

ABSTRACT

The main purpose of this action research is to study the relationship of organizational communication, job satisfaction and teamwork at IGuard Service Company. The research objective is also to describe and analyze the current situation and propose the appropriate Organization Development Intervention on organizational communication, job satisfaction, and teamwork.

The researcher mainly used quantitative approach to analyze the data findings and used qualitative approach as supportive information for data analysis. The researcher had collected the data from 97 respondents in the internal office of IGuard and redistributed 32 questionnaires to recheck and confirm the correction of the data. The researcher also conducted the interview with both management and staff level.

The data finding analysis results show that the overall perception of the employees towards organizational communication, job satisfaction, and teamwork were a bit above the average at “Slightly Agree” level. This implied that employees felt positive towards these three variables.