

Pitsamai Tipsomboon 2009: Leadership, Competency, Human Resource Focus and Working Behavior of Officers at Thai Credit Retail Bank, PCL. Master of Science (Industrial Psychology), Major Field: Industrial Psychology, Department of Psychology. Thesis Advisor: Assistant Professor Thipthinna Smuthranond, Ph.D. 131 pages.

The objectives of this research were to study leadership, competency, human resource focus and working behavior of officers at Thai Credit Retail Bank, pcl. and to find leadership, competency, and human resource focus which could predict working behavior of officers at Thai Credit Retail Bank, pcl.

Samples comprised of 108 officers at Thai Credit Retail Bank, pcl. Data were collected by using questionnaires and were analyzed statistically by computer to find out percentage, mean, standard deviation, Pearson's product moment correlation coefficient and multiple regression analysis.

Results showed that: 1) transformational leadership and transactional leadership were positively related to working behavior at .01 and .05 levels of significance, respectively ($r = .26$ and $.22$, respectively); 2) achievement competencies, service orientation competencies and technical competencies were positively related to working behavior at .01 level of significance ($r = .70$, $.51$ and $.70$, respectively); 3) human resource focus in work systems, human resource focus in employee training and development, and human resource focus in employee well-being and satisfaction were positively related to working behavior at .01 level of significance ($r = .45$, $.54$ and $.50$, respectively); and 4) achievement competencies, human resource focus in employee well-being and satisfaction, and technical competencies could predict working behavior at .01 level of significance at percentage 62.

Student's signature

Thesis Advisor's signature