

## ABSTRACT

Nowadays, Thailand business is facing many problems. Some organizations have to quit their businesses. In order to get profit and stand longer in today's business, some organizations have to adjust or adapt their organized structure, others have to reduce a number of their employees or develop their business structure.

Hotel business is a service business in which workers play a very important part. Therefore, it is essential for hotel organization to study and understand how job satisfaction can improve their workers' responsibilities and their works to be efficient and effective.

The objectives of this project are: (1) To study which factors have more influence on the front office employees' responsibilities. (2) To study a possible relationship between the level of job satisfaction factors and personal background factors. (3) To present the information about job satisfaction of employees to employers.