

ABSTRACT

The purposed of this study was to examine minority managers and executive employees' perceptions of human resources practices, and to what degree management of hotel organization provided a good climate for minority through the use of survey questionnaires. Minority managers and executives employees' perceptions of human resources practice on workforce diversity will reflect current practice of hotel industry in Bangkok, Thailand.

The study employed an analytical survey method. A questionnaire was developed to measure minority Managers and Executive employees' perception of human resources current practices in Bangkok, which also reveal minority group desire. The questions designed to measure the perception of minority in this study came from the survey instrument entitled "Managing for Effective Workforce Diversity", by Kathleen Iverson, and "The Four Layer of Diversity" Lee Gardenswartz 1998. Specific to this study, A Model for Diversity Management Strategy and The Four Layer of Diversity was modified in order to set questionnaire to apply to the hotels tariff rate between Baht 1,600 to 2,000 in Bangkok. Three independent variables and six dependent variables were selected for analysis in this study. Four research questions served as the basis for the data analysis.

Overwhelmingly, most selected respondents recognized the potential importance of human resources practice regarding diversity to the organization's competitive advantage and they also pointed to the fact that management of human resources in the hotel industry in Bangkok fail to provide a good climate for minority to perform well. Across all themes, specified and tested biased practices still exist among hotel industry.