

JOB SATISFACTION OF PERSONNELS AT DEMONSTRATION SCHOOL OF SUAN SUNANDHA RAJABHAT UNIVERSITY

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Abstract

The study on job satisfaction of personnel of Suan Sunandha Rajabhat University Demonstration School aimed to study the level of job satisfaction of personnel of Suan Sunandha Rajabhat University Demonstration School and to compare job satisfaction of personnel of Suan Sunandha Rajabhat University Demonstration School. The population used in this study was 79 personnel of Suan Sunandha Rajabhat University Demonstration School. The data were collected using a questionnaire and the statistics used for data analysis were percentage, mean, and standard deviation.

Keywords: Job Satisfaction, Work Environment, Work Motivation

Introduction

The world is currently facing global changes encompassing the economic, social, and political systems of every country, including Thailand, with governments receiving acceptance and developing alongside the changing management methods referred to as "Human-Centric Management." This is due to recognizing that current issues necessitate management processes aimed at efficiency and high performance, requiring individuals or personnel who are the most crucial resources to be able to work and deliver products according to organizational objectives and goals. Furthermore, they must also be mindful of the satisfaction of the personnel who perform the work.

This is in accordance with a definition of Job Satisfaction and Efficiency (Suphithaya, 2010): Job satisfaction is a crucial factor in achieving organizational success and effective cooperation among organizational personnel. High job satisfaction occurs when personnel are content with all aspects of the job. Low job satisfaction leads to a lack of morale in performing the work and may manifest as low work quality, absences, turnover, and other negative consequences. However, job satisfaction does not only stem from internal factors of the personnel but also from external factors like work environment, which affects their ability to perform their duties efficiently. Beyond job satisfaction, the morale of personnel in the organization and management supervision also affects work efficiency. Therefore, if the organization acknowledges the importance of fostering job satisfaction that arises from the good understanding and goodwill between personnel, it will result in high job morale and continuous high performance, irrespective of temporary situations or crises (Jitsree, 2001).

Suvarnabhumi has recognized the importance of job satisfaction, which is essential for organizational development. Therefore, the university has continuously improved and developed its personnel resource management processes to meet the needs and support the excellent performance of the personnel in the organization, leading to the overall success and efficiency of the organization in accordance with its policies. This is evident in various

management dimensions such as salary, welfare, incentives, and working conditions, all of which aim to satisfy the personnel, leading to high job morale and collaboration. Incentives and development are incorporated into the personnel's performance, resulting in high morale and collaboration. All personnel have the opportunity to develop or receive various benefits that contribute to both the organization and the personnel themselves, thereby promoting and supporting the organization's efficiency and overall image.

From the importance and significance of job satisfaction mentioned, the researchers were interested in studying the factors related to the job satisfaction of personnel at Rajamangala University of Technology Suvarnabhumi. Therefore, the researchers aimed to study job satisfaction at the level of personnel at Rajamangala University of Technology Suvarnabhumi regarding the physical environment of their work performance.

relationships with colleagues, work achievement, and job security, to gather preliminary data to support or promote personnel satisfaction in performing their duties. This data can be used to guide the improvement and development of personnel work efficiency, ultimately benefiting Rajamangala University of Technology Suvarnabhumi. Therefore, this research will play a part in allowing administrators to see the importance of personnel within the organization, helping to drive and support factors that encourage personnel to have higher morale and enthusiasm, leading to satisfaction in performing their duties with efficiency and goal attainment.

Research Objectives

1. To study the level of job satisfaction among the personnel of the Demonstration School of Rajamangala University of Technology Suvarnabhumi.
2. To compare the job satisfaction among the personnel of the Demonstration School of Rajamangala University of Technology Suvarnabhumi.

Scope of the Research

1. Population Scope

Population for the research: 99 personnel of the Demonstration School of Rajamangala University of Technology Suvarnabhumi.

2. Variable Scope

Part 1: Personal Information, a checklist designed by the researcher to record the basic data of the sample group, including: personnel type, gender, education level, and work experience (at the Rajamangala University of Technology Suvarnabhumi Demonstration School).

Part 2: Job Satisfaction Questionnaire of the personnel of the Demonstration School of Rajamangala University of Technology Suvarnabhumi. This was a rating scale questionnaire designed by the researcher, consisting of 25 questions with a 5-level Likert scale ranging from 1 (Least) to 5 (Most).

3. Time Scope

The study was conducted during October 2566 – August 2567 B.E. (October 2023 – August 2024).

Research Methodology

The research is a descriptive research study designed to examine the job satisfaction of the personnel at the Demonstration School of Rajamangala University of Technology Suvarnabhumi.

Present the analysis results, including a detailed description of the data analysis process, followed by the results and their interpretation. For results presented in tables or figures, provide accompanying explanations, rather than just displaying the tables or figures without context.

Population and Sample Group

The population used in this research consisted of the personnel of Rajabhat Suan Sunandha Demonstration School, totaling 99 people.

