

Jutamas Lowjeerakul 2011: The Relationships between Leadership, Organizational Citizenship Behavior, Organizational Climate with Organizational Effectiveness, Siam Commercial Bank Public Company Limited. Master of Business Administration, Major Field: Business Administration, Interdisciplinary Graduate Program. Thesis Advisor: Associate Professor Tongfu Siriwongse, M.S. 182 pages.

The objectives of this research were 1) to study level of leadership, organizational citizenship behavior, organizational climate and organizational effectiveness, Siam Commercial Bank Public Company Limited; 2) to compare opinion of employees about leadership, organizational citizenship behavior and organizational climate by different personal characteristics; and 3) to study the relationships between leadership, organizational citizenship behavior, organizational climate with organizational effectiveness, Siam Commercial Bank Public Company Limited. The samples for this research were 384 employees from Siam Commercial Bank Public Company Limited Branch Office. This research used questionnaires as a research instrument. The statistics used for data analysis were percentage, mean, standard deviation and hypothesis testing by Independent Samples t-test, One-Way ANOVA (F-test), LSD analysis and Pearson product moment correlation coefficient. The research found that:

1) Employees of Siam Commercial Bank Public Company Limited had very high level of opinion of overall leadership overall organizational citizenship behavior and overall organizational effectiveness while employees had high level of opinion of overall organizational.

2) Employees of Siam Commercial Bank Public Company Limited with difference of sex, educational level and job position were significant differences in opinion of overall leadership and overall organizational climate, at the .05 level and employees with difference of educational level were significant differences in opinion of overall organizational citizenship behavior, at the .05 level.

3) Overall leadership, overall organizational citizenship behavior and overall organizational climate were positive significantly correlated with overall organizational effectiveness, at the .01 level.

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Thesis Advisor's signature