INFLUENCE OF TRAINING AND KNOWLEDGE MANAGEMENT ON COMPETENCY AMONG QUALITY MANAGERS AT RAJABHAT UNIVERSITIES IN THAILAND

Kanyaprin Tongsamsi *
Prince of Songkla University, Thailand

Isara Tongsamsi **
Songkhla Rajabhat University, Thailand

Abstract
The competency concept has been widely implemented in several areas of human resource management in government sectors in Thailand. However, a study of factors affecting the competency of quality manager has been limited. Therefore, this quantitative research aims at the study of casual relationship among training, knowledge management (KM) and competency of quality managers (QM) at 40 Rajabhat Universities through the use of partial least square structural equation modeling. A questionnaire has its main function as measurement of this research, two factors are measured using 5-point interval scale and the reliability can be acceptable internal consistency: knowledge management composes of four latent variables, the reliability of test using Cronbach’s Alpha range from .82 to .88; quality manager competence consists of six latent variables, the reliability of test found from .73 to .92; the training variable is measured four items with ratio scale, the reliability carries a alpha value of .68. The samples, drawn by simple random sampling method, are 132 quality managers. 105 completed questionnaires representing 83.33 percent are returned. SmartPLS is used in data analysis. The findings indicate positive relationship between knowledge management and competency of quality managers. In contrast, training has no impact on the competency, but both explain ability of quality managers at 60.50%. Based on the information mentioned above, the knowledge management process is a crucial factor to develop and elevate competence of quality managers.

Keywords: training; knowledge management; quality manager; competency

Correspondence concerning this paper should be addressed to:

* Faculty of Humanities and Social Sciences, Prince of Songkla University, Pattani, 94000, Thailand, Tel: +66-8351-22640 E-mail: kanyaprin.s@psu.ac.th

** Faculty of Humanities and Social Sciences, Songkhla Rajabhat University, Songkhla, 90000, Thailand, Tel: +66-8174-842100 E-mail: Isara8391@gmail.com