

SATISFACTION FROM FACULTY MEMBERS' PERSPECTIVES

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ABSTRACT

In Thailand, there are four pillars of duties for faculty members which are teaching, research, community services, and support the religion. However, job satisfaction may or may not a direct effect from their four pillars of duty. In general, faculty work in the campus has been considered good job with medium pays and it also has been linked with job satisfaction and other issues such as working time, schedule, facilities, rules and regulations, management policy, office culture and physical working conditions of the workplace. However, different demographic background of the faculty members may have different results and different opinions of their job satisfaction. The objectives of this research were to investigate the different demographic information would have different level of job satisfaction or not and to provide some suggestions to improve job satisfaction that may benefits the majority of university faculty members.

A quantitative research study was utilized. This study which was conducted by interviewing with 100 university faculty members who were working at university and who were affected by the management and policy of the university. Statistical description and analysis were performed by using SPSS program. Mean and standard deviation and ANOVA analysis were used for data analysis and generated findings. The result of this investigation revealed that the majority of university faculty members had a very high level of job satisfaction with a mean of 4.51 and SD of 0.8643. It is important to report that differences in demographic background had no different in their preference of job satisfaction. The list of high level of job satisfaction were linked with these factors: management policy, the orders of the organizations, the flow of information, the modern and upgraded of computer equipment and facilities, the high remuneration, and opportunity for trainings. There are five suggestions from this study. First, to provide positive environment. Second, to link reward and recognition to the productivity and job performance. Third, to increase faculty member engagement. Fourth, to provide more training to develop modern and vital skills. Finally, fifth, to evaluate and measure job satisfaction regularly and objectively.

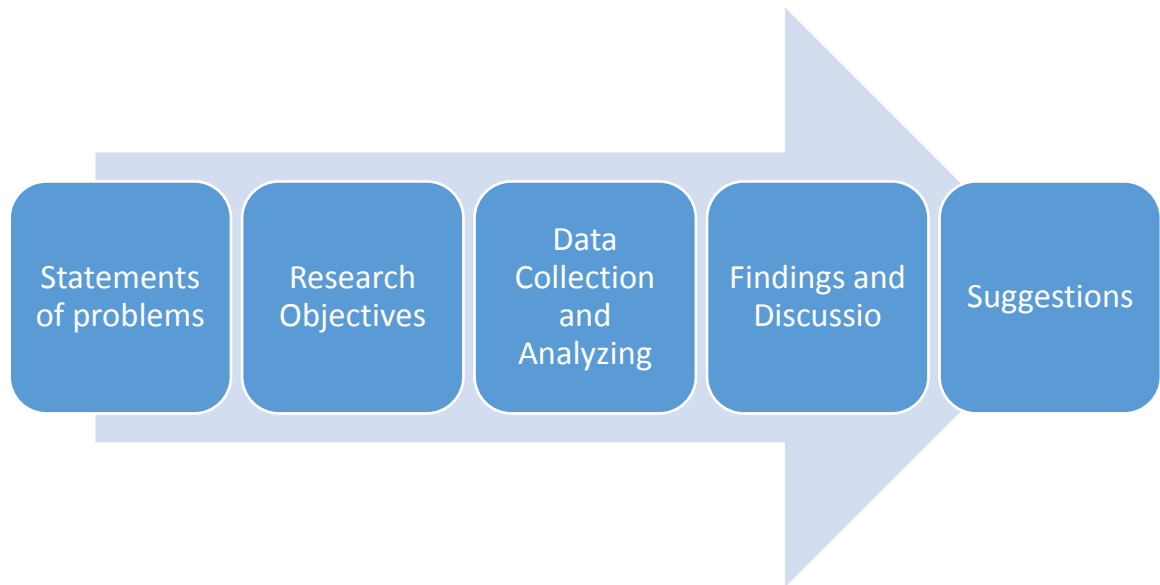
Keyword: Job Satisfaction, Working Conditions, Faculty Members, Measurement

Introduction

Job satisfaction of faculty members is one of the most widely discussed issued of higher education organizations and universities. It related to human resources, organization behavior, and organization management topics. In fact, most of higher education organizations and universities require the knowledge, skills, commitment, and hard working from faculty members. It can be said that one of the most important key successes of higher education organizations and universities is the performance, productivity, and commitment of faculty members. In general, it is belief that higher satisfaction of employees in their job conditions often lead to positive direction of better attitude, higher productivity, low turnover rate, high morality, and high loyalty. Many studies showed that job satisfaction has strong direct and indirect impacts on the performance of employees in different level of their profession. Moreover, job satisfaction of faculty members should have the same logic and reasoning. Job satisfaction should plays a vital role for the success of an individual and of the whole organization.

At the campus of Suan Sunandha Rajabhat University, Bangkok, Thailand, there are clear four pillars of duties for faculty members which comprises of teaching, research, community services, and support the religion, mainly Buddhism. In fact, the level of job satisfaction may or may not be a direct effect from their four pillars of duties. In this campus,

faculty work has been considered good job with medium market rate pays and it also has been linked with job satisfaction and other many other issues such as peer, boss, working time, schedule, facilities, rules and regulations, management policy, office culture and physical working conditions of the workplace and so forth. However, different demographic background of the faculty members may have different results and different opinions of their job satisfaction. The researcher, therefore, is interested in studying an important topic of satisfaction: the faculty members' perspective.



Research Methodology

The purposes of this study were to find out to investigate the different demographic information would have different level of job satisfaction or not. In addition, the study also aimed to provide some suggestions to improve job satisfaction that may benefits the majority of university faculty members of Suan Sunandha Rajabhat University, Bangkok, Thailand. To obtain the answers of this study, a quantitative research study was utilized. This study was conducted by interviewing with 100 university faculty members who were working at university and who were affected by the management and campus policies of the university. Statistical description and analysis were performed by using SPSS program. Mean and standard deviation and ANOVA analysis were used for data analysis and generated findings. Discussion and conclusion also help to achieve the comprehensive understanding of this research topic.

Findings

This study mainly focused on satisfaction level of faculty members of Suan Sunandha Rajabhat University. From the findings, it had been found that faculty members are satisfied in many areas such as management policies, research opportunities, office space, modern of computer and its facilities. However, at the same time, there were some dissatisfied items such as criteria for promotion and increase in salary and benefits, parking space, and level of noise in the campus. Moreover, the result of this study and the investigation revealed that the majority of university faculty members had a very high level of an overall job satisfaction with a mean of 4.51 and standard deviation of 0.8643. It is significant of the results to report that differences in demographic background had no different in their preference of job satisfaction, which is a good things. However, the list of high level of job satisfaction

actually were linked with these important factors: management policy, the orders of the organizations, the flow of information, the modern and upgraded of computer equipment and facilities, the high remuneration, and opportunity for trainings. Therefore, it is imperative to pay heed to these factors.

Suggestions

The feedback and comments from the faculty members can be summed up as important suggestions. There are five vital suggestions from this study. First, it is vital to provide positive working conditions and working environment. Second, it is vital to link rewards and recognitions to the productivity and job performance of each faculty member. Third, it is vital to increase faculty member engagement to the jobs and duties in campus. Fourth, it is vital to provide more training sessions to develop modern and vital skills. Finally, fifth, it is vital to evaluate and measure job satisfaction regularly and objectively.

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