JOB SATISFACTION OF TRAINERS IN COMPUTER LABS

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ABSTRACT

In general, high job satisfaction trainers tend to achieve higher productivity and loyalty. Whenever trainer as an employee feel that organization has their best interest at heart, the trainer often supports the mission and work hard to achieve objectives. Job satisfaction of trainers in computer labs is one of the most important measurements that human resources department can utilize this information to link their performance and productivity. Trainers of the university need to be evaluated in terms of each items of their job satisfaction in order for the university to maintain high performance. The objectives of this research were to investigate and examine level of job satisfaction: a case study of computer labs trainers of Suan Sunandha Rajabath University as well as what can be done to maintain the high level of job satisfaction. This was a survey qualitative research method that focused on the information provided on the questionnaire. About 10 computer labs trainers were invited to participate in a focus group. The results of in-depth interviewed and focus group revealed that the majority of trainers had reported high level of job satisfaction due to the generous of monetary rewards, opportunity for constant trainings, and opportunities for scholarship to present their research at international conferences. In addition, many university new policies regarding the flexible hours of working, working conditions, and opportunity for advancement are the key factors to improve the level of satisfaction. There are five best ways to evaluate job satisfaction of trainers: their turnover rate, their absenteeism, their engagement in duty and activity, their performance and productivity, and their behavior and attitude towards organization.

Keywords: Job Satisfaction, Computer Labs Trainers, High Performance, Working Conditions
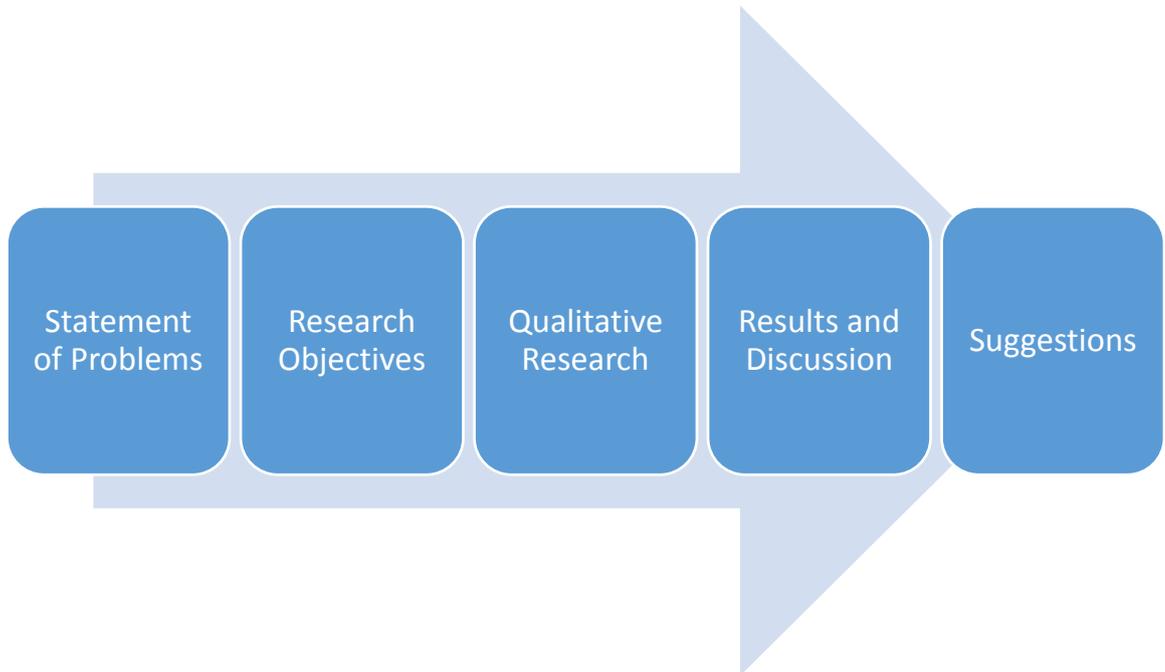
Introduction

Job satisfaction of trainers in computer labs of Suan Sunandha Rajabhat University is one the most important topics for discussion to improve the human resources of the campus. The topic of job satisfaction is actually interchanged and overlapped with other human resources topics such as organization management, organization behavior, and human capital enhancement. In fact, the training is a job that required a great deal of commitment and thoroughness in order to be effective. Moreover, the trainers themselves needed to update their knowledge and skills all the times. However, it is firmly belief from many findings and many research results that high job satisfaction of trainers would results in better and more effective trainers, which in turn, would provide a better job of training to their audience and trainees.

