

Abstract

We are in an era of globalize business operation. This has effectively introduced the concept of “workforce diversity” in the systems of business operations. It refers to a system-where a diverse workforce composed of diverse racial and gender groups of people. It may also include employees with different age, sexual orientation, physical abilities, and religion

Increased participation by female employees in business operations and output of higher quality than expectations have proved the old viewpoint about the role of women in society. Earlier, it was believed that the role of women is limited to home to take care of family . But this viewpoint is changing now. New studies have confirmed that female managers outshine their counterpart in almost every measure. Several researchers believe that these observations about female employees are also valid and reliable for Thai society. Specifically, it is highlighted that the financial sector appears to have a greater balance between the sexes than other industries

Therefore this study was conducted to identify comparative status and role of female employees as middle-level managers in non-banking financial institutions, therefore, it will provide useful information to the top management of this type of business operations about an important dimension of managing workforce diversities. Its finding will also be useful to other types of business operation in particular and Thai society in general.