

## **ABSTRACT**

Thesis Title : A Comparative Study on Performance Appraisal between  
Thai State Banks and Thai Commercial Banks

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The objectives of this research are threefold :-

1. To compare performance appraisal system of the Thai state banks with the Thai commercial banks.
2. To identify socio-economic factors affecting psychological qualification of the sampling groups and their opinion on performance appraisal criteria.
3. To explore differences on psychological qualification of the sampling groups and their opinion on performance appraisal criteria.

This research is done on both qualitative and quantitative research basis. The former is based on documentary approach and structured interviews with high ranking officials in personnel management to explain performance appraisal systems of two groups of banks : the Thai state banks which consist of Krungthai Bank, Saving Bank, Bank of Thailand, and Housing Bank, and the Thai commercial banks which consist of

Siam Commercial Bank, Bangkok Bank, Thai Farmers Bank, and Bank of Ayudhya. The latter employs survey research technique to fulfil the second and third objectives mentioned above by distributing questionnaires to the sampling groups of 262 employees of both the Thai state banks and the Thai commercial banks.

The results of the finding are as follow :

1. The performance appraisal systems of both groups are different except the policy and procedure.
2. Different socio-economic factors result in differences on psychological qualification of the sampling groups and their opinion on performance appraisal criteria.
3. Psychological qualification and opinion on performance appraisal criteria of the employees of the Thai state banks are different from those of the employees of the Thai commercial banks.