

ABSTRACT

The main purpose of this research focused on the improvement of team communication and coordination of the Construction Department teams at Aibel (Thailand) Company Limited. It attempts to answer the research objectives of team communication and coordination. The objectives consist of two independent variables: 1) Team communication as verbal and nonverbal. 2) Team coordination as knowledge sharing/transferring and integration.

The researcher used research design in three phases as follows: 1. PRE-OD Intervention, 2. OD Intervention 3. POST-ODI. The main approach was quantitative in order to analyse the PRE and POST ODI, including qualitative approach as supportive data analysis. The respondents of this study were project managers, discipline managers, superintendents / leaders and staff functions in the Construction Department at Aibel (Thailand) totalling 80 respondents. The researcher also distributed the reflection part in both PRE and POST ODI.

The finding from data analysis results indicated that the overall perception of the various department members towards the team communication, team coordination and team performance showed an average of "Strongly Agree" level. It was implicit that all team members have a strongly positive perception on those variables.

The researcher would like to recommend the future researchers to study on relationship between leaders and subordinates. It might be another result in improving organizational and team communication and coordination effectiveness.