

ABSTRACT

Title of Research Paper : Job Satisfaction of the Officers of the Revenue
Department : A Case Study of the Revenue Office Area 8
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The study surveyed the job satisfaction of the officers at the Revenue Office Area 8 and the factors contributing to their job satisfaction.

The data were collected from 200 officers from C1-C7 working at the Revenue Office Area 8. A questionnaire was employed to gather the data. The descriptive statistic, i.e., percentage, mean and standard deviation, were used to describe the data.

It was found that most of the officers at the Revenue Office Area 8 were female (81.00%).

The other (19.00%) were male. They were 20-29 years of age. More than half had a Bachelor's degree. Most had worked for 1-5 years, and their salaries were lower than 10,000 baht. With regard to their job satisfaction, they were found to be moderately satisfied with their job. The most factors significantly contributing to their job satisfaction were the nature of work and workload, followed by work atmosphere and the internal organization system.

It was recommended that the administrations should make improvement in workload and that they put the right man on the right job so that work can be carried out effectively. Also, the internal organization system should be restructure. Further research should be conducted on the work system and workload in order to bring about the effectiveness of the administration and management to meet the organization's objectives.