The sample group used in this research consisted of the personnel of Rajabhat Suan Sunandha Demonstration School, totaling 79 people. The sample size was determined using the formula of Taro Yamane (1970).

Research Instruments

The instruments used for data collection consisted of the following questionnaires:

1. The Questionnaire to study the job satisfaction of personnel at Rajabhat Suan Sunandha Demonstration School is divided into 2 parts:

Part 1: Personal data, which is an inventory created by the researcher to record basic information about the sample group, including: Personnel Type, Gender, Educational Level, and Work Experience (at Rajabhat Suan Sunandha Demonstration School).

Part 2: The Questionnaire on job satisfaction of personnel at Rajabhat Suan Sunandha Demonstration School is a self-developed questionnaire, consisting of 25 items. This questionnaire uses a 5-level Likert scale, ranging from 1 (Least) to 5 (Most).

Location

Rajabhat Suan Sunandha Demonstration School

Duration of Study

Conducted during October 2023 - August 2024.

Data Analysis

The researcher performed the statistical data analysis using the following statistical program:

1. General Data: Analyzed using frequency and percentage.
2. Job Satisfaction Data of Personnel at Rajabhat Suan Sunandha Demonstration School: Data was analyzed using frequency, percentage, arithmetic mean ($\bar{X}$), and standard deviation (S.D.).

Research Results

The analysis of the data is presented in two parts as follows:

Part 1: General information of the personnel participating in the study

Part 2: Analysis of the level of job satisfaction among school personnel at Suan Sunandha Rajabhat University Demonstration School

1. Educational Background

Table 1: Number and Percentage of Respondents Classified by Type of Personnel

Personnel Type	Number (Persons)	Percentage
Administrators	1	1.30
Academic Staff	53	67.10
Supporting Staff	25	31.60
Total	79	100.00

From Table 1, the analysis of the number and percentage of respondents classified by type of personnel shows that most respondents were academic staff, totaling 53 persons (67.10%), followed by supporting staff, totaling 25 persons (31.60%). Only 1 respondent was an administrator, accounting for 1.30%.

Table 2: Number and Percentage of Respondents Classified by Gender

Gender	Number (Persons)	Percentage
Male	28	35.40
Female	51	64.60
Total	79	100.00

From Table 2, the analysis of the number and percentage of respondents classified by gender reveals that the majority were female, totaling 51 persons (64.60%), while 28 respondents were male (35.40%).

Table 3: Number and Percentage of Respondents Classified by Educational Level

Educational Level	Number (Persons)	Percentage
Lower than Bachelor's Degree	5	6.30
Bachelor's Degree	32	40.50
Master's Degree	31	39.20
Doctoral Degree	11	13.90
Total	79	100.00

From Table 3, the analysis of the number and percentage of respondents classified by educational level shows that the majority of respondents held a bachelor's degree, totaling 32 persons (40.50%). This was followed by respondents with a master's degree, totaling 31 persons (39.20%), and those with a doctoral degree, totaling 11 persons (13.90%). Only 5 respondents had an educational level lower than a bachelor's degree, accounting for 6.30%.

Table 4: Number and Percentage of Respondents Classified by Length of Work Experience

Length of Work Experience	Number (Persons)	Percentage
Less than 1 year	8	10.10
1–5 years	19	24.10
More than 5 years	52	65.80
Total	79	100.00

From Table 4, the analysis of the number and percentage of respondents classified by length of work experience reveals that the greatest proportion of respondents had more than 5 years of work experience, totaling 52 persons (65.80%). This was followed by 19 respondents with 1–5 years of work experience (24.10%). Only 8 respondents had less than 1 year of experience, accounting for 10.10%.

2. Utilization of Research Findings

The findings of this research can be utilized in routine work, including by students, personnel within relevant units, and other stakeholders. The results provide essential information that can support decision-making, operational improvements, and the development of more effective management processes within the organization.

3. Effects of Changes in Work Methods

The study results can guide improvements in work methods by promoting practices that enhance efficiency and effectiveness. The findings highlight areas where operations can be further developed, allowing personnel to adapt better to organizational needs, improve workflow processes, and contribute to higher overall performance within the unit.

4. Benefits Gained

The outcomes of this research provide several benefits, including increased awareness and understanding among personnel, improved work performance, and enhanced organizational development. The knowledge gained can support planning, decision-making, and continuous improvement efforts, ultimately contributing to sustainable educational quality development.

Discussion

From the analysis of data on job satisfaction of personnel at the Demonstration School of Suan Sunandha Rajabhat University, the research findings can be summarized as follows:

1. Results of Analysis of Personal Information

1.1 The analysis of the number and percentage of respondents classified by type of personnel revealed that the majority were academic staff, totaling 53 persons (67.10%), followed by supporting staff, totaling 25 persons (31.60%). Only 1 respondent was an administrator, accounting for 1.30%.

