

Abstract

Human capital is considered an important asset of the company. Having competent employees make a significant effect to the development and sustainability of the company. Moreover, selecting the right person to perform the right job can contribute to the overall company effectiveness and make it able to compete with other competitors and survive in the current business.

The main focus of this study is the supervisors' competencies, in terms of technical knowledge, technical skills and communication skills. The study is conducted to find the current situation of supervisors' competencies in the production line and to propose the most suitable OD interventions regarding supervisors' competencies.

The study consists of observation, survey questionnaires and interviews for the data collection method. The total of respondents is 77 persons from management, and staff of CR Plastic Co., Ltd. There are 72 respondents for the questionnaire and 17 respondents for the interview. The data are analyzed using Descriptive statistics, Frequency, Cross tabulation, and content analysis respectively.

The results of the study conclude that supervisors in the production line are perceived to have low level of technical knowledge, technical skills and communication skills. There are 16 topics of technical knowledge that supervisors should be aware of. Additionally, there are nine (9) topics of working process and additional four (4) soft skills for supervisors' technical skills. Lastly, there are four (4) areas of communication skills, which should be taken up and improved.

Lastly, the recommendations to CR Plastic Co., Ltd. for improving and developing supervisors' technical knowledge, technical skills and communication skills are proposed.

