

Title : Conflicts in the Administration of the Thai  
Military Bank : A Case Study of Branches in  
Region 5

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The purpose of this thesis was to study the causes of conflict among Thai Military Bank personnels who work in branches in Region 5. The study was conducted through an analysis and comparison of the officers' opinions about the causes of conflict rising while working. It was also aimed at finding out whether the officers' differences in sex, age, length of employment and education level would affect the officers' opinions.

A questionnaire was used as a tool to collect data by sampling technique. The questionnaires were distributed to 100 Thai Military Bank personnels and the responses were 90 or 90 percent. They all were affiliated to Region 5. As regards the method used in this study, Chi Square Test was used to analyze the obtained data to observe relativeness and to test the hypothesis. Percentile was used to compare the number of informants in this study.

It was found that the main cause of conflicts among the officers is due to the lack of mutual benefits. Informants, in spite of different sex, age, length of employment, education level, agreed on many aspects.

However, they have different opinions in the following points :

1. It is usually practised that a target amount of money deposited is fixed by a bank manager. If a bank officer is able to complete the assignment, he or she expected to receive rewards, money, and gifts in return. Hopefully the officer would be motivated to work harder for the bank. It was found that informants of different sexes had different opinion towards this. The difference is 0.05 significant.

2. A bank manager should treat his or her officers equally. For example the superiors of the openly bank should not give privileges to their subordinates. This might lead to conflicts among bank personnels. It was also found that officers with different educational backgrounds differed in their opinions about this. The difference is 0.05 significant.

3. A bank manager should evaluate his/her officers from their performance, not from the target on the amount of money achievement. In order to reach the target, an officer needed to know his customers personally and at the same time gave services to them. However, there were some personnels who had little chance to do this if he/she belonged to other sections which had nothing to deal with the customers directly. As a result, he/she had disadvantage. It was also found that the bank officers at different ages had different opinions in this respect. The difference is 0.05 significant.

4. The bank administration should carefully be considered the matters of pay rises, the amount of money given as rewards, and gifts as spiritual encouragements to the bank officers. Only those who deserve the rewards should be considered. Otherwise, conflicts

among the officers might arise. It was found that the officers at different ages differed in their opinions. The difference is 0.05 significant.

As far as colleagues are concerned, the officers, in spite of their differences in gender, age, length of employment, and education level shared some common opinions. However, their opinions differed in the following aspects :

1. The officers with different education levels had different opinions about their colleagues, whether he or she was selfish and cooperative.

2. The officers with different ages had different opinions about their colleagues in the aspect of getting along with each other in working at the bank. The difference is 0.05 significant.