THE EFFECT OF ORGANIZATION DEVELOPMENT INTERVENTION ON STRUCTURAL AND PSYCHOLOGICAL EMPOWERMENT TO ENHANCE INNOVATIVE WORK BEHAVIOR: AN ACTION RESEARCH IN A TECHNICAL SCHOOL IN THAILAND

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Abstract

This research investigated the effect of organization development interventions (ODI) in improving structural and psychological empowerment, to promote innovative work behavior among organization members, in a technical school in Thailand. Using an action research design, the ODI activities were conducted for a six month period with 36 employees. Quantitative and qualitative methods were used to explore and gather data at all levels (executives, heads of department, and employees). The action research was conducted in three phases: pre-ODI, ODI, and post-ODI. The findings revealed, that employees were able to generate new ideas through connecting with others, and were able to develop and implement ideas related to their own work.

Recommendations for further improvement of the organization include: constant assessment of the school situation, development of team support to sustain momentum, development of leadership support, adoption of a cross-functional team to generate ideas, and introduction of Whole Brain Literacy to help employees execute ideas.

Keywords: organizations as system, empowerment, innovative work behavior and whole brain literacy.

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