

ABSTRACT

The main purpose of the study is to assess the current situation at XYZ in terms of employees' motivation, internal communication, and job performance and recommend proposed OD intervention to address the problems found in the pre OD intervention phase.

The study was conducted using the action research model that consisted of two phases, which are Phase 1 pre OD intervention and Phase 2 proposed OD intervention. To gather information needed for the study, the researcher made use of the questionnaire and interview as primary data and textbooks, journals as well as online resources as secondary data. The questionnaire was distributed to 33 respondents currently working at XYZ. To obtain more valuable information, an in-depth interview and a focus group interview were conducted.

Phase 1 pre OD intervention identified three problems areas, which are (1) high turnover of employees, (2) division among employees, and (3) employee's lack of competence.

From the data gathered from the respondents, the researcher found that the lack of job challenges and future for the employees in the organization were some of the factors that caused the employee turnover. Communication and information sharing as well as roles and responsibilities ambiguity were found to be associated with disunity among employees and employees' lack of competence.

Some recommendations for the organization were made to provide for future implementation of the proposed OD intervention based on the research findings.