

THESIS TITLE .: INSTRUMENTAL VALUES AND JOB SATISFACTION OF NON-
COMMISSIONED POLICE OFFICERS IN UDON-THANI PROVINCE
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Abstract

The purpose of this research study was to compare the effect of the instrumental values and job satisfaction of non-commissioned police officers of Udon-thani Province, in relation to the theories of Rokeach and Herzberg, with respect to some important contributing factors such as division of work, number of years in services, income earned. The work also includes the study of relationship between instrumental values appropriate to the various police job descriptions and job satisfaction. The instruments used in this study are: the questionnaires devised by Dr. Suntree Komin and Snit Samukkarn (2522) with the reliability value of 0.74, and the questionnaires devised by the author and colleagues. All of which were divided into job satisfaction on motivation factors with the

reliability value of 0.86, and also job satisfaction on hygiene factors with the reliability value of 0.93. The samples used were the non-commissioned police officers who were employed during the fiscal year of 1993. The statistical methods used were percentages, arithmetic means, standard deviations, t-test, median test, one way analysis of variance, Scheffe's test, Cramer's correlation coefficients. The results attained can be described as follows:

1. The instrumental values of non-commissioned police officers in Udon-Thani Province, those offered on administration and services sections valued on ambition ($p < .05$) and politeness ($p < .01$) greater than those who are working with criminal prevention and suppression sections. Nevertheless, the latter groups valued on gratefulness ($p < .05$) and loyalty ($p < .01$) greater than that of the earlier groups whilst the other instrumental values were not statistically significant.

2. The instrumental values of non-commissioned police officers in Udon-Thani Province, those offered the highest number of years in services and the lowest number of years in services valued on gratefulness ($p < .05$) greater than that of those with the medium years in services. The non-commissioned police officers those having the highest number of years in services together with those having medium number of years in services valued on bravery greater than those having the lowest number of years in services. The differences were large and statistically significant ($p < .05$) whilst other instrumental values were not statistically significant.

3. The instrumental values of non-commissioned police officers in Udon-Thani Province, those earned high income valued on the

forgiveness greater than those having earned low income. The difference was large and statistically significant ($p < .01$) whilst other instrumental values were not statistically significant.

4. The results on job satisfaction of non-commissioned police officers in Udon-thani Province who work administration and services sections and criminal prevention and suppression sections with respect to motivation factors and hygiene factors were relatively small and not statistically significant and the majority of them valued on job satisfaction only at a moderate level.

5. The non-commissioned police officers in Udon-thani Province, those attained high number of years in services were satisfied on hygiene factors more than those having attained medium and lowest number of years in services. The differences were large and statistically significant ($p < .01$) but there were no differences on motivation factors.

6. The non-commissioned police officers in Udon-thani Province, those earned high and low income were differently satisfied on job satisfaction, motivation and hygiene factors but the differences were small and not statistically significant.

7. The instrumental values appropriate to the various police job descriptions were positively satisfied by non-commissioned police officers of Udon-thani Province particularly on hygiene factors. The differences were large and statistically significant ($p < .05$), i.e. they acquire condescension, contentment, friendliness, and ambition whilst other instrumental values produced no interrelations. However, there was non-significant positive relationship between instrumental values appropriate to the various police job descriptions and job satisfaction on motivation factors.