

Metinee Nitpitak 2007: Attitude Toward Service, Working Environment, Organizational Culture and Job Satisfaction of Employees at Paolo Memorial Hospital. Master of Science (Industrial Psychology), Major Field: Industrial Psychology, Department of Psychology. Thesis Advisor: Ms.Tippavan Surinya, Ph.D. 115 Pages.

The objective of this research was to study attitude toward service, working environment, organizational culture and job satisfaction of employees at Paolo Memorial Hospital.

Data were collected by questionnaires from 252 employees of Paolo Memorial Hospital. The questionnaires were consisted of attitude toward service, working environment, organizational culture and job satisfaction. Percentage, mean, standard deviation, Pearson's product moment correlation coefficient and stepwise multiple regression analysis were used to analyze the data.

Result indicated that: (1) attitude toward service was positively related to job satisfaction at the 0.01 level; (2) perceived working environment was positively related to job satisfaction, moreover, perceived work environment in physical working conditions and work schedules were positively related to job satisfaction, perceived work environment in psychological was negatively related to job satisfaction at the 0.01 level; (3) perceived organizational culture positively related to job satisfaction, moreover, perceived organizational culture in individual Initiative, risk tolerance, direction, integration, management support, control, identity, reward system, conflict tolerance, communication patterns were positively related to job satisfaction at the 0.01 level; (4) perceived organizational culture in reward system, control, communication patterns, identity, integration predict job satisfaction at 62 percentage and the 0.05 level.

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