

ABSTRACT

This study examined the employees' job satisfaction (payment satisfaction, recognition satisfaction, growth satisfaction, work environment satisfaction, work-itself satisfaction, relationship with co-workers, and supervisor), teamwork (team direction and teamwork), self-leadership behavior (self-goal setting, self-observe, self-reward, self-punishment and self-practice), employee performance (dedication, training and productivity) and Proposed OD intervention: A case study of B.T.A. Company.

The objectives of the study were to describe and analyze the current situation of the company as a human social system or a corporate living person, to conduct diagnosis, and to recommend appropriate OD Intervention and suggestions to improve on employees' job satisfaction, teamwork, self-leadership behavior, and employee performance.

The process of the designed into three main phases as: Diagnosis Phase, Proposed ODI Phase, and Expected Outcome after ODI Phase. During Diagnosis Phase, ten questionnaires were distributed and used the in-depth interview to all respondents included both office level and management level in B.T.A. Company. The researcher used descriptive and correlation statistics (means, standard deviation, rating scale, and Pearson Correlation) These statistics were used to describe perceptions on employees' job satisfaction, teamwork, self-leadership

behavior, and employee performance and to measure which factor of job satisfaction affected toward employee performance at most and least.

The highlight of this research is on the qualitative data analysis that transcribed non-parametric data for the data analysis to find out the deep and more specific detail on employees' job satisfaction, teamwork, self-leadership behavior, and employee performance. The data gathering tools were questionnaire, observation and interview.

During Proposed ODI Phase, the researcher recommended the OD intervention for six months according to four main variables as: Job Satisfaction (B.T.I. T-shirt Project, Employee Reward Annually, and Funds Meeting), Teamwork (Team Direction Workshop, Merit Trip, and Knowledge training outside), Self-leadership Behavior (returning the questionnaire result for employees' awareness and "Power of Dream" Project), and Employee performance (KPI Competency and Training topic Meeting).

After implementing organizational development, it showed that teamwork and job satisfaction get higher and each of employee have more awareness on their self-leadership behavior as an important factor to get the employee performance. Moreover, recommendation for top management and further research were suggested on this study as well.