Abstract

Organization Development (OD) is a planned process of making change that could provide impactful results; to make people understand the need for change as well as to make the betterment of the people as individuals, processes and the organization. It is to start with a purposeful objective of change that could allocate for activities that could move self, team / process and / or the organization to the desire state which is the expected results.

Not only that, OD is also a process to make a sustainable change; to create a long lasting stem of change awareness and capabilities to make the change to the context of change. That is the people of the change system. After all, the only constant thing in today's business world is change.

In this research, the research focus on the engagement and the communication understanding as these 2 variables are two of the most common factors that prohibit the people in an organization to be more productive. And after thorough analysis and consultation with the management team of PAS organization, we came to conclusion that the needs for internal productivity exists and it would help the organization in the long run concerning the current circumstances of the economic situation and workforce movement in the area where the organization is located. Therefore, OD interventions (ODI) were conducted to increase the level of employees' engagement and communication between the management and the employees to see the impact on the level of internal productivity within the company.

In total of 3 ODI were conducted; team building activity, group sharing session, and Whole Brain Literacy (WBL) coaching and data gathering. The results of the activities were all in the positive aspect. Both qualitative and qualitative data collected showed positive outcomes

especially in the area of communication understanding and internal working productivity. The

engagement, communication understanding, and productivity increased by 2.74, 10.47, 7.86 per-

cent with both positive input from the interview with the management and the observation data

observed by the researcher.