

## **ABSTRACT**

The main objective of this research was to find an initial impact of organization development intervention (1) To describe the current situation and analyze the situation in the organization. (2) To identify and implement appropriate OD interventions may improve knowledge sharing, problem solving, decision making and knowledge satisfaction. (3) To determine the impact of ODI on knowledge sharing, problem solving, decision making and knowledge satisfaction. (4). To determine the result of the initial impact during implement OD intervention.

The researcher diagnoses that the company lacks knowledge sharing, knowledge satisfaction has low problem solving skills and cannot make a decision will affect to the employee performance in term of slow response to the customer which cannot meet customer satisfaction.

For solving the problem in the organization, the researcher has to find out answers; What is the current situation in terms of knowledge sharing, problem solving, decision making and knowledge satisfaction in the organization? What are the appropriate OD interventions for knowledge sharing, problem solving, decision-making and knowledge satisfaction? Is there any difference between pre-ODI and the initial impact of post-ODI in knowledge sharing, problem solving, decision making and knowledge satisfaction? Do OD interventions have an impact on knowledge sharing, problem solving, decision making and knowledge satisfaction?

The study has a total of 13 respondents who are the operations staff. The researcher used both qualitative and quantitative data for analysing the data by using an observation checklist, interview guideline and make use of questionnaires. From

the finding of knowledge sharing, the researcher found that the employees are willing to share with each other. The finding of the problem solving was solving the problem by them. Decision making, from the findings stated that the employees fear to take responsibility as the cause of their action. Lastly, from the findings of the employees they are not satisfied with the knowledge that the company provides them.

