

4037262 SHAC/M · MAJOR · ADULT AND CONTINUING EDUCATION ; M.Ed.
(ADULT AND CONTINUING EDUCATION)

KEY WORDS : TRAINING / HUMAN RESOURCE DEVELOPMENT / THAI BANKS
NEERANART CHUTIWONG : A STUDY OF TRAINING MODELS USED IN
THAI BANKS. THESIS ADVISORS : SOMKID ISARAWATANA, Ph.D., BOONLUE
TONG-YOO, Ph.D., YAOVALAK SAIVICHIT, B.A., APINYA KANGSANARAK, Ph.M.,
PRATUMRAT RODTHONGKHAM, MPA., 219 P. ISBN 974-662-867-4

The objective of this study is to evaluate the training models used in Thai banks. The sample group of this research is top management whom are responsible for training in 17 Thai banks. The research instrument is the structured interview which was created by the researcher (total 1 set). The results of the study are:

1. The sample group gives special emphasis to development of human resources by incorporating this issue in the company policies. The majority of banks have separate training departments responsible for implementing training programs. Training policies were implemented by top management as a result of a survey on training needs and requirements. Types of training conducted are: 1) Setting up in-house training and attending outside training; 2) Introducing employee self-study modules; 3) Scholarships. The majority of training curricula are in technical skills, supporting skills and management skills. All levels are entitled to attend 1-3 training courses annually. The duration of a training program depends on the subject and objectives of the curriculum.

2. The training organization has 3 main sections, as follow: 1) Process Training Section, responsible for process training programs. 2) Training Development Section, responsible for surveying training needs, developing training curricula and training-evaluation and follow-up. 3) Training Support Section, responsible for arranging venues, training materials and budget. The people who are responsible for training programs are set-up as teams.

3. Training curricula are prepared and developed by department committees and the training officer. Banks manage their training place using a specific unit composed of a managerial team from a hotel, the network company, the training department and a central management unit. The selection of participants to the training will be based on work experience, position, department and job description. Training instructors can be from in-house or from outside. The training method most commonly used is in classroom style by lecture. Two types of training evaluation methods are used pre- and post-training; the instruments are the examination, questionnaire, observation and interview form. The people who evaluate are the participants, the instructor and the project organizer. Follow-up is often conducted 3 months after finishing the course, using a questionnaire and interview form. The people who evaluate are the participants, the manager, colleagues and customers.

4. Banks classified as large banks each had a training budgets of more than 50 million baht per year; medium sized banks had training budgets of 10 million to 30 million baht per year; small banks had training budgets of less than 10 million bath per year.