

ABSTRACT

Employee engagement is a key business driver for the success of the organization. Many organizations use the employee engagement models in an attempt to create more effective and efficient employees and increase better employees and organization performance. The purpose of this study was to describe and analyze the current situations and conditions of the company in terms of Employee Engagement and Performance in order to identify the appropriate OD interventions based on key findings of this study. Even though Sainam International Health Resort has a high level of employee engagement and performance but the top management would like to prepare the preventive actions to retain talented people. This study was investigated by a survey the questionnaire of 196 employees from two locations: Bangkok and Hua-Hin, interview with the Human Resource Director and Managing Director and observed the environment of workplace in both locations and workshop environment. This study shows what would be the proposed OD intervention which can increase the level of employee engagement and performance in the organization. The confidential matters were considered and incorporated throughout the study process.