multi-story building. Each floor has several rooms for each family. 2) Condominium or condominium It is one of the characteristics of the residential buildings that are built. It is a multi-storey building, resulting in a higher number of residences than houses. Shophouse or townhouse which was built on the same size land. 3) Slum communities are characterized by a large

number of houses in a small area and are in poor condition. Dilapidated, built with substandard materials. Houses built close together. Living in various residential environments in the city, causing residents to Adapt to that type of environment. This adjustment will depend on your individual characteristics and the social basis of individuals and communities as well

### Utilities and public utilities services

From the modern urban community development guidelines that take into account maximizing the quality of life of residents along with the designed city form. Plan and create policies to support community expansion. in order to control and solve various problems that will occur in the future, both the public and private sectors are necessary It is important to have knowledge and understanding in giving and receiving public utility services. and public facilities To completely increase the efficiency of the city's growth. Therefore, planning for utilities and public utilities It is necessary to consider the environment and energy use in all forms. Decha Bunkham (2019) explains that utility routes should be in open areas. In order to have convenient maintenance In addition to providing guidance, it is also an extremely important utility in the growth of the community. For public utilities public utilities in the city such as electricity, water, telephone, as well as various IT networks. It is necessary to design at the same time. with city planning Because in the past and maintenance, lack of design and planning in advance, causing the image Installation is not beautiful, causing difficulty and causing damage to the point of having to demolish buildings or roads. When maintenance is required, laying out public utility networks and public utilities, Pattraporn Thipyasothon (2018) mentioned the layout of road networks in the project master plan. There are principles that must be taken into account as follows; 1. Convenience is that there are roads connecting to various land plots. thoroughly and can adequately support traffic volumes. 2. Safety Road network arrangement There are no dangerous spots that may cause traffic accidents. 3. Easy to understand. Lay out the road network layout to make it convenient and easy to access various areas. and road users can easily understand the network without confusion. 4. Consistent with the use of the area Road use and land use in various areas consistent with and promoting each other no conflict

5. Variety, not repetitive Road routes should not all be the same. until it is impossible to distinguish the path. Which position is it in? That is, there is a fair amount of variety. But not difficult, causing confusion to make Road users can know where they are. And residents feel that they are part of the area, which has the unique characteristics of the area. 6. Save money by arranging the roads so that the network is not too dense, has a size (width) appropriate for traffic and can meet various needs. As mentioned above, it doesn't need to take up too much space.

Public utilities are services that that provide convenience in daily life, such as water supply, electricity, drainage pipes, telephones, buses, etc. Sukhothai Thammathirat Open University (2006-2007) explains that utility equipment is like the property of every citizen. Must help maintain it in good condition at all times. Problems with public utility services often occur in large cities which are overcrowded and have rapid population expansion to the point where public utility services cannot be adequately provided. Therefore, the government must set policies and measures to develop the public utility environment. and public utilities for further sustainable development

### 2.2 Applying Deming's principles

Quality is extremely important in our operations. Therefore, in creating quality in an organization, Deming proposed the PDCA cycle (Plan, Do, Check, Act) as a basis for starting improvement. continuous quality The four components can be described as follows. 1. Planning (Plan) The planning step is the most important step. by starting point There must be awareness of the problem and determination of the problem to be solved. Data is collected Choose a choice and analyze options to choose the method to be used to solve the problem. 2. Action (Do) Put the decided choice into practice by ensuring that the responsible person realized the purpose and absolute necessity And let those responsible for carrying out the work according to the plan know the details and various steps. Training is organized to carry out the work according to the plan. and necessary resources have been arranged at North Bangkok University. 3. Check (Check) has monitoring, inspection and evaluation of work performance. The evaluation should evaluate the operations of the organization to see if it can operate as planned or not. And are the contents of the plan complete or not? If the evaluation finds that the work has come out correctly and meets the goals, it can be used to prepare standards for future operations. 4. Improvements (Act) In operations, standards are set from the results of operations to be used as future guidelines. and make corrections

to the parts that cause the results to not be consistent with according to the specified goals. When the results are accepted by all parties, a report is prepared for Executives and various departments in the organization know what is important if it is found that the lack of objectives or goals that were set was due to poor planning from the beginning. The organization must first find the cause of poor planning and then improve the quality of planning, and improve the content of the plan as well.

