The Initial Impact of Organization Development Intervention on Relationships Between Job Stress, Job Satisfaction, and Job Performance: A Case Study of St. Gabriel’s College, Bangkok, Thailand

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Abstract

The purpose of this study is to examine the relationship between three key variables: job stress, job satisfaction, and job performance of the classified staff in a private school, the St. Gabriel’s College, Bangkok, Thailand. The subject of the study includes all the 140 classified staff who work in four main supporting service areas of the school, namely: food service, bus services, buildings and grounds, and security guards. In particular, the researcher wanted to identify the key factors that cause stress and satisfaction in their jobs as well as to analyze the negative and positive impacts of job stress and job satisfaction upon their job performance.

The study employs the action research design with a combination of quantitative and qualitative methods of data gathering and the use of SOAR analysis, AI process and OD Intervention. The research design consists of three action phases: Pre-OD Intervention, OD Intervention, and Post-OD Intervention. The summary of findings show that: (1) most respondents have service mind, are responsible, satisfied with their job and loyal to school; (2) the OD Intervention has a positive impact on classified staff’s perception; and (3) the $H_0$ was rejected and $H_a$ was accepted. There is significant relationship between classified staff job stress, job satisfaction and job performance before and after OD Intervention. A striking overall conclusion of the study is that the OD Intervention using appreciative inquiry is a powerful tool in building relationships and teamwork which can lead to less job stress, increased job satisfaction, and hence increased job performance.

Keywords: job stress, job satisfaction, job performance, OD Intervention, Appreciative inquiry