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## ABSTRACT

Abstract of special problem submitted to the Graduate School Project of Maejo University in partial fulfillment of the requirements for the degree of Master of Business Administration in Business Administration

### SATISFACTION OF THE TELEPHONE ORGANIZATION OF THAILAND'S EMPLOYEES ON THE PROVIDENT FUND AND THE PENSION FUND, LAMPANG PROVINCE

By

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The purposes of this research were to study 1) personal characteristics of the employees of the Telephone Organization of Thailand (TOT), Lampang Province, and 2) the level of satisfaction of those personnel who are the member of the Provident Fund and the Pension Fund.

The research population are employees of Telephone Organization of Thailand, Lampang Province, 174 persons. About the data for this research, the primary data is the questionnaires and was analyzed by SPSS Program for Windows. The secondary data is the rules of the two funds.

According to the result of the research, it was found that 58.05% of the samplings (101 persons) were male, while 41.95% (73 persons) were female. Most of them (58.05%) were between 31-40 years old. In terms of marital status, 62.07%, or 108 persons were married. More than half of the samplings (63.22 % or 110 persons)

received the bachelor's degree. It was also found that 66.67 % of the samplings (116 persons) held positions level 4 - 6, and 83 of them (47.70%) have working experience for over 10 years. Less than half of them (44.25% or 77 persons) get salary between 10,001 - 15,000 Bht. 96 persons (55.17%) are the member of the Provident Fund and the member of the Pension Fund are 78 persons (44.83%).

About the satisfaction of the Provident Fund members, they were satisfied with the tax benefit very much, highly satisfied with the investment policy, return on investment, the personnel loan, the house mortgage and the others. They were moderately satisfied with the vehicle leasing.

The satisfaction of the Pension Fund, the finding indicated that most of the respondents were highly satisfied with the investment policy, return on investment, the personnel loan, the house mortgage and the others. They were moderately satisfied with the vehicle leasing.

There are some suggestions that might be beneficial to improve the fund's rules due to the members' needs. The Provident Fund suggestions about the investment policy: there are 52 members (54.17%) who want to add the saving rate to the fund and the investment policy in the capital market: 22 members (22.92%) want to choose the level of investment in the capital market by themselves. The vehicle leasing: the members (16 persons or 16.67%) want to improve the fund's rules because they can not lease the old vehicle. About the others : 12 members (12.50%) want to know about the moving of the fund. So the fund's information should be provided.

For the suggestions of the Pension Fund; about the loan, there are 17 members (21.79%) who suggested the time to check the loan document should be improved. And the others : there are 9 members (11.54%) who want to know about the fund's information.