

Sirilux Sonyornt 2014: The Relationship between Job Satisfaction , Organizational Commitment and Turnover Intention of Employees in Commercial Bank. Master of Business Administration, Major Field: Business Administration, Faculty of Business Administration. Thesis Advisor: Mr. Suparerk Sooksmarn, Ph.D. 102 pages.

The objectives of this study were to study relationship between job satisfaction and turnover intention of Employees in Commercial Bank and to study relationship between organizational commitment and turnover intention of Employees in Commercial Bank. Data was collected from the sample of 396 large commercial bank employees and analyzed with descriptive statistics including percentage, mean, standard deviation and inferential statistics including Pearson's Correlation test, Multiple Regression Analysis at significant level of 0.05. The results of this research found that the overall employees job satisfaction were in rather high level. The overall employees organization commitment were in moderate level and turnover intention were in moderate level. Job satisfaction was negatively related to turnover intention.

Based on the results from this study, Organizations should focus on building organizational commitment because it affects the employee's turnover intention. Therefore, managers should treat employees equally and allow employees to express comments or suggestions are valuable to the organization. So that employees feel engaged with their work and feel a part of the organization.

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Thesis Advisor's signature