ABSTRACT

A study of interpersonal relationship between managers and their subordinates, and its effects on subordinates' job satisfaction is important not only for social relationships, but also because people who have interpersonal skills are more satisfied with their job and will work effectively and efficiently.

In the organization environment, managers are required interact and participation from their subordinates. At the same time, subordinates would also like to get help and support from their managers. So, both of them find it necessary to develop interpersonal relationship.

The objective of this study was to provide understanding on interpersonal relationship between managers and their subordinates, and to determine whether this relationships affects subordinates' job satisfaction. The "Interpersonal Relationship" between managers and their subordinates in this study comprised of communication, trust, self-disclosure, understanding, accepting and work motivation. The study was also to determine and examine the perception of respondents (Demographic Profile) on interpersonal relationship and its effect on subordinates' job satisfaction. Besides, examine the differences of perception of respondents on the interpersonal relationship and subordinates’ job satisfaction.

By testing the four hypothesis on the relationship and differences of interpersonal relationship and subordinates job satisfaction and demographic profile through the research instrument (questionnaire) was done on both descriptive and correlation
research in the sampling frame. Questionnaires were distributed to approximately 800 respondents who working in Thai Manufacturing Firms.

The results of this study found that there are both inter and intra-relationship to interpersonal relationship and subordinates' job satisfaction. Second, there is a significant relationship between demographic profile of respondents to interpersonal relationship and subordinates' job satisfaction. Third, there are significant differences on the responses of respondents on their perceptions to interpersonal relationship and subordinates' job satisfaction. Finally, the results of finding are summarized, concluded and recommended in this research study as the implementation tool for the top management in this industry and also for further study in the future.