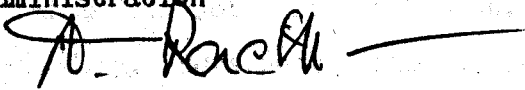


Title : Factors Which Impinge Upon Job Satisfaction :  
A Case Study of the Silpakorn University's  
Supportive Staff.  
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The preposed thesis has been aimed in order to study and investigate all possible factors creating satisfaction among those supportive staffs working in Silpakorn University. It also concerns personnel biodata. Moreover, other aspects, such as : job identification, income, administrative policy and management, personnel interrelationship, career ladders, in particular are also emphasized.

The researcher employed theoretical concept of motivation of satisfactory work. Field research used as tool for collective data herein was questionnaires with passing content validity. The population used in this study were supportive officials in Silpakorn University (Line B and Line C) totalling 132 persons. Respanded proportional stratified sampling were 118 or 89.39%. Types of questions in questionnaires sending out were both closed and opened with 3 categories or parts. Part I of 8 questions were about individual factors. Part II with 25 questions were those concerning attitude toward factors creating satisfaction while the last Part III having 8 questions were delicated to satisfactory conditions in

working. Statistical parameters of percentages, arithmetic means, chi-square and Kendall's Tau C were employed in analysing data. Coefficient type of Kendall's Tau C in testing the assumption was fixed at 0.05.

Results of this research might be summarized as :

1. Most officials of Line B and Line C working in Silpakorn University had an average degree of satisfaction in working.

2. When correlationship of job identification, wages, administrative policy and commanding, personnel interrelationship, environment, positioning status and career promotion had been testified as independent variables and satisfaction in working as dependent variable, it was found that all independent variables had correlated significantly with satisfaction in working, with the exception of job identification, administrative commanding, personnel interrelationship and environment that shown no significant satisfaction.

3. Most supportive staffs in Silpakorn University considered wages, administrative policy, positioning status and career promotion as factors creating satisfaction in working and ranked these between average to highest level of appreciation.

4. When testifying correlationship between individual factors including sex, age, literacy, duration and number of dependents as independent variables to work satisfaction, it indicated no significant correlation for sex, duration of working and number of dependents.

5. The supportive officials in Silpakorn University of line B and line C having high degree of satisfaction in work were considerably rather senior.

6. From summarized results stated above, Silpakorn University should have had developed as suggested in the followings.

6.1 To improve job identification and administrative policy by assigning right work loads systemically to knowledge capability and position for the benefit of appropriate duty and efficiency.

6.2 To improve administrative commandment with merit system and with particularly emphasizing in team success, team support, sincere atmosphere, open-mindedness, intra-organization, interrelationship. Moreover, the superiors should have honoured and given a morale support to colleagues.

6.3 To improve wages and fringe benefits higher and more appropriate when compared to positions and present cost of living in order to keep personnel well in the organization.

6.4 To promote the career by supporting and strengthening the officials of every positioning level academically. Participation in course training and workshops should have also been encouraged. More over, promoting those capable officials to higher positions with appropriate merit and justification should be recommended as well.

The result of this research could have been applied and employed in other organizations in order to solve such problem occurring in work satisfaction.