### 2.3 Related research

#### Research in Thailand

Warangkana Kornsiriphakkul (2021) Factors affecting management satisfaction of property management companies in residential condominium projects in Bangkok and surrounding areas. The results of the study found that 1) Residents of different genders have different budget satisfaction. Residents with different occupations are satisfied with the management of common property. Budget management and facilities Environmental management and safety are different. Age, education level and average monthly income are not different. 2) Marketing mix includes product, price, and the personnel side predicted satisfaction with the management of common assets at 28.50 percent. The marketing mix, price, personnel, and process side predicted satisfaction with budget management at 28.40 percent. The marketing mix, price, management Promote marketing and in the process of predicting satisfaction in terms of convenience, 26.70 percent, marketing mix, price, and distribution channels and the process aspect was able to predict satisfaction with environmental management at 20.10%. Product marketing mix in terms of price and the process aspect 24.20% predicted satisfaction with safety. Acceptance of technology in terms of ease of use, and attitude was able to predict satisfaction with common property management at 26.50 percent, acceptance of technology in terms of ease of use and the attitude aspect predicted satisfaction with budget management at 16.80 percent. Acceptance of technology in terms of perceived benefits in terms of ease of use predicted satisfaction with convenience at 24.10 percent. Acceptance of technology in terms of perception of benefits, benefit Ease of use predicted satisfaction with environmental management at 42.50 percent and acceptance of technology in terms of ease of use. And the attitude aspect predicted safety satisfaction at 20.60 percent. And Weerawat Lalitchaiwasin, Ing-on Tangphan and Chinson Wisitnithikija (2021) Service quality of condominium juristic person, Primo Management Company Limited. The results of the study found that 1) quality factors of the overall level of services provided by the juristic person is at a moderate level. 2) The overall level of satisfaction with the services provided by the juristic person is at a moderate level. 3) The results of testing the personal data hypothesis regarding gender, age, and monthly income. Different marital status and residence status affect service satisfaction, no different but different levels of education have different effects on service satisfaction. 4) Service quality is related to service satisfaction. The relationship level is very high. Same direction and service quality. Influences satisfaction with the service.

#### International research

Low; et al, 2016 studied the Feature gap analysis Greening in Condominiums Between Potential Home Owners and Entities: A Pilot Study in Singapore 90 percent of carbon dioxide emissions result from building operations and 90 to 98 percent of building costs are contributed. It involves operations, maintenance and personnel costs. Therefore, residents play a key role in achieving environmental sustainability objectives. The results indicate that homeowners are aware of the problems in the built environment is more than just the owner's condominium juristic person, and there is a need for sustainable development More to the environment Condominium juristic person This is despite the fact that condominium prices are still an important deciding factor and homeowners are increasingly concerned about the ease of maintaining their homes. There is green space and emphasis is placed on making the environment inside the house as green as possible. However, when deciding to buy a house Choosing the environment to have such green space Need housing development for homeowners to use in making decisions. And Leung, 2018 conducted a comparative study of building facility management. Locations of different elderly groups in Hong Kong. The results of the study found that personal characteristics such as gender, age, marital status, educational level of residents of residential apartments Affects the satisfaction of Residents and appropriate facilities (FM) for various types of elderly people. Executives need to Understand their basic needs Therefore, this study aims to compare Satisfaction of elderly patients with personality characteristics Questionnaire survey among the elderly who There were different personal characteristics in the building. It was found that satisfaction with sunlight during the daytime was Statistically significantly different between female elderly groups. Statistically significantly different. Ease of closing or opening doors was significantly different among elderly women. They were of different ages and marital status and different levels of education. Private

