

Watchara Lerdpongworapun 2010: Factors which Effect on Job Performance of Employees in Human Resource Department at an Airline Company. Master of Science (Industrial and Organizational Psychology), Major Field: Industrial and Organizational Psychology, Department of Psychology. Thesis Advisor: Associate Professor Phuangphet Wacharayoo, Ed.D. 112 pages.

The objectives of this research were to 1) see the level of organizational culture, organizational commitment, achievement motivation and job performance 2) find variables which could predict job performance of employees in human resource department at an airline company. Samples were 139 employees in human resource department. Questionnaires were used to collect data. Data were analyzed by the application program of computer. Statistics used were: percentage, mean, standard deviation and stepwise multiple regression analysis.

The results were: 1) employees' overall on "organizational culture" domains and each of 4 aspects (teamwork, happiness in work, readiness for learning new things and love-to-work) were at "high" level, 2 aspects in "organizational commitment" domain (affective commitment and continuance commitment) were at "high" level; but, the rest aspect of commitment domain (normative) was at "middle" level. "Achievement motivation" domain was at "high" level. Overall on "job performance" domain and both aspects (work performance and general qualifications) were at "high" level. 2) Achievement motivation could mostly predict job performance outcome and followed by love-to-work aspect in organizational culture domain. Achievement motivation and aspect in organization culture domain (love-to-work) could altogether predict job performance outcome at the significance level of .05, and at 69.4 percent.

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Thesis Advisor's signature