

Abstract

This research focuses on the study of affecting interns' towards job satisfaction and job performance a case study of hotel industry in Bangkok. Based on previous studies , nine factors were found to measure the relationship between each other, and they are Job clarity, Job conflict, Job freedom, Payment, Perceived supervisor support, Physical working condition, Workload, Job satisfaction, Job performance. This research can expand to industries other hotels, and a broader population for future research.

There are total more than 450 questionnaire were distribute through in e-mail during to different respondents, and in the end, 403 questionnaire are available, the software SPSS used to measure the relationship between each variable, (including both dependent variable and independent variables)

The results of this research found that there is a strong relationship between each variable and job satisfaction and job performance can be affecting interns. And most of the findings of this research, which might be useful for interns and hotel s in hotel industry and to find important factors related to build interns job satisfaction, and the last but not the least, the results also show that each variable will be increase interns' job performance.