



Sakol Suchatvuthi 2008: The Relationships between Perceptions of Organizational Climate, Self Esteem and Job Burnout of the Cabin Attendants' Leaders at Thai Airways International Public Co., Ltd. Master of Science (Industrial Psychology), Major Field: Industrial Psychology, Department of Psychology. Thesis Advisor: Assistant Professor Rattigorn Chongvisal, Ph.D. 119 pages.

The objective of this research was to study The Relationships between Perceptions of Organizational Climate, Self Esteem and Job Burnout. A sample size of 210 persons was selected from Cabin Attendant's Leaders at Thai Airways International Public Company Limited by using simple random sampling method. The data analysis was based on statistical calculations e.g. mean scores, standard deviation, T-score, t-test, F-test and correlation coefficient. A prepared computer program was utilized to process the results.

The results revealed that the majority of samples has low level of emotional exhaustion and depersonalization and high level of personal accomplishment. Cabin attendant's leaders of different sex, different age, different marital status, different length of time in their positions perceived no difference in job burnout. Cabin attendants leaders with education level of Bachelor Degree and higher than Bachelor Degree perceived difference in job burnout significantly at the level 0.05. The correlation between perceptions of organizational climate and emotional exhaustion, depersonalization and personal accomplishment was found to be significant at the level 0.01. The correlation between self esteem and emotional exhaustion, depersonalization and personal accomplishment was found to be significant at the level 0.01.

Sakol S.

Student's signature

Rattigorn Chongvisal

Thesis Advisor's signature

27, May, 2008