

Research Project Title: Factors Influencing Job Satisfaction of Thai Cabin Crews on International Airline.

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ABSTRACT

This study examined job satisfaction of Thai cabin crews in Thai Airways Public. Co Ltd. The objectives of this study were (1) to identify Thai cabin crews' job satisfaction level and (2) to identify the relationships between the job satisfaction factors (work itself, pay, promotion, co-worker and supervision) and job satisfaction of Thai cabin crews.

The methodology used in this research was survey research. A self administered questionnaire was distributed to 400 cabin crews both air hostesses and air stewards. The 371 questionnaires which met the criteria were decoded. The data were analyzed using Statistical Package for Social Science (SPSS). Descriptive statistics were used to analyze demographic and job satisfaction factors. Inferential analysis method (Pearson Correlation Coefficient) was applied to determine the relationship between job satisfaction factors and overall job satisfaction.

The results of this study indicated that all five dimensions of job including work itself, pay, promotion, co-worker, and supervision have relationship with job satisfaction among Thai cabin crews in Thai Airways International Public Co. Ltd. and pay has the strongest correlation with job satisfaction, followed by work itself, promotion, co-worker and supervision.