

## ABSTRACT

The main purpose of this research is to gain an insight into ABLE Company's IT consultants. IT professionals have a high turnover rate in our rapidly changing society, the obvious significant benefit of this study is to help the management team at ABLE Company to capture the important factors in driving the efficiency of the IT consultant team and retain their talented IT workforce; especially at a time where IT specialists are in high demand. The researcher believes the high turnover rate in the IT consulting world is due to the characteristics of most IT consultants who enjoy ever-changing challenges in their jobs as well as constantly increasing pay rates. The researcher, therefore, sets the variables for this study as follows: performance appraisal, reward system and career development.

The design is based on the three phases of the action research model namely diagnosis, proposed organizational development intervention and desired outcome. For the questionnaire portion of the study, the researcher included all forty-four IT consultants in ABLE Company's Business Technology Consultant (BTC) department as respondents.

In addition, the researcher also provided the questionnaires to ten IT consultants from other companies who participated as non-respondents for the purpose of pre-testing this quantitative questionnaire. The questionnaire was designed to measure the respondents' perception and satisfaction toward the three aforementioned variables.

As part of the questionnaire, interviews were set up with each respondent, however, such attempts fell through because the company has no policy to take action on the sensitive variables being studied and would prefer to avoid any complications that might have resulted from the interviews.

After collecting and analyzing the quantitative data from the questionnaires using SPSS program, the researcher came upon many interesting results. One of the findings surprisingly indicated that respondents gave more importance to the benefits package rather than the payment reward. Moreover, the analysis showed the respondents have a need for a better career development plan. The results of the study can conclude that the satisfaction levels of the respondents toward the performance appraisal and career development were slightly satisfied. On the other hand, the respondents appeared slightly dissatisfied with the reward system.

Using the above information to formulate the organization development intervention (ODI) strategies, the researcher came up with the following:

For performance appraisal, the researcher recommends the addition of the policy manual, further interviews and CPS team recognition scheme.

For the reward system, the researcher suggests the benefit package workshop as well as a reward management seminar for the human resources department.

For career development, the researcher proposes the desk visiting activity, the training selection activity, the weekly prioritizing activity and the mentoring program.

In summary, the researcher believes that the proposed organization development interventions will successfully assist the management team in developing the IT consultants' satisfaction, performance, motivation and effectiveness in service operations as well as reducing the consultants' turnover rate. The researcher also feels that the company will be able to productively grow as IT consultants further developing their career paths.