

## ABSTRACT

Abstract of thesis submitted to the Graduate School of Maejo University in partial fulfillment of the requirements for the degree of Master of Business Administration in Business Administration

### OPERATIONAL'S LEVEL JOB ASSESSMENT OF BANGKOK BANK PUBLIC COMPANY LIMITED IN LAMPANG PROVINCE BRANCHES

By

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The purposes of this study were to find out the nature of operational level job assessment performed by Bangkok Bank Public Company Limited, in Lampang Province branches, and to identify the staff attitude towards the assessment.

The data were collected by means of questionnaires from a total population of 96 operational staff of Bangkok Bank Public Company Limited, in Lampang Province branches. The Statistical Package for the Social Sciences (SPSS) was used to analyze descriptive statistics, t-test and F-test.

The results revealed that most of the staff knew the systematic job assessment and application of the result for job quality development and promotion consideration. But after job assessment the superior had never discussed or recommended for adjustment.

Most of the staff highly agreed on exposure of job assessment objectives and setting work standard system and to apply job assessment for promotion, including the frequency of job assessment.

Test of Hypotheses revealed that the time of work significantly affected job standard setting, and different work pattern.

The bank operational staff recommended that the superior elaborate on the assessment result and make a recommendation for resolution certain mistakes. It was also recommended that. The bank setup a process that those disagreed with the assessment could file a complaint.