


# Abstract

Title : Factors Affecting Civil Servants' Motivation :  
A Case Study of the Processing Management Division  
of The Revenue Department.

By : Mrs. Kamnung Kusolsomboon

Degree : Master of Business Administration

Major Field : Personnel Administration

Thesis Advisor : ..... 

(Professor Dr. Tin Prachyapruit)

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The research on "Factors Affecting Civil Servants' Motivation : A Case Study of The Processing Management Division of The Revenue Department" is an attempt to delve into the factors which impinge upon the motivation of the civil servants studied. The statistical treatment utilized is based on a computation of the percentage, means ( $\bar{X}$ ) and chi-square ( $\chi^2$ ) value of the variables obtained from 70 respondents who answered the questionnaire.

From this study it was found that the majority of the respondents are quite young, having a salary scale of not higher than ~~B~~ 10,000; they are self - sufficient, assuming the post of Revenue Technician, C 5 downwards; having a non- Bangkok domicile; holding a B.A upwards; and less experienced. And from a test of the relationship between variables, it was found that the man - job -, and workplace environments vis a vis education, salary, and experiences are highly related to motivation in the following dimensions : recognition, advancement via work plan, job security, conducive working condition, cohesive coworkers, and satisfaction towards coworkers. The research findings clearly point to the fact that the administrators concerned should pay more attention to better improve the aforesaid items in order to bring about organizational efficiency and effectiveness in the years to come.