designers and developers should increase the size of bedrooms, install windows across the room's walls and ensure that they have the appropriate light reflection ratio. For walls and floors to support the special characteristics of the elderly. From synthesis Research both domestically and abroad the researcher has synthesized the components of the primary variables used in the research are the composition of variables based on the concept of criteria theory for legal management factors. Chotipanich's (2006) condominium personnel are 1) scope of responsibility 2) plan and priorities 3) housing, prioritizing physical resources 4) System installation 5) Monitor and evaluate and 6) Report on operating results

### The Conceptual Framework

The researcher has synthesized the components of the independent variables used in the research: Factors affecting condominium management include: 1) Personal factors of corporate executives, including gender, age, education level. Income received from working in a legal entity per month (Do not include income from other sources), position or duty in the juristic person and length of time working in the juristic person. 2) Condominium juristic person organization factors include building size, type of condominium units in the project. How many years has the juristic person in this project been in existence? and the number of personnel working in the condominium juristic person Synthesize the components of variables according to the concept of criterion factor theory. Condominium juristic person management according to Chotipanich (2006) is the quality of condominium management, including 1) defining the scope of responsibility, 2) plans and priorities, 3) controlling the management of the condominium facilities. Relying on 4) system operations, 5) inspection and evaluation, and 6) performance reporting. as well as content analysis to study the management of condominium juristic persons in Bangkok. The research concept can be summarized as follows.

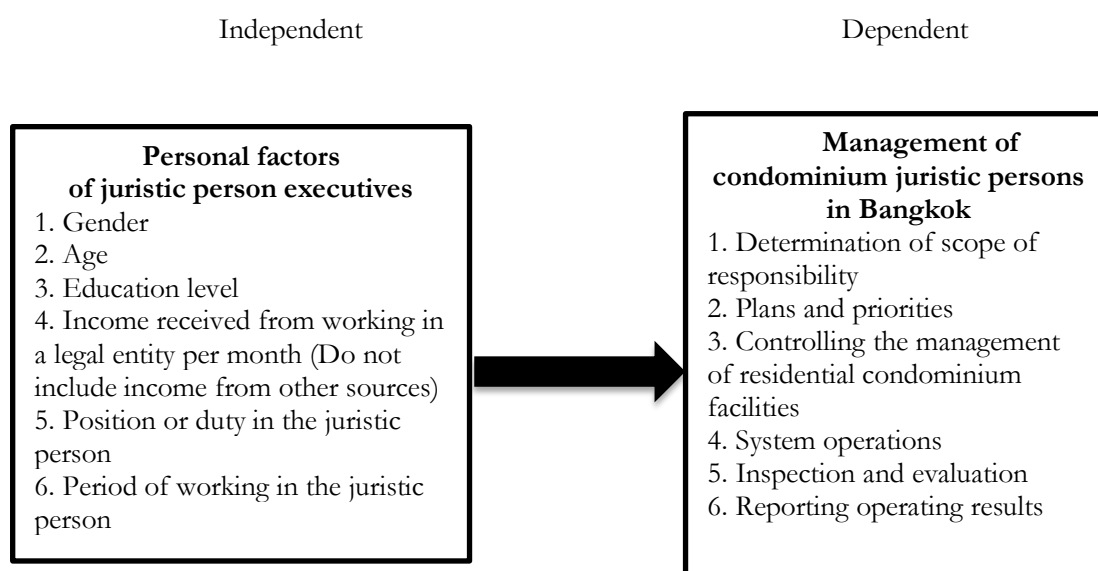


Figure 1: Research concept framework

### 3. Methods

#### Research population and sample

Population used in this research Operators of condominium juristic persons in Bangkok Total number: 2,082 (Real Estate Business Promotion Office, 2023). The sample group used in the research included entrepreneurs of condominium juristic persons in Bangkok. A total of 2,082 cases were calculated. The sample size was calculated using the Taro Yamane formula at a confidence level of 95% according to the following formula (Taro Yamane, 1973).

$$n = \frac{N}{1+N(e)^2}$$

where n = number of samples



N = population  
 e = The error allowed here is 5%.

