

## ABSTRACT

The main purpose of this exploratory study is to determine the impact of Organization Development Intervention on communication skill, teacher/staff competency, commitment to teaching/service, and school service quality of Pakdeepean Kindergarten School Chonburi.

The research design of the study uses is an Action Research Model with OD Intervention and with a pre and post-ODI assessment. Both primary and secondary methods are used to measure the attitude of the respondents towards communication skill, teacher/staff competency, commitment to teaching/service, and school service quality. The primary method has been conducted before and after OD Intervention by using two main tools which are interview guide and questionnaire survey. The target respondents are the school's owner, the management team, 21 teachers, ten staff, and 140 parents out of 215 students.

Data analysis is divided into two methods; quantitative and qualitative data analysis. The descriptive statistic of frequency distribution and percentage, four point scale, and paired sample t-test are the other statistic method used in order to differentiate the gaps between the pre and post OD Intervention.

After undergoing OD Intervention through the school, the result of the findings from both quantitative and qualitative showed the positive shift. From the findings of quantitative data analysis, for the teachers' assessment summary, it showed that there are significant difference between the pre and post OD Intervention on communication skill and teacher competency but there is no significant difference between the pre and post OD Intervention on commitment to teaching/service.

Based on the results from staffs' assessment summary, there are significant difference between the pre and post OD Intervention on communication skill and commitment to service; but there is no significant difference between the pre and post OD Intervention on staff competency. According to the results from the parents' assessment summary, it indicates that there are significant difference between the pre and post OD Intervention on teachers and staff's communication skill, teacher/staff competency, commitment to teaching/service, and school service quality as a whole.

From the findings of qualitative data analysis, the owner, the management team, teachers and staffs see the difference on their communication skill, competency, commitment, and providing good service quality. Although, they think that they are fine in their competency and they also already committed to their career, they accept that implementing OD Intervention made them improve their teaching competency and commitment to their career just a little. Parents perceive that there are improvements in the area of communication skill, competency, commitment of teachers and staff as well as the school itself. The parents' satisfaction towards those areas of concerned also shows higher level than before doing an OD Intervention.

Because OD Intervention is an ongoing process, those areas of concerned need continuing OD process as it would take time to create the impact. The researcher recommends the school to continue implement an OD Intervention. In addition, studying more on organizational climate and teamwork can lead the school to be successful in this rapidly changing world.