1.2 The analysis of the number and percentage of respondents classified by gender showed that most respondents were female, totaling 51 persons (64.60%), while 28 respondents were male, accounting for 35.40%.

1.3 The analysis of the number and percentage of respondents classified by educational level revealed that the majority held a bachelor's degree, totaling 32 persons (40.50%). This was followed by respondents with a master's degree, totaling 31 persons

(39.20%), and respondents with a doctoral degree, totaling 11 persons (13.90%). Only 5 respondents had an educational level lower than a bachelor's degree, accounting for 6.30%.

1.4 The analysis of the number and percentage of respondents classified by length of work experience indicated that most respondents had more than 5 years of experience, totaling 52 persons (65.80%). The second largest group consisted of respondents with 1–5 years of experience, totaling 19 persons (24.10%), while only 8 respondents had less than 1 year of experience, accounting for 10.10%.

2. Results of Analysis on the Level of Job Satisfaction of Personnel at the Demonstration School of Suan Sunandha Rajabhat University

2.1 The analysis of job satisfaction among personnel at the Demonstration School of Suan Sunandha Rajabhat University in terms of overall satisfaction showed a high level, with a mean score of 4.83 and a standard deviation of 0.37. When considering each aspect individually, it was found that:

- Work Characteristics had the highest mean score (= 4.87, S.D. = 0.39).
- Supervision also showed a high level of satisfaction (= 4.83, S.D. = 0.37).
- Relationships with Colleagues indicated a high level of satisfaction (= 4.82, S.D. = 0.47).
- Compensation and Benefits also showed a high level of satisfaction (= 4.86, S.D. = 0.34).
- Working Conditions and Environment were rated highly as well (= 4.83, S.D. = 0.37).

2.2 Results of Data Analysis on Job Satisfaction of Personnel at Rajabhat Suan Sunandha Demonstration School: Working Conditions Aspect

The overall mean for the Working Conditions Aspect was $\{X\} = 4.74$, S.D. = 0.49)

Considering the results by item, it was found that:

- They liked that the workspace had adequate lighting $\{X\} = 4.79$, S.D. = 0.49)
- The room temperature was appropriately adjusted $\{X\} = 4.83$, S.D. = 0.37)
- The workspace was appropriately spacious $\{X\} = 4.75$, S.D. = 0.51)
- The materials and equipment used for work were sufficient $\{X\} = 4.63$, S.D. = 0.71)
- The condition of the materials and equipment was ready and convenient for work $\{X\} = 4.68$, S.D. = 0.65)

2.3 Results of Data Analysis on Job Satisfaction of Personnel at Rajabhat Suan Sunandha Demonstration School: Interpersonal Relationships Aspect

The overall mean for the Interpersonal Relationships Aspect was $\{X\} = 4.84$, S.D. = 0.34)

Considering the results by item, it was found that:

- They were able to work well with colleagues $\{X\} = 4.87$, S.D. = 0.33)
- They received help, consultation, and advice from their supervisor $\{X\} = 4.81$, S.D. = 0.39)
- They provided help, consultation, and advice to colleagues when facing work problems $\{X\} = 4.83$, S.D. = 0.37)
- They received cooperation in communicating and coordinating with colleagues $\{X\} = 4.84$, S.D. = 0.36)
- They felt comfortable working with their supervisor $\{X\} = 4.83$, S.D. = 0.37)

2.4 Results of Data Analysis on Job Satisfaction of Personnel at Rajabhat Suan Sunandha Demonstration School: Achievement in Work Aspect

The overall mean for the Achievement in Work Aspect was $\{X\} = 4.84$, S.D. = 0.40)

Considering the results by item, it was found that:

- They were able to complete the assigned tasks $\{X\} = 4.86$, S.D. = 0.34)
- They felt proud of the rewards brought to the unit $\{X\} = 4.82$, S.D. = 0.47)
- They were able to perform tasks on time as scheduled $\{X\} = 4.86$, S.D. = 0.44)
- They used their skills and knowledge to solve work problems successfully $\{X\} = 4.86$, S.D. = 0.34)
- They received praise and recognition from their supervisor for successful performance $\{X\} = 4.79$, S.D. = 0.49)

2.5 Results of Data Analysis on Job Satisfaction of Personnel at Rajabhat Suan Sunandha Demonstration School: Advancement in Work Aspect

The overall mean for the Advancement in Work Aspect was $\{X\} = 4.67$, S.D. = 0.70)

Considering the results by item, it was found that:

- They received support to improve their work for the better $\{X\} = 4.64$, S.D. = 0.80)
- They were promoted to receive training to enhance their knowledge and skills for their position $\{X\} = 4.69$, S.D. = 0.72)
- They were selected to assist in training colleagues to elevate their work position $\{X\} = 4.69$, S.D. = 0.75)
- They loved and were attached to the job and did not think about retiring early $\{X\} = 4.70$, S.D. = 0.66)
- They were selected for promotion to a higher position based on their proven competence and performance $\{X\} = 4.64$, S.D. = 0.80)

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