FACTORS AFFECTING JOB SATISFACTION OF THE STAFF IN CAN THO UNIVERSITY OF MEDICINE AND PHARMACY VIET NAM

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ABSTRACT

The purposes of this study were to determine the level of the overall job satisfaction of the staff at Can Tho University of Medicine and Pharmacy (CTUMP) and to evaluate the job satisfaction of the staff at CTUMP by personal factors (age, gender, marital status, educational level and present position) and organizational factors (organizational commitment and work settings). The Job Satisfaction Survey (JSS) by Dr. Paul E. Spector (University of South Florida) and TCM Employee Commitment Survey by Dr. John Meyer and Dr. Natalie Allen (The University of Western Ontario) were utilized to collect data for this study. The research sample was 190 staff at CTUMP. Both descriptive statistical analyses (frequency, percentage, means, and standard deviation) and inferential statistical analyses (t-tests and One Way ANOVA) were used to analyze the data. Post Hoc multiple comparison tests were also conducted to identify significant differences between all possible pairs of values of a factor variable. The hypotheses were tested using a confidence level of 0.05.

Findings indicated that the overall level of job satisfaction of the staff in CTUMP was moderate. All of the nine factors (pay, promotion, supervision, fringe benefits, contingent rewards, operating conditions, co-workers, nature of work and communication) were found to be at the moderate satisfaction level with very little difference in their mean scores. When job satisfaction was compared based on personal and organizational factors, it was found to have statistically significant differences by age, organizational commitment and work settings.

It is recommended that the concerned authorities should launch a number of policies or concerns to increase the job satisfaction level of the staff. Moreover, a significant reform in their managerial skills is strongly suggested in order to offer more satisfaction to the staff. Further qualitative studies should be carried out to gain better understanding concerning job satisfaction of the staff and its impact on teaching quality at CTUMP.

KEY WORDS: JOB SATISFACTION/ STAFF/ CTUMP/ORGANIZATIONAL COMMITMENT

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