

## **Abstract**

The purpose of the research on “The factors that affect well-being, satisfaction and dissatisfaction towards the personnel’s performance of Office of the Permanent Secretary for Education” was to study the factors that affected well-being, satisfaction and dissatisfaction towards the personnel’s performance of Office of the Permanent Secretary for Education, as well as to prioritize and compare the factors that affected well-being, satisfaction and dissatisfaction in work practice. Moreover, the study also sought the ways in creating the personnel’s incentives and motivations in the workplace.

The process of this study was started by analyzing the documents in order to verify the variables related to the well-being and satisfaction in the work practice based on the theory and the expertise concerned. Second step was the development of the factors that affected well-being, satisfaction and dissatisfaction towards the work practice by using the result-based of the previous step. Surveying and data collection were made as well as the samples were selected by using the empirical sampling of the 1,122 civil servants of Office of the Permanent Secretary for Education. The factor analysis, in terms of, grouping the variables and prioritizing the factors, was applied as the important tool in comparing the level of factors that affected well-being, satisfaction and dissatisfaction of the personnel in work practice classified by each department under Office of the Permanent Secretary for Education. The third step was studying the ways how to create incentives and motivations in accomplishing the well-being, satisfaction in the work practice of the personnel of the Office of the Permanent Secretary for Education by using the discussion group method (Focus Group).

This study led to the conclusion that ;

1. The factors that affected well-being, satisfaction and dissatisfaction towards the personnel’s performance of Office of the Permanent Secretary for Education consisted of 6 factors and 41 variables.

2. The range of the priority factors that affected well-being, satisfaction and dissatisfaction towards the personnel’s performance of Office of the Permanent Secretary for Education was carried out by using the factor analysis method and sorted by using factor loading in weighing process from each component factors concerned ranging from more to less as follows : ❶. Factor of "policy in developing personnel practices" included 9 variables. ❷. Factor of “policy, management, communications

and database technology" contained 11 variables. ③. Factor of "honor, dignity and pride" consisted of 8 variables. ④. Factor of "environment and atmosphere in the workplace" included 5 variables. ⑤. Factors of "supervisors and coworkers" consisted of 5 variables. ⑥. Factor of "opportunity in promotion" included 3 variables. The study was shown that all 6 important factors could be described and explained the satisfaction and unsatisfaction of the personnel of the Office of the Permanent Secretary for Education at 71.188 percent.

3. The result of the comparative analysis of the factors that affected well-being, satisfaction and unsatisfaction towards the personnel's performance of Office of the Permanent Secretary for Education could classified by the mission of each department under Office of the Permanent Secretary for Education as follows; Office of the Teacher Civil Service and Educational Personnel Commission, Office of the Non-Formal and Informal Education, Office of the Private Education Commission, the former of the Office of the Permanent Secretary for Education, including Office of Strategy Management and Educational Integration. The study was also shown that there were the statistically difference at the level of significant at .05