

**FACTORS AFFECTING KNOWLEDGE MANAGEMENT
CAPABILITIES AND KNOWLEDGE MANAGEMENT
OUTCOMES: THE STUDY OF THAI
BANKING INDUSTRY**

Chanin Yoopetch

**A Dissertation Submitted in Partial
Fulfillment of the Requirements for the Degree of
Doctor of Philosophy (Development Administration)
School of Public Administration
National Institute of Development Administration
2008**

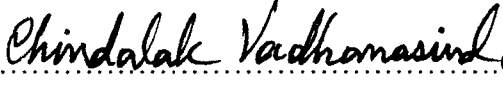
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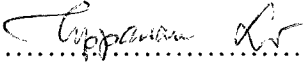
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The Examining Committee Approved This Dissertation Submitted in Partial Fulfillment of the Requirements for the Degree of Doctor of Philosophy (Development Administration).

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ABSTRACT

Title of Dissertation Factors Affecting Knowledge Management Capabilities and Knowledge Management Outcomes: The Study of Thai Banking Industry
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Degree Doctor of Philosophy (Development Administration)
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This study focused on factors-including information technology support, social network, teamworking, and internal communication- and their influences on knowledge management capabilities and knowledge management outcomes. In addition, the context of the study was banking industry at the branch level.

The survey was conducted at bank branches and questionnaire was developed and distributed to collect data. Structural equation modeling (SEM) is used to analyze the relationship of these constructs. The author used EQS 6.1 and SPSS 16 for analyzing structural equation model and other statistical analyses, respectively. The results showed that knowledge management capabilities had positive influences on knowledge management outcomes. Moreover, information technology support, social network, teamworking, and internal communication indicated statistically significant and positive relationship with knowledge management capabilities and knowledge management outcomes as the author proposed. This research provided both theoretical contribution to resource-based view theory and practical contributions for organizational development. This dissertation concluded with directions for future research.

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