

Abstract

Service is very important in today's world to the growth in business and creating friendships between customers and service providers; to live together and to assist in the development of the organization as well. So this is the reason for the research. Develop the environment in the workplace and improve personnel in the work of the teacher at Saint Gabriel's College of St. Gabriel's school in Thailand which employs a large number of teachers and staffs, which is at the heart of the school. As a result, the communication of information and good service from the heart is needed for both students and parents.

The main purpose of this study is to determine the "Quality Service and Parents Satisfaction Based ODI of the School a case of Finance department of the Director at Saint Gabriel's College" This study aimed to: describe and analyze the current situation of the Finance department's Quality of Service and Parents Satisfaction.

The research design of this study uses the Action Research Model with Organizational Development Intervention to measure the components of interpersonal communication. There were two methods applied in gathering the data, the use of questionnaires and the use of interview questions. There were 210 respondents in this study that comprised of parents of secondary 4 students.

Data analysis was divided into two methods; quantitative and qualitative data analysis. The descriptive statistics of frequency distribution and mean were the main statistic methods used in order to differentiate the gaps between the pre-IDI and post-IDI. To determine the impact of organization development intervention on organization and quality service, sample paired t-test was used.

After all the data was gathered, analyzed and interpreted, concrete observations and conclusions were raised. The results obtained from this study serve as a guide and inspiration for other departments with regard to interpersonal quality serviced such as, new technology must be service satisfaction by personnel from the finance office to everyone.

This research was a successful effort of the researcher in bringing and exposing the different organizational development intervention to aid the problems and weaknesses of office of the director. It was suggested that, pursuing the present objectives and plans, the service of office of the director will improve if there's a better and more effective communication.

