

ABSTRACT

Employees are the most important asset in the organization. There should always be a good relationship between employer and employee. If employees are happy in the organization, then the organization can move toward the success. In order to keep employees happy, the employer should understand the needs and wants of employees working in the organization. This study aims in identifying the major job related factors which affects employee satisfaction in Shangri-La hotel, Bangkok.

The study identifies seven major job related factor and four demographic factors that affects employee satisfaction in Shangri-La hotel, Bangkok. Then the researcher identifies the target population as, fourth and fifth level of employees working in Shangri-La hotel. The sample size was taken from Anderson sample size table. Sample size was set as 277, questionnaire was distributed among employees and the response was collected back. In this study the researcher uses Pearson Correlation to find the relationship between employee satisfaction and job related factors. ANOVA and Independent T-test was used to find the difference of employee satisfaction reflected by demographic factors. SAS statistical software was used to find the relationship between variables.

The study was successful in identifying the medium positive relationship between employee satisfaction and job related factors. The study also concluded saying there is no difference of employee satisfaction reflected by demographic factors. This study would help the employer to understand the need of employees in the organization, and also helps in motivating employees to work in the organization. The study concluded saying employees should be satisfied in the organization only then the employees can give their best to the organization. Recommendation for the study included, irrespective of difference in demographic factors, employees in the organization should be satisfied equally.