

ABSTRACT

This research focuses on Mono Traveling Company Limited to analyze the current situation with regard to job performance, motivation, and employees' satisfaction.

The objectives of this study is (1) To diagnose and clarify the current situation (2) identify and recommend appropriate OD intervention to improve job performance, motivation, and employees' satisfaction and (3) design a propose OD Interventions that may help and address the problems.

The primary data was collected by survey questionnaires collecting from 70 Mono Traveling employees and interviewing 14 Mono Travel's employees. The secondary data was searched from text books, journals and websites. This researcher used SPSS to describe the demographic profile and the average score of overall answers.

The findings show that some employees had low performances and were dissatisfied with the unreasonable workload and low motivation to do their jobs. Moreover, they were dissatisfied with the reward system and evaluation system in the organization. Therefore, this researcher proposed OD Interventions in order to address the problems and improve employees' performance and increase their motivation and their satisfaction in the organization.