

ABSTRACT

Thesis Title : Total Quality Management (TQM) : A Case Study of
the Government Savings Bank

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This thesis is a survey research, whose purposes were to study the attitudes of the Government Savings Bank (GSB) officers in the use of TQM techniques to adjust the efficiency at work, to study the comparison between the background information of GSB officers and their attitudes towards the use of TQM techniques, the problem conditions before the use of TQM and the results of its use, and to study the relationship between the problem conditions before use, the attitudes after use and the results of its use; also, this thesis puts forward some suggestions to develop the efficiency of GSB officers. The population of this research was 202 officers of the Government Savings Bank who work at the regional offices.

Major findings of this thesis are as follows:

1. In the use of TQM techniques to adjust the efficiency at work, it is found that GSB officers had the high level of attitudes towards the problem conditions before use, and towards TQM activities which facilitate the bank's operation, TQM activities which satisfy its customers, and the results of its use.
2. The different ages and positions of GSB officers caused the different attitudes towards the use of TQM techniques which facilitate its co-operation.
3. The different sex of GSB officers caused the different attitudes towards the use of TQM techniques to satisfy its customers.
4. The different ages and working durations of GSB officers caused the different attitudes towards the problem conditions of equipment and technology use of TQM techniques.
5. The problem conditions before the use of TQM techniques have the relationship with the use of the TQM techniques and the results of their use.
6. The attitudes towards the use of TQM techniques has a relationship with the attitudes towards the results of operation activities.