

Research Project Title: A STUDY OF JOB SATISFACTION INFLUENCE ON ABSENTEEISM AND TURNOVER INTENTION OF BANK EMPLOYEES: A CASE STUDY OF BANK OF AYUDHYA PUBLIC COMPANY LIMITED'S BRANCHES IN BANGKOK AREA.

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ABSTRACT

The objectives of this study were (1) to identify the job satisfaction factors of bank employees, (2) to identify the relationship between the job satisfaction factors and absenteeism and turnover intention

This is a survey research. The data was collected using a convenience sampling method, the sample of the study were 200 bank employees in Bangkok area. The researcher used descriptive statistics to analyze the demographic profile of respondents. The researcher selected the multiple linear regression statistics to test the relationship between job satisfaction factors in term of work itself, pay, promotion, supervision and coworker that influence the absenteeism and turnover intention.

The hypothesis testing results of the study showed statistically significant negative correlations between job satisfaction factors, which are work itself, pay, promotion, supervision and coworker, and both of absenteeism intention and turnover intention for bank's branches employees in Bangkok area.

In conclusion, Bank of Ayudhya employees in Bangkok area concerned more in supervision that influence absenteeism and work itself that influence turnover intention. And supervision is the only one factor that influence both absenteeism and turnover rate Therefore, bank has to hire the right person with the right job that mean bank of Ayudhya should assort the manager properly because the manager could cause both high and low satisfaction with job of workers so good supervisor could help the bank reduce the absenteeism and turnover rate.