


TITLE : Morale of Bank personnel : A Case Study of  
Clearing personnels of the Bangkok Bank Ltd.  
in Bangkok.

BY : Miss Ubolwan Srikittipraphat

DEGREE : Master of Business Administration

MAJOR FIELD : Personnel Administration

ADVISOR :   
( Prof.Dr.Arun Raktham )  
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The objectives of this study are to :

1. investigate the Clearing personnels' morale ;
2. examine factors which impinge upon the Clearing personnels' morale ;
3. compare Clearing personnels' morale in terms of sex, age, education and tenure.

This research emphasizes only the morale of the Clearing personnel in the Bangkok area. Two hundred questionnaires were sent to personnel of 119 branches ; of which 150 or 75 percent were returned. Of the 150 Clearing personnel who returned the questionnaires, 145 were male and only 5 were female. Data analysis was carried out via the SPSS program.

It was found that the majority of the Clearing personnel are 26-35 years of age; graduated from vocational schools; and married. It was also found that these personnel have a high level of morale, high job satisfaction and high security of tenure, good relationship with peers and superordinates. In addition, they need to augment their knowledge beneficial for career advancement. On the contrary, there are some shortcomings which need improvement, including salary and compensation. These factors have some ramifications on the efficiency of the personnel.