Therefore, the value e = 0.05  
 Substitute the formula values as follows:

$$\begin{aligned} n &= \frac{2,082}{1+2,082 (0.05)^2} \\ &= \frac{2,082}{6.2125} \\ &= 335.54 \end{aligned}$$

This is to facilitate the calculation and the example obtained can be good representative of the population Therefore, the researcher used a sample size of 336 cases and simple random sampling (Simple Random Sampling).

### Research tools

The instrument used in this research was a questionnaire created regarding Management of condominium juristic persons in Bangkok, divided into 3 parts:

Part 1: General information questionnaire regarding personal characteristics of the respondent.

Part 2: Questionnaire regarding management factors in condominiums.

Part 3 is a questionnaire about management in the condominium.

### Data collection

The researcher has collected data as follows:

1. Contact to request assistance in collecting data with the sample group.
2. Prepare a sufficient number of questionnaires for the sample size and leave some for In case of additional needs
3. Explain the objectives to the sample group. and benefits that will be received from completing the questionnaire
4. Explain how to make a questionnaire so that you understand it before doing it.
5. Carry out data collection
6. Take the results from the questionnaire and check the completeness of the responses. Then take it for inspection. Score according to criteria and scoring method

### Statistics used for analysis

In data analysis the researcher carried out the data analysis. Using statistics to analyze data as follows:

1. Descriptive Statistics consists of Frequency Distribution, Percentage, Average and Standard Deviation.
2. Inferential Statistics
  - 2.1 Testing the difference between the means of two sample groups uses a t-test.
  - 2.2 Testing the difference between the means of more than 2 sample groups uses the F-test value. If a statistically significant difference is found at the 0.05 level, a pairwise test will be performed using the LSD (Least Significant Difference) method.

## 4. Results

Personal factors of the 336 respondents found that the majority were female. Aged between 31-40 years, graduated with a bachelor's degree. Have income between 10,000-20,000 baht as a building juristic person employee as for information about the organization, it was found that most of them are medium-sized condominiums with 3-4 employees. Types of condominiums in the project There is a mix of luxurious and expensive rooms. and ordinary rooms with economical prices. The juristic person in this project has been in

existence for more than 6 years. The number of personnel working in this condominium is 4-6 people. From the results of the study, the researcher can summarize the objectives as follows.

**Table 1.1 Mean and standard deviation of factors in the management of facilities in condominiums as a whole**

Management factors Facilities in the condominium building	$\bar{X}$	S.D.	Opinion level
1. Setting the scope of responsibility	4.19	.61	A lot
2. Plans and priorities	4.14	.61	A lot
3. Controlling the management of condominium facilities	4.22	.62	A lot
4. System operations	4.27	.56	A lot
5. Inspection and evaluation	4.19	.62	A lot
6. Reporting of operating results	4.18	.67	A lot
<b>Total</b>	<b>4.20</b>	<b>.55</b>	A lot

From Table 1, it is found that the factors of management of facilities in condominiums Overall, management is at a high level (= 4.20) when considering each aspect. It was found to be at a high level. When considering each aspect, it was found that In terms of system operations (= 4.27), in terms of controlling Managing the convenience of the condominium (= 4.22), determining the scope of responsibility (= 4.19), inspection and evaluation (= 4.19), reporting on operating results (average 4.18), and Plans and priorities (= 4.14) respectively

**Results of data analysis to test hypotheses**

Compare the level of opinions towards the management of condominium juristic persons in Bangkok classified by personal factors of juristic person executives.

