

## 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

### PERFORMANCE APPRAISAL IN McCORMICK HOSPITAL

By

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The purposes of this study were 1) to examine performance appraisal in McCormick Hospital; 2) to find out opinions on performance appraisal of personnel in each department; and 3) to obtain guidelines to improve performance appraisal. The respondents were 265 samples of the personnel of McCormick hospital selected by stratification random sampling from each department. The instrument was questionnaires developed according to the objectives, tested and improved by the instructors and the reliability obtained by means of Cronbach's alpha coefficient was 0.7525. The data were analyzed by using frequency, percentage, mean and standard deviation and the assumption was tested by t-test and F-test.

The results revealed that most of personnel highly agreed on being informed of the objectives of each performance appraisal ; differences in sex, income and education caused significant differences in their opinions (P-value 0.001, F-prob 0.002, F-prob 0.023). The respondents agreed on the systematic setting of working standards;

only differences in income caused significant differences in opinions ( F-prob 0.002). They highly agreed on using the results of performance appraisal in salary promotion ; differences in marital status and income caused differences in opinions (F-prob 0.023, F-prob 0.044). They also highly agreed on the Personnel Department and the Nursing Department using knowledge and working ability as well as character, personality and behavior in setting working standards ; differences in personal factors did not lead to differences in opinions.

The recommendations made by the respondents to improve the hospital's performance appraisal were 1)the Personnel Department and Nursing Department should work together to find the way to promote better understanding of performance appraisal in the employees; 2)superiors of all departments should give advice to their subordinates on working methods and self-correction to improve themselves and their work; 3)both superiors and subordinates should cooperate in setting working standards; and 4)the personnel should be allowed to express their opinions in written form when disagreeing with performance appraisal.