

ABSTRACT

Thesis Title : Job Satisfaction of Personnel in Thai Airways International
Public Company Limited : A Case Study of Cabin
Attendants, the Services Standard Department

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This research project aims at studying levels of job satisfaction as to the work performance of cabin attendants from the services standard department of Thai Airways International Public Company Limited. It was hypothesized that there were factors influencing the job satisfaction level as to the work performance as well as the opinions and suggestion or recommendations for organizational development.

The method used is survey research. The size of the sample is 352.

The findings are 1) Background factors, viz. length of work career and existing post are correlated with level of satisfaction the work performance. 2) Other background factors, i.e. gender, marital status, age, having offsprings and salary scale do not have any impact on the job satisfaction level. 3) The overall picture of cabin attendants level of job satisfaction is relatively high.