

**FACTORS INFLUENCING JOB SATISFACTION
AMONG PUBLIC HEALTH EMPLOYEES
IN PATTANI PROVINCE, THAILAND**

EMEELA WAE-ESOR

**UNIVERSITI UTARA MALAYSIA
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**FACTORS INFLUENCING JOB SATISFACTION
AMONG PUBLIC HEALTH EMPLOYEES
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**A thesis submitted to the College of Business in partial fulfillment
of the requirements for the degree
Master of Science (Management)
University Utara Malaysia**

By

EMEELA WAE-ESOR

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Abstract

The objective of this study is to determine the relationship and also influence of Job Autonomy, Nature of Work, Compensation, Staff Relations and Work Life Balance on Job Satisfaction among public health employees in Pattani Province, Thailand. A total of 262 respondents from Public Health Center in Pattani participated in this study. The five factors were tested using the Pearson correlation. It indicates that all the five factors have positive relationship towards Job Satisfaction. However, by using the regression analysis technique it showed that only Work Life Balance and Job Autonomy influenced Job Satisfaction. Hence great attention should be given by the management team or policy makers in order to understand these factors which significantly influence the employees' performance.

Abstrak

Objektif kajian ini adalah untuk menentukan hubungan dan pengaruh di antara Autonomi Kerja, Jenis Kerja, Pampasan, Perhubungan Kakitangan dan Imbangan Kehidupan Kerja terhadap Kepuasan Kerja. Seramai 262 responden dari Pusat Kesihatan Awam di Pattani telah mengambil bahagian dalam kajian ini. Lima faktor telah diuji menggunakan korelasi Pearson. Hasil ujian menunjukkan bahawa kesemua lima faktor mempunyai hubungan yang positif terhadap Kepuasan Kerja. Walau bagaimanapun, dengan menggunakan teknik analisis regresi ia menunjukkan bahawa tidak semua faktor mempengaruhi kepuasan kerja. Hanya Imbangan Kehidupan Kerja dan Autonomi Kerja menyumbang pengaruh kepada Kepuasan Kerja. Oleh itu pengurusan organisasi perlu memberi perhatian yang bersungguh-sungguh untuk memahami faktor-faktor yang mempengaruhi prestasi organisasi mereka.

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1

INTRODUCTION

1.0 CHAPTER INTRODUCTION

This study investigates the factors influencing job satisfaction among employees in Pattani Public Health Center. Specifically, it will discuss the importance of Job Autonomy, Nature of Work, Compensation, Staff Relations and Work Life Balance in influencing Job Satisfaction. This chapter contains (1) Background of the Study, (2) Overview of Public Health Center in Pattani, (3) Problem Statement, (4) Purpose of Study (5) Research Questions, (6) Objectives of the Study, (7) Theoretical Framework, (8) Hypotheses and (9) Significance of the Study.

Part One, Background of the Study, explains the general description of Job Satisfaction. Part Two discusses on the overview of Public Health in Thailand and Pattani Province. Part Three, the Problem Statement, will describe the issue in this study. Part Four explains the purpose of the study. Part Five, Research Questions, provide the questions to be addressed in this study. Part Six, Objectives of the Study, provides the detailed overview on how to achieve the objectives of this study. Part Seven, Theoretical Framework, explains the theoretical framework for this study. Part Eight outlines the hypotheses of the study while Part Nine

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