

A Study of Factors Factors Associating Employees' Job Satisfaction of WXYZ Hotel in Bangkok, Thailand

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Abstract

The purpose of this study is to identify factors associating employees' job satisfaction at WXYZ hotel in Bangkok, Thailand. In this research, the independent variables are role ambiguity, role conflict, perceived organizational support, pay, promotion, coworkers, supervision, job involvement, and job tension. Job satisfaction represents the dependent variable. There are nine hypotheses in this study. The data were collected through a questionnaire survey of 500 respondents from employees of WXYZ Hotel in Bangkok, Thailand from 20 August 2014 to 10 September 2014. A total of 400 respondents were chosen as accurate target population, which is employee who have more than one year working experience with this hotel and aged 18 or over. All of the data are analyzed the correlation between variables by SPSS. Pearson Correlation Coefficient Test is utilized to test the relationship between each variable.

This study found that perceived organization support has the strongest relationship with job satisfaction (0.941). In this study, followed by the relationship between coworkers and job satisfaction (0.918), the relationship between promotion and job satisfaction (.0.898), the relationship between pay and job satisfaction (0.781), the relationship between job tension and job satisfaction (0.753), and the relationship between job involvement and job satisfaction (0.729), the relationship between job role conflict and job satisfaction (0.710), the relationship between role ambiguity and job satisfaction (0.475) respectively

Keywords— Job satisfaction, perceived organization support, coworkers, promotion, pay, Thailand