

ABSTRACT

Thesis Title : Human Resources Development and Hotel Business

Training System : Accor Hotel Chain Case Study

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Advisory Committee:

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This research aimed at studying the opinion of employees in the hotel business under the chain of Accor in Bangkok. According to human resources development and hotel business training system as a trend of staff development and curriculum adjustment for the hotel business to suit in the current situation by examining each independent variable in normal situation. The comparison between the means of the human resources development and hotel business training system was also conducted. Designed questionnaire was employed as the instrument to collect data from subjects. The statistical package for the social sciences (SPSS/PC+) was used to analyses included frequency, percentage, arithmetic means, standard deviation T-test and One-way Anova analysis of variances.

The findings were as follows:

1. Personal information of the employees: Most of the employees of staff under the chain Accor in Bangkok were females, 20-25 years of age. Most of them had the education between the junior high school to the diploma, the experience of working about 1-5 years and the monthly income is lower than 10,000 baht.

2. Level of opinion of the human resources development and hotel business training system. The analysis of the data for the individual item indicated that most of the employees emphasized on the knowledge and understanding of human development and training and range in order as the appropriation of whom responsible for a training program, the importance and benefit of a training program, the appropriation of the method and process of a training program and finally, the appropriation of the structure of a training program. For the whole picture, most of employees emphasized on the level of opinion of the human resources development and hotel business training system about the factor of the human development and training very much. *

3. Comparison business training system the analysis of the opinion level of human resources development and hotel of the data revealed that the different in gender for male and female was significantly different in the variable at the level of 0.05 only one factor as the knowledge and understanding of human development and training. For the difference of age, which was divided in 4 groups, was significantly different in the variable at the level of 0.05 only one factor as the appropriation of whom responsible for training program. The difference of the education, which was divided in 3 groups, was significantly different in the variable at the level of 0.05 in 4 factors as the knowledge and understanding of human development and training, the appropriation of whom responsible for a training program, the importance and benefit

of a training program and the appropriation of the method and process of a training program. The difference of the working experience, which was divided in 4 groups, was significantly different in the variable at the level of 0.05 in 3 factors as the importance and benefit of a training program, the appropriation of the method and process of a training program and the appropriation of the structure of a training program. Finally, the difference of monthly income, which was divided in 3 groups, was significantly different in every variable at the level of 0.05