

## ABSTRACT

Title of Research Paper	:	Quality of Working Life of Bank of Ayudhya Public Co.,Ltd.    Personnels : A Case Study of Lending officers of Central Credit
Author	:	Ms. Suvadee Tantiwongviwat
Degree	:	Master of Arts (Social Development)
Year	:	2001

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This research paper had three following objectives ;

1. to study the level of the quality of working life of Bank of Ayudhya Public Co., Ltd. lending officers of Central Credit Department Office,
2. to study factors that affected of the quality of working life of Bank of Ayudhya Public Co., Ltd. of lending officer of Central Credit Department Office,
3. to study recommendations in order to improve the quality of working life of Bank of Ayudhya Public Co., Ltd. lending officers of Central Credit Department.

Populations used in this study were 160 lending officers of Bank of Ayudhya Public Co., Ltd. The data was collected by using questionnaires with returning of 115 questionnaires (71.9%). The data was analyzed by using statistics including percentage, mean, standard deviation, t-test and F-test.

### Result

1. Most of the lending officer of Bank of Ayudhya Public Co., Ltd. Central Department were female, aged 31-50 years, single status, completed bachelor degree, working period 5-10 years, their position as lending officer 3-4 years and income 10,001-15,000 baht.

2. Quality of working life of lending officer of Bank of Ayudhya Public Co., Ltd. Credit Department were at moderate level ( $X = 2.57$ ). When considering the level of the quality of working life in 7 dimensions, the average scores were ranked from work relationship with other department ( $X = 2.83$ ), organization regulation ( $X = 2.76$ ), justice in command ( $X = 2.66$ ), suitable benefit ( $X = 2.54$ ), work condition ( $X = 2.47$ ), the balancing between working life and other ( $X = 2.39$ ), and work progressive ( $X = 2.35$ ).

3. The result of hypothesis testing which classified by the difference in sex, position, work characteristic, work freedom, work environment and attitude toward co-worker had a significant relationship with the quality of working life at 0.05. So the hypothesis were accepted. On the contrary, the difference in age, marital status, education level, working period and income had no significant relationship with the quality of working life at 0.05. So the hypothesis were rejected.