In fact, most business organizations often believed that high job satisfaction employees or trainers tend to achieve higher productivity and high loyalty to the organization. Whenever trainer as an employee feel that organization cares about them and has their best interest all the times, the trainer often supports the mission and vision of the organization. As a result, they will work hard to achieve objectives and realize the vision of the organization. In fact, in any higher education organizations, job satisfaction is important and job satisfaction of trainers in computer labs is one of the most important measurements that human resources department can utilize this information to link their real performance and productivity each year. Trainers of the university should be evaluated in each items of their job satisfaction in order for the university to have their feedback and be able to maintain high performance and high productivity of employees or trainers in this case. The trainers of information technology, computer labs, Suan Sunandha Rajabhat University is the subjected of this study. In order to

find ways to develop and enhance the quality of training program in the campus, the researcher is interested in investigating and examining this topic of job satisfaction in the computer labs and its impacts.

Research Methodology

In order to obtain the results and suggestions of this study, there are five process or five steps of the research: statement of problems, research objectives, qualitative method, finings and discussion, and suggestions. The objectives of this research were to study and investigate level of job satisfaction: a case study of computer labs trainers, at the main campus of Suan Sunandha Rajabhat University, Bangkok, Thailand. In addition, it was important to study what can be done to maintain the high level of job satisfaction for the trainers? This study was conducted as a survey qualitative research method which focused on the information provided on the in-depth interview and special designed questionnaire. About 10 computer labs trainers were invited to participate in a focus group. Information was elicit and summed up for findings and suggestions.

Findings

The results of in-depth interviewed and focus group can be summed up and reported that the majority of trainers in the focus group had a high level of job satisfaction due to many reasons such as the generous of monetary rewards, opportunity for constant trainings, and opportunities for scholarship to present their research at international conferences. Moreover, many university new management policies regarding the flexible hours of working, working conditions, and opportunity for advancement are the key factors to improve the level of satisfaction of the current year and in the near future when all policies becomes effective. Form table 1, the focus group voted for the five best items or five best ways to evaluate job satisfaction of trainers effectively as follow: their turnover rate, their absenteeism, their engagement in duty and activity, their performance and productivity, and their behavior and

attitude towards organization. Since there were ten trainers in the focus group and each can vote 10 percent of the items for best evaluation. The focus group had voted "Turnover rate" as the first in the ranking of best evaluation for job satisfaction with 100 percent voted. The focus group had voted "Absenteeism" as the second in the ranking of best evaluation for job satisfaction with 90 percent voted. The focus group had voted "Job engagement" as the third in the ranking of best evaluation for job satisfaction with 80 percent voted. The focus group had voted "Productivity" as the fourth in the ranking of best evaluation for job satisfaction with 70 percent voted. Finally, the focus group had voted "Attitudes" as the fifth in the ranking of best evaluation for job satisfaction with 60 percent voted.

TABLE 1. FIVE BEST WAYS TO EVALUATE JOB SATISFACTION

	Agree	Rank
Factors		
1. Turnover rate	100	1
2. Absenteeism	90	2
3. Job Engagement	80	3
4. Productivity	70	4
5. Attitudes	60	5

Suggestions

There are five suggestions from the table 1, which are five best ways to evaluate job satisfaction. Therefore, the focus should be one this five factors. First, it is vital to check turnover rate regularly and use the post interview to understand why some trainers want to quit their job and use the feedback to improve level of job satisfaction. Second, it is vital to check for high absenteeism which may come from dissatisfied in the workplace or personal problems. Either ways, it is important information that need to pay heed. Third, it is vital to promote job engagement for each trainer to activities and duties. Higher level of job engagement often lead to positive job satisfaction. Fourth, it is vital to check level of productivity. Highly satisfied trainers often have high performance and high productivity. Unstable productivity is a sign of problems, it needs to be correct right away. Finally, it is vital to pay attention to the trainer's attitude. Positive attitude signifies the positive and happy with job and duties. Whereas, negative attitude signified the unhappiness with job and duties. Hence, it needs to be investigated and corrected right away.

Acknowledgement

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