1. Respondents of different genders had opinions on the management of condominium juristic persons in Bangkok. It was found that the management of condominium facilities was different according to the gender of the informant. In terms of determining the scope of responsibility and system operations. And there is a statistically significant difference at the .05 level. Females have higher opinions on the management of condominium facilities than males. But overall and in terms of plans and order of importance Controlling the management of condominium facilities Inspection aspect and evaluation and reporting of operating results. There is no difference.
2. Respondents of different ages had opinions on the management of condominium juristic persons in Bangkok. In every aspect they are no different.
3. Respondents with different levels of education had opinions on the management of condominium juristic persons in Bangkok. In every aspect, they were significantly different at the .05 level.
4. Respondents who have monthly income from working in a legal entity (No need to include income from other sources) have different opinions on the management of condominium juristic persons in Bangkok in every aspect. They are significantly different at the .05 level.
5. Respondents Asked if those with positions/duties in different juristic persons have opinions on management of condominium juristic persons in Bangkok. In every aspect, they were significantly different at the .05 level.
6. Respondents with different lengths of time working in this juristic person have different opinions on the management of condominium juristic persons in Bangkok. In every aspect, they were significantly different at the .05 level.

**5. Discussion**

**From the hypothesis testing, the results can be discussed as follows.**

Analysis of the relationship between management of physical resources and management of facilities in condominiums of central management companies in Thailand. Overall, it was found that management of physical resources is related to management of facilities in Condominium, central management company, juristic person in Bangkok at a relatively high level. Overall scope of responsibility, there is a relatively high level of positive relationship. The area with the highest average level of management is the physical resource management side is followed by the operator side. The side that has Relation to the management of facilities in condominiums with the lowest average value is Organizational activities, plans and priorities Overall, there was a moderate positive relationship. Separated by area, it was found that the area with the highest average level of management was Operator side, followed by physical resource management side. As for the aspects related to facility management Convenient in the condominium with the lowest average is in terms of organizational activities. In terms of prioritizing the importance of Housing physical resources Overall, there was a relatively high level of positive relationship. Separated by area, it was found that the area with the highest average level of management was Physical resource management, followed by organizational activities as for the aspects related to the management of facilities in the condominium with the lowest average is in the system installation aspect. Overall, there was a relatively high level of positive relationship. Separated by area, it was found that the area with the highest average level of management was operators, followed by organizational activities as for the aspects related to the management of facilities in the condominium with the lowest average was in terms of physical resource management. Inspection and evaluation Overall, there was a relatively high level of positive relationship. Separated by area, it was found that the area with the highest average level of management was operators, followed by physical resource management. The aspect that has the lowest average relationship with the management of facilities in condominiums is organizational activities. In terms of reporting overall operating results, there is a relatively high level of positive relationship. Separated by area, it was found that the area with the highest average level of management was the organization's activities, followed by the workers. As for the aspects related to facility management Convenience in condominiums with the lowest average value is physical resource management. It can be concluded that a higher relationship between physical resource management will result in better management of facilities in condominiums. In terms of reporting operational results, the results were significantly higher at the .05 level, consistent with Shear's theory (Shear, 1983) regarding the concept of building lifespan. building maintenance that continuous maintenance must be performed at all times and it also helps increase the benefits of real estate. There are 4 building maintenance steps: 1) Preventive Maintenance is maintenance all the time in order to maintain the physical condition. and reduce expenses in the future. 2) Corrective Maintenance is about repairing and maintaining public utilities. 3) Routine Housekeeping is about cleaning work like a house. 4) New Construction is about maintenance that increases the market value of real estate. From testing the hypothesis comparing the level of opinions towards the management of condominium juristic persons in Bangkok classified by personal factors of juristic person executives, it was found that respondents with gender and different ages have opinions on the management of condominium juristic persons in Bangkok. no different But respondents with education level, income, job position, and length of employment Different opinions on the management of condominium juristic persons in Bangkok They are statistically significantly different at the 0.05 level, which is consistent with the research of Weerawat Lalitchaiwasin, Ing-on Tangphan and Chinson Wisitthikija (2021) Service quality of condominium juristic persons, Company P. Remo Management Co., Ltd. Results of testing the personal data hypothesis on gender, age, and monthly income. Different marital status and residence status affect service satisfaction. no different but different levels of education have different effects on service satisfaction.

