SATISFACTION OF OFFICE MANAGERS: HIGHER EDUCATION ORGANIZATIONS

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ABSTRACT

Office managers nowadays are typically responsible for multiple critical operation functions. Their job satisfaction has been linked to both turnover and performance. It is imperative to identify whether a relationship exists among performance, turnover, and job satisfaction. One of the most important relationships is the one between the success of organization and satisfaction of managers. In order to enhance the level of satisfaction of the managers, it is necessary to have monitor their level of satisfaction by using information on their perspective. The objective of this study were to conduct a practical research to find out the level of satisfaction in the perspectives of office managers at Suan Sunandha Rajabhat University. The mixed of quantitative and qualitative research method was utilized to elicit the insight information, comments, opinions, and suggestions from the perspective of office managers. About 45 office managers was used as sample groups for survey research. About 10 managers were selected from various departments. An in-depth interview questions was utilized as the main research tools for data collection. The results from the study show that level of satisfaction had a direct relationship with their performance. Even though office managers had a very high level of satisfaction, but there are some important factors, such as teamwork, leadership, specific knowledge and skills, which contribute to their level of success. There were eight suggestions to improve job satisfactions for office managers: respect treatment for all, building trust between top level management and office managers, have job security, top management's recognition of office manager job performance, empowerment to use their authority, close relationship with immediate supervisor, opportunities for training new skills, and compensation linked with job performance.

Keyword: Satisfaction, Office Managers, University, Higher Education

Introduction

Key success of office manager is an important for any department or any higher education organization. The key success is linked to the measurement of productivity, performance, profitability, and certainly achievement of departments. It is widely accepted that no individual measure success or achievement. Certainly, objectives of the organization is a must and needs to be spell out clearly and understandably by all members of the organization. Many times staff can prioritize their job duties and many important aspect of works to achieve within targets and goals as well as their own personal goals. In order to achieve organization's goals, it is necessary for employees to consider what it is that they need to accomplish by understanding with these important questions. What is the most important goals for the organization? What are the factors that makes a successful individual workers? Is there any factor that you admire and want to emulate to be successful both in workplace and in your personal life? How much each employee are willing to commit to achieving the organization's goals? Each employee needs to have clear ideas and clear goals about what the organization expect from them now and in the future.
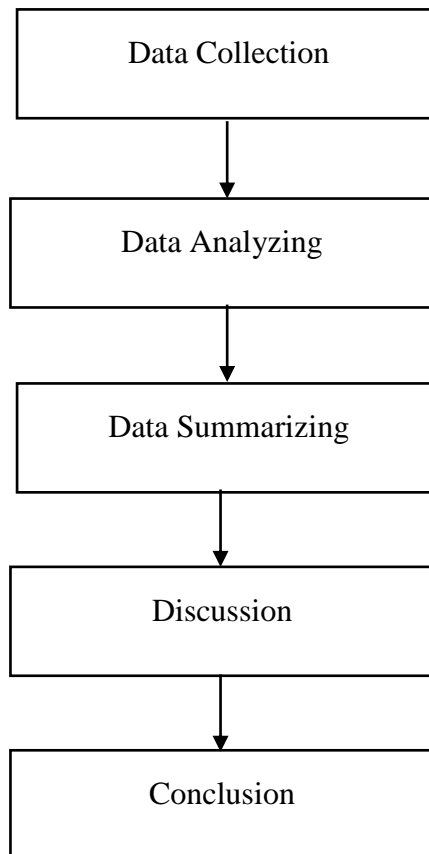
Office managers in the modern globalization nowadays are often responsible for multiple critical operation functions which is not an easy operation and supervision. Their job satisfaction has been linked to both turnover rate and performance that will lead to the profitable of the organization. It is important to identify whether a vital relationship exists among performance, turnover, and job satisfaction, which it should be. In fact, one of the most important relationships is between the success of organization and high level of satisfaction of

office managers. However, to be able to enhance and increase the level of satisfaction of the office managers, it is necessary to monitor and to evaluate their level of satisfaction by using information generated from their perspective. The author of this study, however, was interested in studying and to be able conduct a practical research to find out the level of satisfaction in the perspectives of office managers at Suan Sunandha Rajabhat University, Bangkok, Thailand.

Research Methodology

In order to obtain and generated findings for the answers of this study, five important steps was conducted. These important step include data collection, data analyzing, data summarizing, discussion and summary. This research study of factors of success of department management was conducted by using a mixed method of both the quantitative and the qualitative research method.

Fig. 1 the Process of Research

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┌─────────────────────────────┐
│       Data Collection       │
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│       Data Analyzing        │
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│      Data Summarizing       │
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              ▼
┌─────────────────────────────┐
│         Discussion          │
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┌─────────────────────────────┐
│         Conclusion          │
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The purposes of this study were to effectively conduct a practical research to find out the level of satisfaction in the perspectives of office managers at Suan Sunandha Rajabhat University, Bangkok, Thailand. The mixed of quantitative and qualitative research method was utilized to elicit the insight information, comments, opinions, and suggestions from the perspective of office managers. About 45 office managers was used as sample groups for survey research. About 10 managers were randomly selected from various departments of Suan Sunandha Rajabhat University. An in-depth interview questions was utilized as the main research tools for data collection of the qualitative research method.

Finding

The findings summed up from table 1, revealed the level of importance of each factor of success from the perspective of office management. The findings was from the data collection of the survey of 45 supervisors and directors of department was interviewed by using Likert five scales questionnaire. First, the respondents rated "Factor of Flow Communication" as number one of the rank with a mean of 4.54 and standard deviation of .9799. Second, the respondents rated "Factor of Compensation" as number two of the rank with a mean of 4.44 and standard deviation of .9960. Third, the respondents rated "Factor of Leadership" as number three of the rank with a mean of 3.91 and standard deviation of .8712. Fourth, the respondents rated "Factor of Working Conditions" as number four of the rank with a mean of 3.84 and standard deviation of .8713. Fifth, the respondents rated "Factor of Management Policy" as number five of the rank with a mean of 3.67 and standard deviation of .8914.

TABLE I
LEVEL OF IMPORTANCE FROM THE PERSPECTIVE OF MANAGEMENT

	Mean	S.D.	Rank
Factors			
1. Factor of Flow of Communication	4.54	.9799	1
2. Factor of Compensation	4.44	.9960	2
3. Factor of Leadership	3.91	.8712	3
4. Factor of Working Conditions	3.84	.8713	4
5. Factor of Management Policy	3.67	.8914	5

Acknowledgement

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