

ABSTRACT

Title : An Analysis of Performance Appraisal for
Municipal Officers : A Case Study of
Nakhon Pathom Municipality

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Major Field : Personnel Administration

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The objectives of the study are to investigate some factors that influence the performance appraisal system of Nakhon Pathom Municipality during 1991 - 1992 and to study the attitudes of the officers in the performance appraisal system, including the factors that influenced those attitudes. Finally it aims to find out how to improve the performance appraisal in the correct ways.

The population in this study include the officers in Nakhon Pathom Municipality during 1991 - 1992. The method used for the data collection is the questionnaire. The number of returning questionnaires is as high as 146. The data are processed through the SPSS program. The statistical application of the study are chi-square, t-test and F-test. The level of significance applies for the hypothesis testing is determined at .05.

The steps of this study are synthesizing of the concepts, principles, methods of performance appraisal and research concerned. The results of these processes are made to

research hypothesis and research factors e.g. the level of understanding on the system, principle, methods of performance appraisal, tenure on various position line, administrative position tenure, frequency of getting double step salary promotion and the attitude on acceptance of performance appraisal system.

The result of this study reveals that most of the officers are in the group that begin from the first level and work as operation officers. In the last five years there were 20 officers that always obtained double step salary promotion. There were 62 officers that got double step salary promotion. Most of the officers knew the principles and methods of evaluation at middle level. There are significantly difference between knowledge and attitudes. The administrators have more positive attitude than the non-administrators. The officers that always obtained double step salary promotion have more positive attitude than the officers that never obtained double step salary promotion and found that officers in different line of organization have no difference in the attitude.

The causes of evaluation's problems are no standard criteria in job descriptions. The evaluators use their own criteria to evaluate that made the evaluators have no attention to evaluate in the true situation and made the officers not improve their work. The Administrators should find how to make the officers know about the evaluation and try to resolve their problems, to make job descriptions for each position, to improve the evaluation form. Finally there must be a systematic evaluation that follow the objectives of the evaluation.