

## Abstract

Since Human Resource has become one of most important assets in every kind of businesses, to retain this valuable resource with the company is very difficult. Employees' Job Satisfaction is the first main item that the management should consider. Employees' Job Satisfaction is affected by various factors, which are: Job Content, Promotion Opportunity, Job Security, Pay and Compensation, Supervisors, Working Conditions, and Social Relationship among workers.

For Banking Institutions business, the economic crisis has ruined its business and this has an effect on its human resource. Management should try to solve that problem by trying to increase level of Job Satisfaction of its employees by finding the relationship between various factors and Job Satisfaction and analyze them.

Due to Private and State-owned Banking Institutions have different policies to deal with their employees' problem, so the comparative study of factors affecting level of Job Satisfaction between Private and State-owned Banking Institutions can be useful to both banks to find ways to solve their human resource problems. Therefore, the objectives of this research are to find the effect of various factors on level of Job Satisfaction and to compare level of Job Satisfaction among employees of Private and State-owned Banking Institutions.

In order to accomplish the research objectives, questionnaire survey method is used in the test. The target respondents are the non-managerial employees of Bangkok Bank PCL. and Krung Thai Bank PCL in Bangkok. The researcher distributed 360 questionnaires to the target respondents at their workplaces, 180 questionnaires has been distributed to each bank. The questionnaire consists of question items asking about their attitude toward their current jobs.

For the analyze part, Spearman Rank-order Correlation is used to analyze the relationship between various factors and Job Satisfaction. Mann-Whitney Test is used to find the difference between level of Job Satisfaction among Bangkok bank and Krung Thai Bank.

The results show the relationship between various factors and Job Satisfaction. those factors consist of Job Content, Promotion Opportunity, Job security, Pay and Compensation, Supervisor, Working Conditions, and Social relationship among workers. However, the relationships between them are not so high. Nevertheless can conclude that those factors affect the level of employees' Job Satisfaction.

The results also show the difference between level of Job Satisfaction among employees of Private and State-owned Banking Institutions. Employees of State-owned Banking Institutions have slightly higher level of Job Satisfaction than those of the Private ones. Therefore, it can be concluded that there is difference between level of Job Satisfaction among employees of Private and State-owned Banking Institutions.

