

Title: The role of diversity management in recruiting human resource at Chiang Mai International School

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Approval Date: May 2015

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Number of Pages: 76

Keywords: Diversity Management, Recruiting diversity, Diversity workforce

ABSTRACT

This research aims to document, understand, and analyze the role of diversity management in recruiting human resources at Chiang Mai International School (CMIS). Diverse group of employees at CMIS participated in the study. It is a case study, qualitatively designed to two faculty staffs and five administrative staffs. A cross-case analysis was adopted for capturing diversity management in the human resource management, level of awareness of human resources manager and recruiting staff toward the diversity workforce in CMIS.

Findings highlight that Chiang Mai International School employees in managerial, faculty staffs and administrator staffs perceive diversity workforce as a positive reputation of the school and also gives benefits to school competitive advantages in the force of globalization. Executive Management at the school is well aware and highly recognizes that diversity management is very essential for school to be a competitive organization in International Schools Industry. All respondents answered regarding to recruitment process and its challenges neutral, neither positive nor negative.

It should be recommended that a further research should be done. Organizations must take into consideration of having diversity workforce in their organization. Consequently, a further study on conflicts that might have cause from having diversity workforce at the

organization and its solutions is believed to be a necessary strategy that the organization management need to carefully plan in order to become a successful competitive organization in globalization era.

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