ABSTRACT

The purpose of the study of "Janitors Attitudes Toward Job Satisfaction At Dust Buster, A Janitorial Service Company" is to study the attitudes of janitors including their related personal background and working experience. This study show that, the majority of selected janitors are females aged between 15 to 25 years. Most of them had studied up to Prothom 6 or Prathom 7 level. As for marital status, most are married and living together with their spouses. Most janitors migrated from Northeastern part of Thailand which is their original provinces. From the study of Socio — Economic factors of each janitor’s family, most family are small sized with only 3 family members. However, most janitors do not own houses, but live in rented houses or rooms while one — third of the migrants lived in dense communities. According to economic data, the average income of each janitor family is 9430 baht per month. However, the income of most family varied from 5,000 to 10,000 baht which is considered as low income people.

Before entering into this career, most of janitors used to work in both agricultural and service sectors which have lower — than — average income. This resulted in the higher rate of changing of jobs to work as janitorial service personnel. The main reason for doing this kind of job is mainly due to the low educational level as janitorial service does not require any special knowledges or skills. According to this study, the high satisfaction level came from attitude or feeling toward work, the human relationship with coworkers, the working conditions, and the security of work. And the low satisfaction level came from salary and benefits and the opportunity of getting promoted.