

PANUPAK BURANAKARN: FACTOR EFFECTING TO GROUND PERSONNEL
SERVICE AGENT AT DON MUEANG INTERNATIONAL AIRPORT THESIS

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The objective of this thesis is to 1) study the personal factors affecting the perception of life satisfaction of ground personnel service agent. 2) study the characteristics of work and happiness at work as related to life satisfaction of ground personnel service agent. The research sample was ground service workers Who work at Don Mueang Airport. Questionnaire Data Collection Tool Data analysis with descriptive statistics are the mean and standard deviation. Statistics described by analyzing the correlation coefficients (Pearson's product moment correlation) mean difference analysis (t-test) and One-way Analysis of Variance (One-way ANOVA).

The research results were found that job characteristic and happy work There is a positive relationship with each other. And affect the perception of life satisfaction too, that is the ground service personnel at Don Mueang Airport. Characteristic of the work on all 5 areas as skill variety, task identity, task significance, autonomy, and feedback from tasks. It is a variable that will determine the scope and style of work for ground service personnel. To have an efficient work process by focusing on creating happiness at work through awareness the 4 elements of happiness in work are the first is connection that focusing on employees to have a good relationship with each other in order to achieve a harmonious work. The second is Love of work must create awareness of love in the work. The third is work achievement shows the results that arise from the performance. That was a success will create a positive energy in work and make you feel valuable in life to be proud. The last one is recognition that gain trust in the workplace is one of the things that drives more integrity. When the characteristics of efficient work combine with the joy of work that occur will inevitably result in ground service personnel that realize their own life satisfaction in a positive way too. Satisfaction in life will return to the driving force behind these employees, motivated and determined to perform their duties in the most perfect manner.

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