

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

THE HUMAN RESOURCE DEVELOPMENT OF THE BUREAU OF HIGHWAY 1 (CHIANG MAI), DEPARTMENT OF HIGHWAYS

By

SURAI YANPHAISAN

OCTOBER 1999

Chairman: Assistant Professor Dr.Pattama Sirdhichai
Department/Faculty: Department of Business Administration and Marketing,
Faculty of Agricultural Business

This research aimed to study 1) methodology and conditions of human resource development of the Bureau of Highway 1 (Chiangmai); 2) the Bureau of Highway 1 (Chiangmai) staff's opinions on the office's human resource development; and 3) problems and obstacles concerning human resource development. The respondents in this study were 179 staff of the Bureau of Highway 1 (Chiangmai), and the Department of Highways consisting of Chiangmai 1 Highway District, Chiangmai 2 Highway District, Chiangmai 3 Highway District, Lampang Highway District, Lamphun Highway District, and Mae Hongson Highway District. The instrument used in this research was questionnaires designed according to the objectives and the data analysis was done by the SPSS for Window.

The research results were as follows :

1) In terms of personal, social and economic backgrounds, 63.7% of the respondents were government employees working in Chiangmai. Most of them were male, 67% were 36-45 years old and married; 39.7% graduated with a bachelor degree; 35.8% had working experience of 21-30 years; 79.9% conducted practical work while 45.3% were in administrative line; and 88.3% participated in training programs.

2) The respondents of both the practical work and administrative groups agreed on the policy of the Bureau of Highway 1 (Chiangmai) that emphasized the importance of human resource development (mean scores 3.863 and 3.819). They also agreed on self - supported and government - supported further education in the country (mean scores 3.333 and 3.545). Their opinion on development was that continuous training programs in human resource development should be provided by setting up curriculum according to requirements of each office (mean scores 3.688 and 3.660).

3) Their opinions on the problems in human development were unclear policy, insufficient budget, incompatibility of the practical methods with the policy, no long term training and development program (mean scores 3.690 and 3.468), the staff's lack of understanding of the goals of training and development (mean scores 3.162 and 2.942) and inappropriate staff selection, methods and places for training (mean scores 3.151 and 3.073).

4) The recommendations made by the respondents were that the Bureau of Highway 1 (Chiangmai) should carry out clear short - term and long - term planning; training programs to be provided should be publicized; and there should be follow - up and evaluation of the training programs provided.