

Wanpen Pongkao 2010: Developing Competency Standards for Housekeeping Staff in Hotel Industry. Doctor of Philosophy (Vocational Education), Major Field: Vocational Education, Department of Vocational Education. Thesis Advisor: Associate Professor Kulkanit Rashainbunyawat, Ph.D. 230 pages

The objectives of this research were to 1) study competency of housekeeping staff in hotel industry, 2) analyses competency clusters of housekeeping staff in hotel industry, and 3) identify competency standards for housekeeping staff in hotel industry. Three phases were undertaken for this study as follows: phase I, a study of the competency of housekeeping staff in hotel industry. The Delphi technique was utilized to collect data from 15 experts. Questionnaire was used to collect data, Median and interquartile range were employed to analyze data. Phase II, an analysis of competency clusters. A questionnaire was used to collect data from 248 executive housekeepers and housekeeping supervisors in the housekeeping department who were selected using the cluster sampling technique. Factor analysis was employed as the statistical tool. And phase III, an identification of competency standards. The consensus of focus group of 9 purposively selected experts was collected.

The results revealed that the competency standards of housekeeping staff in hotel industry was consisted of 27 core competencies and 56 functional competencies. There were 5 groups of core competencies (KMO = .951): 1) the duties and organizations ethics, 2) services and prides itself on duties, 3) work focused on performance, 4) technology and communication, and 5) knowledge related to the organization. And functional competencies were 5 sections. First, functional competencies for room attendants were 3 groups (KMO = .898): 1) knowledge and skills in using chemical, equipment, and tools for cleaning guest rooms, 2) communication and problem solving, and 3) cleaning room based on standards. Second, functional competencies for linen attendants were 3 groups (KMO = .864): 1) knowledge and skills in using, repairing and maintaining equipment in the linen room, 2) linen operation, and 3) communication, knowledge transfer and problem solving. Third, functional competencies for laundry staff were 2 groups (KMO = .897): 1) laundry operation and problem solving, and 2) communication and knowledge transfer. Fourth, functional competencies for public area attendants were 2 groups (KMO = .864): 1) operating clean public area and problem solving, and 2) communication and knowledge transfer. And fifth, functional competencies for florist were 2 groups (KMO = .891): 1) flower arrangement and problem solving, and 2) communication and knowledge transfer.

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Thesis Advisor's signature