Abstract

The main purpose of this study is to determine the “Initial Impact of Organizational Development Intervention on Quality Service and Communication skills in Finance Department of Saint Gabriel’s College”. This study aims to: 1. To determine the current situation of Finance Quality Service, Communication Skills. 2. To determine the appropriate ODI for Finance Quality Service, Communication Skills. 3. To determine the initial impact of ODI on Finance Quality Service, Communication Skills. 4. To determine the difference between the pre ODI and post ODI of Finance Quality Service, Communication Skills. Specifically, the study seeks to answer the following questions: 1. What is the current situation of Quality Service, Communication Skills in financial office? 2. What is the appropriate ODI for Quality Service, Communication Skills in financial office? 3. What is the initial impact of ODI on Quality Service, Communication Skills in financial office? 4. What is the difference between the pre ODI and post ODI in Quality Service, Communication Skills in financial office?

There were 380 respondents in this study that comprises of 210 students, 170 teachers. The research design of this study uses the Action Research Model with Organizational Development Intervention to measure the components of interpersonal communication. There were two methods applied in gathering the data, the use of questionnaire and the use of interview questions.

Data analysis was divided into two methods; quantitative and qualitative data analysis. The descriptive statistic of frequency distribution and mean were the main statistic method used in order to differentiate the gaps between the pre-IDI and post-
ODI. To determine the impact of organization development intervention on quality service and communication skills, sample paired t-test was used.

After all the data was gathered, analyzed and interpreted, concrete observation and conclusion were raised. The main purpose of the study is on the impact of ODI on quality service and communication of Saint Gabriel’s college.

The study design was developed into three phases: Pre-ODI, ODI, and Post-ODI. The Pre-ODI phase was the process to identify the problem in the organization and to find appropriate ODI activities to improve its current situation. In ODI phase, it was the action-taking phase in each variable. In the Post-ODI phase the questionnaires were lunched again in order to compare the differences between Pre-ODI and Post-ODI by using the Paired Sample T-test and testing hypothesis of the study. Moreover, in this phase, it also included the result from interview.

The benefits of this research to school, teachers, student and finance department of quality service and communication skills after implementing ODI activities are as follows:

For quality of service in the Financial Department, the researcher proposed the plan of research. The researcher also introduced a practical way of creating after using the ODI, such as technology training, service and teamwork training, and coaching and work shopping, in order to improve efficiency in the financial plan, accuracy, skills to use technology, efficiency and responsiveness. It also made the financial staffs be knowledgeable in the use of technology, accuracy, efficiencies in operation, and be able to respond to the needs of the teachers and the students. They felt more satisfied than before.

For communication skills of the financial staffs, the researcher proposed the plan of research by introducing a practical way of creating. After using the ODI, such
as technology training, coaching and work shopping, it tended to create more efficiency in communication in the department. Clarity of communication and dissemination of the availability of information were better. The financial staffs had clear communicative skills and were prompt to broadcast. Consequently, the teachers and the students felt more satisfied.

This research was a successful effort of the researcher in bringing and exposing the different organizational development intervention to aid the problems and weaknesses of finance office in terms of quality service and communication skills. It was suggested that, pursuing the present objective and plan, the services of finance office will improve if there’s 1. In conducting this research, what I have undone and I would love to do most is to compare the quality of service in the Financial Department of Saint Gabriel’s College with other schools under the Saint Gabriel’s Foundation, several public schools or private ones. This will give me different results so that I will be able to solve any problem to be more effective. 2. It can only be measured at the time of doing this research. When time passes, it might be different. It depends on the changes of the situation. So, the organization must be diagnosed to cover all of the aspects, such as attitude towards it, management, communications and the usage of all technologies that should be updated. 3. Communication skills in the finance office will be more effective and worthwhile if all members will cooperate, initiate and unselfishly do their jobs. Continuous monitoring, relaying and dissemination of information will enhance and improve the system of communication of finance department.