

ABSTRACT

This study purposed to examine the relationship between factors in the Job Characteristics Model and Work Outcomes of employees working in S.P.K. INDUSTRIAL, COMMERCIAL CO.,LTD., a family-owned business operating in Bangkok. The organization has experienced problems with adjustment of work systems and employee jobs after adopting the ISO 9002, last year. Job characteristics factors were set as the independent variable, and the work outcomes as the dependent variable. This research used a population census, in that it covered all 119 white-collar employees and blue-collar employees working in the company, except the owners.

This research study examined employee perceptions of each variable and tested correlations of fifteen hypotheses to answer the five research questions. All of the 119 questionnaires were distributed and collected for analyzing data for this research study. Overall, the findings showed that respondents' perception toward skill variety, task identity, task significance, autonomy, and feedback, which are the 5 characteristics of the JCM, fell in the "agree level". For the Work Outcomes perception of respondents toward attitude toward job, work satisfaction, and job commitment also fell in the "agree level". The findings showed that autonomy scored the lowest from all 5 factors of the JCM.

The study found seven moderate positive correlations between skill variety and attitude, task identity and attitude toward job, task identity and work satisfaction, task identity and job commitment, task significance and work satisfaction, task significance and job commitment, autonomy and attitude toward job. The correlation between skill variety and work satisfaction, skill variety and job commitment, task significance and attitude toward job, autonomy and work satisfaction, autonomy and

job commitment, feedback and attitude toward job, feedback and work satisfaction, and feedback and job commitment, fell in the moderately weak level. The study ended with suggestions for further research.

