

Sirisa Jakbunma 2014: Factors Affecting Work Behaviors of Employees at Maintenance Department in A State Enterprise. Master of Science (Industrial and Organizational Psychology), Major Field: Industrial and Organizational Psychology, Department of Psychology. Thesis Advisor: Assistant Professor Thawan Nieamsup, Ph.D. 140 pages.

The objectives of this research were to study: 1) levels of self-efficacy in decision making, job characteristics, happiness at work, and work behaviors of employees at maintenance department in a state enterprise and 2) influences of self-efficacy in decision making, job characteristics, and happiness at work on work behaviors of employees at maintenance department in a state enterprise. The sample in this research consisted of 280 employees at maintenance department in a state enterprise. The research instruments for collecting data were questionnaires. Statistical analysis applied were percentage, mean, standard deviation, and stepwise multiple regression analysis.

The results of this research revealed that: 1) the employees at maintenance department in a state enterprise had a rather high level of self-efficacy in decision making, a rather high level of job characteristics with skill variety, task identity, task significance, autonomy, and feedback and a rather high level of happiness at work. The work behaviors as a whole and in each aspect (creativity, teamwork, and problem solving and decision making) were rated at a good level, whereas the responsibility of the employees' work behavior was rated at a very good level; 2) happiness at work, self-efficacy in decision making, and job characteristics (skill variety and feedback) could jointly predict overall work behavior of the employees at maintenance department in a state enterprise at 68.7 percent with the .001 level of significance; 3) job characteristics (feedback and task identity), happiness at work, and self-efficacy in decision making could jointly predict the creativity of the employees' work behavior at maintenance department in a state enterprise at 41.5 percent with the .001 level of significance; 4) happiness at work and job characteristics (task identity and skill variety) could jointly predict the responsibility of the employees' work behavior at maintenance department in a state enterprise at 56.2 percent with the .001 level of significance; 5) happiness at work and job characteristics (skill variety and feedback) could jointly predict the teamwork of the employees' work behavior at maintenance department in a state enterprise at 57.4 percent with the .001 level of significance; 6) happiness at work and job characteristics (feedback, skill variety, and autonomy) could jointly predict the problem solving and decision making of the employees' work behavior at maintenance department in a state enterprise at 49.9 percent with the .001 level of significance.

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Thesis Advisor's signature