

**THE RELATIONSHIP BETWEEN JOB SATISFACTION AND
ORGANIZATIONAL COMMITMENT: A CASE STUDY OF FLIGHT
ATTENDANTS IN THAI AIRWAYS INTERNATIONAL**

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ABSTRACT

The main purposes of this study were to study the relationship between job satisfaction and organizational commitment, to identify the influencing factors on job satisfaction and organizational commitment, to measure the job satisfaction and organizational commitment level among flight attendants in Thai Airways, and to identify the form of organizational commitment of flight attendants in Thai Airways. The questionnaires were distributed to collect data from 380 flight attendants. The descriptive statistics used in this study were percentage, mean, and standard deviation (S.D.) whereas hypothesis testing used t-test, one-way ANOVA, and Pearson Product Moment Correlation to predict the difference and relationship. The significant level of hypothesis testing was set at 0.05. The results showed that there was a weak positive relationship between job satisfaction and organizational commitment. The pay, perception of fair treatment and promotion opportunities were the top three influencing factors toward job satisfaction, while the organizational commitment can be affected by values, disposition, and procedural fairness factors respectively. The flight attendants of Thai Airways International had moderate level of job satisfaction and organizational commitment. Normative was the highest form of commitment by the flight attendants of Thai Airways International

**KEY WORDS: JOB SATISFACTION / ORGANIZATIONAL COMMITMENT /
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