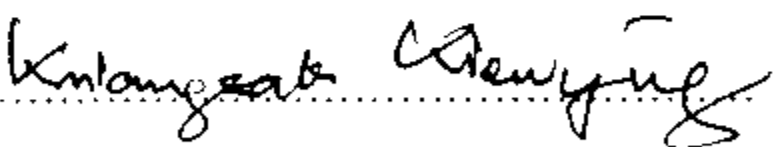
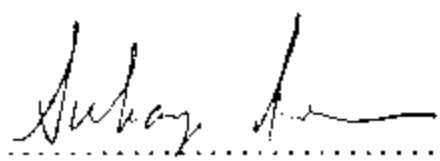


THESIS TITLE : INCENTIVES SUPPORTING THE WORK PERFORMANCE OF THE  
STAFF OF THE SIAM COMMERCIAL BANK PUBLIC COMPANY  
LIMITED BANKING DEVELOPMENT OFFICE 10 UNDER THE  
CURRENT SITUATION

AUTHOR : MR. SEKSAN PORNP AIRIN

THESIS ADVISORY COMMITTEE :

  
..... Chairman  
(Associate Professor Kriangsak Kiewying)

  
..... Member  
(Mrs. Sukanya Aimimtham)

#### ABSTRACT

The objectives of this study were to examine (1) the incentives supporting the work performance of the staff of the Banking Development Office 10, the Siam Commercial Bank Public Company Limited, (2) the relationship between the monetary and non-monetary incentives and work performance of bank staff at all levels of the Siam Commercial Bank Public Company Limited, and (3) the relationship of incentives both monetary and non-monetary and work performance of the bank staff at each levels.

The population of this study consisted of 443 staff of the Banking Development Office 10, the Siam Commercial Bank Public Company Limited. The sample, consisting of 146 staff, was selected using the multistage random sampling method. The sample comprised 38 managing staff, 96 operational staff, service staff, and 12 workers. questionnaires, with a 100% return rate, were used to collect the data. The SPSS/PC<sup>1</sup> was used to determine the percentage, mean, standard deviation, and correlation coefficients (Pearson's Product Correlation Coefficient) of the variables.

The findings were as follows:

1. Most population were male under 30 with Bachelor degree and 6 to 10 years of working experience. Most of them were operational staff whose average incomes were between 10,001 to 20,000 baht, sufficient for supporting their living.
2. Non-monetary incentives supporting to the operation of the staff at all levels were in a high level, monetary incentives were in a medium level, and the quantity of the operation of the group sample was at a high level.
3. Monetary and non-monetary incentives were the factors supporting the operation of the sample.
4. For managing staff, the monetary incentives were salaries, whereas the non-monetary incentives were work policies such as customer based business process management, interpersonal skills development, marketing focus, and being the learning organization.
5. For the operational staff, non-monetary incentives were the factors supporting their work performance, while monetary incentives were not.
6. Both kinds of incentives were the factors supporting the work performance of service staff and workers.