Abstract

This study examined the relationship between organizational structure and organizational culture with employees' job satisfaction of Bangkok Union Insurance Public Company. The study aimed at examining the factors, which affected the satisfaction of all people. The study is based on the previous research works, which study the relationship between organizational structure (division of labor, authority and responsibility, line of authority and centralization) and organizational culture (shared values, level of commitment and norms) as independent variables with overall employees' job satisfaction (work itself, supervision, pay, colleague and job advancement) as dependent variable.

For the methods being employed in this research, 200 of non-managerial employees were invited to complete self-report questionnaires. Organizational structure is measured by the items from Robbins's keys element. Organizational Culture is measured by Schein's Culture's items. Minnesota Satisfaction Questionnaire (MSQ) is used to measure job satisfaction. Descriptive and correlation statistics were employed to test the hypotheses. The findings showed that there were positive relationship between organizational structure and overall employees' job satisfaction, and also organizational culture and overall employees' job satisfaction. In addition, Plan or strategy for the better understanding of employees about the structure and culture in the organization may be the most effective strategy, which can give the positive effects on staff attitudes and behaviors.