



2. ความคาดหวังต่อบทบาทและสมรรถนะของนักบริหารทรัพยากรมนุษย์ ของผู้บริหารระดับสูงขององค์กรประเภทอุตสาหกรรมการผลิตและการบริการ ไม่แตกต่างกันอย่างมีนัยสำคัญทางสถิติ

3. ความคาดหวังต่อบทบาทและสมรรถนะของนักบริหารทรัพยากรมนุษย์ ของผู้บริหารระดับสูงขององค์กรที่มีขนาดเล็ก กลาง ใหญ่ ไม่แตกต่างกันอย่างมีนัยสำคัญทางสถิติ

มหาวิทยาลัยเชียงใหม่  
Chiang Mai University

<b>Independent Study Title</b>	Roles and Competencies of Human Resources Managers as Expected by Executives of Business Organizations in Chiang Mai and Lamphun Provinces	
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#### **Abstract**

The purpose of this research was to study roles and competencies of human resources managers as expected by executives of business organizations in Chiang Mai and Lamphun provinces

A survey research was used. The sample was executives of business organizations in Chiang Mai and Lamphun provinces. Stratified sampling by type of business was used to select the sample. Independent variables were types of business (manufacturing and service) and size of organizations (small, medium and large). Dependent variables were the expected roles and competencies of human resources managers. The research instrument was a questionnaire. A total of 375 completed questionnaires were returned, for a response rate of 37.5%. Data were analyzed by descriptive statistics and the multivariate analysis of variance (MANOVA)

The research found that

1. The current tasks of the human resources managers focus on the operative function. The top five tasks of human resources managers were (1) selecting appropriated applicants to work for the organization; (2) controlling the employee to follow company regulation; (3) keep organization practices to comply with the Labour Law; (4) responsible for

employee ' s health and safety; (5) preparing records, reports and other statistics for top management.

2. There was no significance in expected roles and competencies of human resources managers between the executives of manufacturing and service organizations.

3. There was no significance in expected roles and competencies of human resources managers between the executives of organizations with different sizes.

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