JOB SATISFACTION OF ACADEMIC STAFF IN MAHIDOL UNIVERSITY

SUNIDA SIRIPAK  4737489 SHEM/M

M.Ed. (EDUCATIONAL MANAGEMENT)

THESIS ADVISOR: PRASERTCHAI SUKSA-ARD, Ph.D., UTHAITHIP RAKCHANYABAN, Ph.D., PRAVIT KHAEMASUNAN, Ph.D.

ABSTRACT

This research studied overall job satisfaction of Mahidol University’s academic staff in 2005, and identified and discussed the possible differences between levels of job satisfaction in relation to age, gender, marital status, educational level, academic position, income, duration of work, and position. Overall job satisfaction was broken down into five sub-categories: administrative satisfaction, academic satisfaction, research satisfaction, academic service satisfaction and cultural support satisfaction. Primary research was done by collecting quantitative data through a questionnaire which required participants to rate their levels of satisfaction on a five-point Likert scale. The sample included 350 academic staff members employed in Mahidol University. Data analysis was done through t-tests and ANOVA.

The results concluded that overall job satisfaction of Mahidol University’s academic staffs was at a moderate level. When comparing each type of satisfaction, the results indicated the highest level of job satisfaction was academic satisfaction, followed by cultural support satisfaction, administrative satisfaction, and academic service satisfaction. Research satisfaction represented the lowest level of job satisfaction when compared to the other four aspects. There was a significant difference between age, marital status, educational level, academic position, income, duration of work, and position and the level of job satisfaction. Gender was the only personal characteristic that indicated no significant difference in overall job satisfaction.

This study is beneficial to Mahidol University and Thailand's higher education system in the following respect: a satisfied workforce is a more efficient and productive workforce, and by getting an accurate description of job satisfaction within an institution we can work to improve the conditions that might cause it to be low. The researcher concluded that some of the lower levels of job satisfaction in Mahidol were due to a need to clearly state academic goals, improve academic service evaluation systems, and open up communication between university staff and management personnel. The researcher also recommends revising the current financial aid system, as it is perceived to be one of the major factors that negatively affects job satisfaction in Mahidol University. This research also suggests that there should be a qualitative study to enhance the level of job satisfaction.

KEY WORDS :  JOB SATISFACTION/ ACADEMIC STAFF/ MAHIDOL UNIVERSITY

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