

## Abstract

This research was designed to concentrate on examining the internal factors that affect employees' job performance, in order to help client company find the way to improve employees' performance hence to achieve organization improvement. The purpose of this research is to study the factors that affect employees' job performance in the Landmark Bangkok Hotel.

SPSS statistic methods were applied in the reach to analyze the collected. The applied statistical methodology used was Pearson Correlation, one way ANOVA and descriptive analysis. The results of the research computed from the data of 150 completed questionnaires.

According to the research findings, the examined factors of the client company demographic profiles of age and education, centralized organization structure, incomprehensive incentive and training system and employees' attitude in terms of job satisfaction and organization commitment are all effecting employees' job performance. Thus, the findings presented that the employees' job performance was not only the consequence of people's attitudes per se, but also the product of organization structure and system. Then, the client company was recommended by some new possible ways for its further improvement.

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