### **Suggestions**

From the study results, it was found that there are recommendations from the study. and recommendations for the next study as follows:

### **Suggestions from research**

1. There should be sufficient workers to cover their responsibilities. Set goals and needs of service recipients Condominium juristic person The duties of responsible persons in each department must be defined, especially the problem of insufficient communication with the actual co-owners. There should be information, addresses,



and numbers that can contact the real co-owners in every channel for convenience in coordinating, informing news, and solving problems right on the spot.

2. Company executives should manage buildings efficiently (Service Quality), care and maintenance of building assembly systems. There is a system for improving, modifying, and developing common property accordingly. User needs Create an action plan to set guidelines for success
3. There should be a control system. Maintenance and repair to increase energy saving potential (Energy Management), weather and lighting level monitoring systems for users and building safety (Building Safety)
4. There should be guidelines for managing the quality of condominium services, with systematic monitoring, evaluation, and risk management, such as having an operational system and performance measurement criteria. efficiently consistent and continuous
5. Should report, communicate and manage building information systematically, report results, deal with crisis situations (Crisis Management) and report on trends that will occur. regularly
6. Add support measures internal control system Maintaining cleanliness and safety in the lives and property of residents is a cost priority. Cultivate awareness and create internal rules and procedures for residents in condominiums. that must be practiced Requesting cooperation for owners Co-ownership Whether Thai people or foreigners must comply with the rules and regulations of strictly condominium

### Suggestions for next research

1. Study further in the case of a mixed-use condominium juristic person Responsible for all management of the entire project. Will the problems be different or not?
2. Study further in the case where the residents regularly reside How many work resources or offices will be located within the same project?
3. Study further in the case Foreign Ownership In all inner Bangkok areas

### 6. References

1. Kamonrat Lasuwong. (2020). Educational psychology. Bangkok: Mahamakut Rajavidyalaya Printing House.
2. Chuwit Suchaya. (2019). Course teaching documents Society and economy in architecture and urban design. Bangkok: Faculty of Architecture Silpakorn University.
3. Decha Bunkham. (2019). Area planning and area work. Bangkok: Chulalongkorn University Press.
4. Prachachat Thurakit. (2022). Condominium management of condominium juristic persons has problems. Retrieved from <https://www.prachachat.net/property/news-288380>.
5. Prangwadi Phupoksakul .(2013).Physical resource management for Common property in the type of facilities of moderately priced residential condominiums in inner Bangkok. Thesis for the Master of Architecture degree. Bangkok: Chulalongkorn University.
6. Condominium Act B.E. 2522 as amended by the Condominium Act (No. 4) B.E. 2008 and referring to the Land Department regulations on condominiums B.E. 2011. Bangkok: Department.
7. Patcharathai Jarutthaweecholnukul et al. (2020). Factors affecting satisfaction in using the GHB ALL application service of Government Housing Bank customers in Bangkok. Social Sciences, Prachachuen Research Network, 2(3), 31.
8. Panuwat Sinthawat, and Natthaphon Piya Tanti .(2018) .Quality in condominium management. (Condominium juristic person) ...important matters to consider when purchasing a condominium unit. Retrieved from <http://www.bkkcitismart.com>.
9. Meesa Talert.(2021).A study of satisfaction in engineering management in the management of luxury residential condominium juristic persons in the central business district. Research Master of Science Real estate development innovation major Faculty of Architecture and Urban Planning Thammasat University.
10. Warangkana Kornsiriphakkul.(2021).Factors affecting management satisfaction of property management companies in residential condominium projects in Bangkok and surrounding areas. Master of Business Administration Thesis Management field Faculty of Social Business Administration Srinakharinwirot University.
11. Witchulada Sribut.(2018).Facilities management of condominium juristic persons in Bangkok.Thesis. Graduate School North Bangkok University.
12. Wimonisit Haryangkun.(2018).Human behavior and the environment: Behavioral basis for design and

