

53501306 : MAJOR: HOTEL AND TOURISM MANAGEMENT  
KEY WORD : HUMAN RESOURCES, RECRUITMENT PROCESS, STAFF  
SATISFACTION, JOB DESCRIPTION

SIRITHAN KRATURERK: THE PRELIMINARY STUDY OF JOB RELATED  
CONTENT ON STAFF SATISFACTION IN HOSPITALITY INDUSTRY. INDEPENDENT  
STUDY ADVISOR: ARDIPORN KHEMARANGSAN, PH.D. PP.106.

Human resources department is able to find and hire the right people when it needs by following and accessing the company requirement to get a good manpower resource with right employee's qualifications. Thus, it needs to concern with employees' well-being to stimulate and empower them to achieve the organization overall goal.

However people leave the job are not the good things for company to spend more on budget and impact of current worker reducing their own performance. This cause effect of staff satisfaction and dissatisfaction of the work as well.

Job satisfaction refers to positive personal feeling that responses to the job. It is a major topic to be concern of which relate to staff feeling and how well there are which means that job satisfaction has ability to influence of productivity, job performance, behavior and etc (Oshagbemi, 1997). Herzberg's (1966) has identified two-factor theory suggests that only job context-related factors lead to job dissatisfaction. Meanwhile, job content-related facets lead to staff satisfaction. So Job satisfaction refers to positive personal feeling that responses to the job. By the way, there is a concept theory of job content-related facets or motivation factors lead to job satisfaction.

The aim of this research is investigate the relationship between the job satisfaction and job description in an opening new chained hotel. The objective of this research is to analyze and improve the content of job description, and to investigate the relationship between job satisfaction and the job description among staffs by using qualitative method of interview to ask for in-depth information of standard recruitment process and job description and also using quantitative method of questionnaire survey to clarify staff satisfaction related with job content.

The research find out that an opening chained hotel, It can be seen that the process of interview doesn't follow the standard of hotel policy due to hospitality industry trend keep changing that why the interview process is not standard as it used to be. Moreover, the evidence from this research suggests the content of work is important for the staff's satisfaction by more understanding of their work responsibility. If the job content can be explained clearly, the job satisfaction can be increase. A presence of good job description but without giving out to the employees, it does not serve the purpose of job description.

---

Program of Hotel and Tourism Management Graduate School, Silpakorn University Academic Year 2011

Student's signature.....

Independent Study Advisor's signature.....

## ACKNOWLEDGEMENTS

The researcher has taken efforts in this project. However, it would not have been possible without the kind support and help of many individuals and organizations. I would like to extend my sincere thanks to all of them.

It is a pleasure to thank those who made this Business Improvement Project possible such my professor who helped me with the research material. I also would like to make a special reference to Mrs. Achara Nilnonnet who is the assistant training manager in the hotel and all employees being involved in this research. Without all of them corporation I could not have gotten such relevant data.

Lastly, I offer to express my gratitude towards my parents for their kind support and encouragement which help me in completion of this project.

