

ABSTRACT

The business world today is confronted by various unstable situations that sometimes cannot be predicted or may have never occurred before. At the same time, organizations seek to resolve their internal problems and difficulties as quickly as possible. To be competitive, organizations nowadays realize that they must not only reduce costs but also retain at least the same level of quality in order to increase their efficiency and improve their productivity.

Apart from executives and management staff who run organizations, the company's workers also play important roles in affecting the organizational performance. Leadership, teamwork, job satisfaction and productivity can affect the level of performance of the organization. This study focuses on the variables of leadership management, cross-functional teamwork and job satisfaction and whether, after implementing Organization Development Intervention (ODI) activities, these impact on productivity and organizational performance.

This study used the action research model as the design to determine the impact of ODI on the selected variables. The participants in the study were composed of Head and Workers Groups of OG Company. Survey Questionnaires, interviews, statistical analysis, financial analysis, and performance records are instruments used to collect and analyze data.

From the findings, it was found that leadership management, cross-functional teams, and job satisfaction were linked to the level of productivity and organizational performance. This impact was visible from the improvements observed in the workplace as well from the end of the year reports. Based on the research findings, it was concluded that the ODI improved the level of leadership management,

cross-functional teamwork, and job satisfaction in the company, resulting in a positive impact on its performance and productivity following the study period.