- planning. 5th printing. Bangkok: Chulalongkorn University Press.
13. Weerawat Lalitchaiwasin, Ing-on Tangphan and Chinson Wisitnithikija.(2021).Service quality of condominium juristic person, Primo Management Company Limited.Nakbut Paritharat Journal. Nakhon Si Thammarat Rajabhat University,13 (3) September - December 2021.
  14. Wutthikorn Bunlue and Patcharathai Jaruthaweephonkul. (2019). Acceptance of technology and marketing mix that affect satisfaction in using organic agricultural trading applications among customers in Thailand. Academic Journal of Marketing and Management Rajamangala University of Technology Thanyaburi, 6(2), 1-16.
  15. Real Estate Business Promotion Office. (2023). List of condominium legal entities in Bangkok, 1983-2022. Retrieved from <https://www.dol.go.th/estate/Pages/default.aspx>.
  16. Serich Chotipanich. (2020). Physical resource management: principles and theories. Bangkok: Chulalongkorn University Press.
  17. Abdullah, Abdul Hamid; Musa, Raja Mohamed Fauzi Raja; & Ali, Juhary Haji. (2010). The Development of Human Resource Practitioner Competency Model Perceived by Malaysian Human Resource Practitioners and Consultants: A Structural Equation Modeling (SEM) Approach. International Journal of Business and Management. 6(11): 240-255.
  18. Al-Ettayem, Rawan. (2015). Investigating the Effect of Total Quality Management Practices on Organizational Performance in the Jordanian Banking Sector. International Business Research. 8(3): 79-90.
  19. Doleman, Robert Glynn. (2013). A Study of Facility Management Knowledge Classification for the Effective Stewardship of Existing Buildings. Edith Cowan University. from <https://ro.ecu.edu.au/theses/574>.
  20. Ho, Li-an. (2010). The Mediate Effect of Trust on Organizational Online Knowledge Sharing: An Empirical Study. International Journal of Information Technology & Decision Making. 9(4): 625-644.
  21. Kamaruzzaman. Syahrul Nizam. (2018). Developing Facilities Management (FM) Competencies for Malaysia: Reference from International Practice. Department of Real Estate, Faculty of Geoinformation and Real Estate Centre for Real Estate Studies, Institute for Smart Infrastructure and Innovative Construction University Teknologi Malaysia.
  22. Mei-yung Leung; Jingyu, Yu; & Ming, L. A. Chong. (2018). Impact of Facilities Management on the Quality of Life for the Elderly in Care and Attention Homes - Cross-validation by Quantitative and Qualitative Studies. SAGE Journals. 26(8): 1070-1090.
  23. Lloyd, Jim. (2013). How to Build a High-performance Facility Management Organization. Journal of Facilities Management. 3(4): 325-337.
  24. Low, Sui Pheng; Gao, Shang; & Teo, Ling Ling Grace. (2016). Gap Analysis of Green Features in Condominiums between Potential Homeowners and Real Estate Agents: A Pilot Study in Singapore. Facilities. 34(11/12): 630-648. from <https://doi.org/10.1108/F-02-2014-0012> (Department of Building, National University of Singapore, Singapore).
  25. McLennan, Peter. (2013) Service Operations Management as a Conceptual Framework for Facility Management. London: Bartlett School of Graduate Studies, University College London.
  26. Miartana, I Putu. (2014). Implementation of Total Quality Management Based Knowledge Management and Its Effect on Customer Satisfaction and Organization Performance (Studies on Four- and Five-Star Hotels in Bali). European Journal of Business and Management. 6(24): 98-107.