

ABSTRACT

The main purpose of the thesis was to conduct a diagnosis current situation on Communication, Teamwork and Cross-Functional Collaboration of the AT Company Limited.

The objectives of the Study were: (1) To describe and analyze the current situation, functioning and performance of the company as “human social system” or “corporate living person”. (2) To describe and analyze the current situation, and conduct diagnosis of the company focusing on communication, teamwork and cross-functional collaboration. (3) To recommend an ODI program for communication, teamwork and cross-functional collaboration.

There were quantitative and qualitative data, which the researcher collected for data analysis. The researcher distributed questionnaires to all of the respondents who worked in the back office which were Finance and Accounting Department, Human Resource Department, and Purchasing Department. The survey questionnaires were sent to the 27 target respondents from both the management level and the non-management level. For qualitative data, the researcher analyzed from observations and interview answers.

The main results of the demographic profile of the respondents, it could be summarized that the non-management mainly was female, young, and single, with the education of bachelor's degree, to be staff and the working period with the company was less than one year. Therefore they were not familiar with each other, and their job knowledge was not good enough. These were the causes that the results of the data

analysis of the perception on communication, teamwork, and cross-functional collaboration were not good. This study covered only the diagnosis phase and proposed organization development intervention to the top management. However the researcher would recommend the findings of the research and provide suggestions for further study for the front office with the same perception on communication, teamwork, and cross-functional collaboration. In addition, it would study other areas; such as leadership style, job satisfaction, job motivation, and organization commitment.

