

## ABSTRACT

The main purpose of this study is to determine the initial impact of organization development intervention on teamwork, internal communication, employee's behavior and performance.

This study will benefit the organization in many ways: environment of health competition and cooperation would be formed in the organization. Customs would trust them more and productivity would be improved because of better employee' performance. The owner would get more profits from it. For employees in the organization must be distributed workload based on their capacity. They also would get more chance to be trained and learn experience from each other too through sharing information, and cooperation. Other organizations would benefit from this study by adapting an OD intervention that was showed in this study to use it for their organization, because teamwork, internal communication, employee behavior and performance don't exist only in pre-school education, it can be used very broadly.

The study design was developed into three phases: Pre-ODI, ODI implementation, and Post ODI. The Pre-ODI phase was the process to identify the problem in the organization and to find appropriate ODI activities to improve its current situation. In ODI implementation phase, it was the action taking phase and expected a change after ODI in each variable. In Post-ODI phase, the questionnaires were launched again in order to compare the difference between Pre-ODI and Post-ODI by using the Paired Sample T-test and testing hypothesis of the study. Moreover, in this phase, it also included the results of interviews and observations.

Based on the results of the analysis, there was an initial impact of organization development interventions on internal communication and employee behavior, and there is no initial impact of organization development intervention on teamwork and performance. However, based on comparison of mean, there is a difference between Pre ODI and Post ODI on teamwork, internal communication, employee behavior and performance.

After this research, a lot of changes happened not only with the organization, but also with the researcher, thus, the researcher suggested that, for the organization, the ODI activities should not only be done in the short term but also for the long term. The organization needs to practice continuously because it would help to retain both the kids and employees which will lead the organization to succeed in the future.

