

ABSTRACT

As the AEC is getting closer, many migrant workers immigrated to Thailand and were hired by many organizations. One of those organizations was W&W House. Historically, the organization faced high-turnover at the end of 2012. So, when the situation has become more stable, the research conducted a study to diagnose the problem and find the areas for further development. Four areas of focus were identified after the discussion between the researcher and the employer, which were pay, job, employer, and working environment.

The research was conducted using the action research model. After the areas of focus were identified, the data were collected from the migrant workers using the initial interview and later the questionnaire. The researcher also looked at the employment document provided by the organization.

The aims of this research were (1) to analyze and diagnose the current situation of migrant workers' perception of the hygiene factors and motivators at W&W House, (2) to identify hygiene factors and motivators, which make the migrant workers do not want to leave their employers and their importance, (3) to determine the OD interventions that clarify migrant workers' perception of the hygiene factors and motivators, and (4) to measure the effectiveness of the interventions by comparing results between Pre-ODI and Post-ODI.

The ODI were later designed and implemented based on the Pre-ODI data. After the implementation, the data were once again collected for the comparison to determine the effectiveness of the ODI. The data were analyzed and the result turned out that there were differences in the four variables between the Pre-ODI and Post-ODI. However, statistically they were not impacted by the ODI, but other factors.

Lastly, the recommendations were made by the researcher to the organization for further development: (1) used questionnaire and interview as one of the communication channels, (2) paraphrased the questions and makes it more imaginative, (3) exchanged experience with other employers and their migrant workers, (4) continued to expand relationship with her employee, (5) created a small open talking session with her employee (6) considered employer as the most important factor that makes the worker does not want to leave.