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## ABSTRACT

The factors affecting student satisfaction have been the subject of many education researches and academics. This is made of two parts: teacher and student. Teacher satisfaction influences the student satisfaction and student satisfaction influences the school management, and increases the potential enrollment quantity and quality. The objective of this research is to study how the teacher satisfaction is affected by the training & development, reward & recognition, teamwork, stress, interesting and student satisfaction is affected by the resource quality, education quality, student involvement, cognitive outcomes and teacher satisfaction.

This research tries to clearly the relationship between student satisfaction and the independent variables. The research involves 420 respondents of students' and 72 respondents of teachers' data, conducted by using questionnaire. The research findings were based on the statistical analysis involving frequencies, mean, standard deviation and Pearson's product moment correlation coefficient.

The findings showed that reward & recognition and teamwork at a high level positive relationship with teacher satisfaction. Stress is at a negative medium level, training & development and interest are at a positive medium level of teacher satisfaction. Education quality, resource quality and teacher satisfaction have a high level positive relationship with student satisfaction. Student involvement and cognitive outcomes are at a medium level of student satisfaction.

In order to increase the student satisfaction, Nanzhan primary school needs to improve education quality, resource quality and teacher satisfaction. To increase teacher satisfaction it needs to increase reward & recognition and teacher's teamwork. For doing those, it can enhance competitiveness with other schools.