

ABSTRACT

Title of Research Paper : Factors Affecting the Job Performance of the Credit Officers at GE Capital (Thailand) Company Limited : A Case Study of Credit Officers in Business Operation Department in the Head Office

Author : Miss Arunya Pimolsri

Degree : Master of Arts (Social Development)

Year : 2001

The purposes of the study were

1. to find out the job performance and efficiency of the credit officers, and
2. to indicate the factors affecting their work performance.

The factors studied were attitude, qualifications of credit officers, social support and personal background. The findings were summed up as follows:

Most of the credit officers in the study were male. Their average age was 32 years and their average working year was 4. More than half earned a monthly salary of 10,001-19,999 baht. They had a Bachelor's degree.

The job performance of the credit officers at GE Capital (Thailand) Co., Ltd. was found to be moderate. The only dimension found to be efficient at a high level was credit supervision, follow-up, correction and development. Other dimensions found to be efficient at a moderate level were going consultation or advice about credit work and procedures in determining conditions for different subsidiaries, updating the data and filing, credit analysis under the department's responsibility, and visiting old and new customers.

When the hypotheses were tested, the only factor found to be significantly related to their work performance was qualifications of the credit officers. On the contrary, sex, age, number of working years, income, education, attitude toward credit work, and social support were found to have no relationship with their work performance.

Recommendations

1. The management should give importance to recreating people since this research found the qualifications of credit officers were very important and should meet the job requirement. Therefore, defining the qualifications of the employees are very important. Training is also necessary to upgrade and knowledge and skills, especially for inexperienced employees.

2. The managers should build a good relationship with the employees to boost their morale.