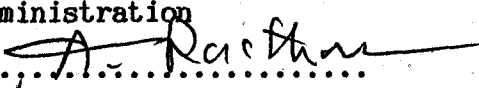


ABSTRACT

Title : The Job Satisfaction of The Employees in The
Metropolitan Waterworks Authority Service Department
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Degree : Master of Business Administration
Major Field : Personnel Administration
Thesis Advisor : 
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The purposes of the study are to study the level of job satisfaction of the Employees in The Metropolitan Waterworks Authority Service Department and factors affecting job satisfaction. Population of this study was the Employees in The Metropolitan Waterworks Authority Service Department, 320 samples were conducted by using questionnaire, used as a tool of data collection. Computerlized data analysis was carried out via SPSS/PC⁺ program. Analytical statistics were percentage, mean, chi-square, contingency coefficient and t-test.

The findings are that the level of job satisfaction of The Employees in The Metropolitan Waterworks Authority Service Department is found to be moderate and above total mean on the following aspects: achievement, supervision, interpersonal relation, work itself and working conditions. There are five aspects lower than total mean : salary and fringe benefits, recognition, policy and administration, responsibility and advancement. The employees are more satisfied with hygiene factor than motivation factor. From the chi-square test, all independent factors : sex, age, marital status, education level, number of patronized persons, worked period, salary and fringe benefits is not related to job satisfaction but from the t-test and 2 tail-probability, marital status and number of patronized persons are found to be significantly different factors affecting job satisfaction.