AN INVESTIGATION ON EFFECTIVENESS OF DIVERSITY TRAINING IN A PRIVATE ORGANIZATION

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AN INVESTIGATION ON EFFECTIVENESS OF DIVERSITY TRAINING IN A PRIVATE ORGANIZATION

(S.S.Manufacturing Co.,Ltd, Bangkok, Thailand)

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Thanking you in advance for your co-operation.

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ABSTRACT

The objective of this research is to measure the effectiveness of diversity training. Also to identify factors that can impact the level of diversity training effectiveness. The variables examined in this research were demographic characteristics (age, gender, marital status, level of education, and tenure (length of work), training environment, and work environment.

Questionnaire survey were conducted in S.S.Manufacturing Co.,Ltd, Bangkok, Thailand.. A total of 90 questionnaires were distributed to respondents. The questionnaire used to identified factors that have an impact on diversity training effectiveness. The result of this research found that both training environment and work environment are significantly related to diversity training effectiveness. This study provide more understanding in training effectiveness and its influencing factors . The method used in evaluating training effectiveness also an interesting topic, that require further research.

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CHAPTER ONE

INTRODUCTION

1.1 Background

In today globalize world. The workforce become more diverse not only in gender and ethnicity or race, but also work group affiliation, family background, life-style, age, level of education, career history, sexuality, religious perspective, cognitive style, etc., as a result workplace diversity increased and will be more complex and harder understand and assess. Diversity is a reality in organizations today and it will affect Human Resource Practices, and Human Resource (HR) professionals in an unavoidable manner. Most countries put strong emphasis of human capacity by recognizing that the peoples are the most valuable assets, which must treated fairly, in order to create an social and economic environment that assures equality, and greater access to employment opportunities (Choy, 2007). More and more women are entering into workforce in every corners of the world, many organizations are expanding their operations both domestically globally, requiring a better understanding of diversity, knowledge, and skills to maximize the benefits of diversity as organizations have to manage more and more diverse workforce. According to Cocchiara, Connerley & Bell (2010), their studied revealed the main reasons that most of organizations try to effectively manage diversity are business success, to remain competitive in a global marketplace, motivate employees, increase creativity and innovation. Therefore, organization must be aware of these changes in composition of workforce, also must understand and learn how to leverage and promote diversity to achieve organizational goals, to gain maximum benefit from diverse workforce, and to achieve superior performance.

The contents of the thesis is for internal user only

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