

## ABSTRACT

The purpose of this research is to study how an Organization Development Intervention (ODI) can enhance Happiness at Work in terms of Feelings at Work, Job Satisfaction and Subjective Happiness of administrative staff members at Assumption University. The research is based on an action research methodology using both quantitative and qualitative analysis.

At the initial stage of pre-ODI, questionnaires were distributed to all 404 administrative staff members of Assumption University. After that, 30 respondents from the Office of Inventory Management were selected for an experimental group which received ODI and 32 respondents of the Office of Financial Management for the control group. Appreciative Inquiry (AI) was used as an Organizational Development Intervention (ODI) which was applied in the experimental group of 30 respondents in a workshop to increase Happiness at Work in terms of Feelings at Work, Job Satisfaction, and Subjective Happiness in the following eight dimensions – Happy Soul (spiritual), Happy Heart, Happy Brain, Happy Relax, Happy Body, Happy Family, Happy Money and Happy Society.

After applying the ODI, the same questionnaires were administered to the experimental and control groups in order to compare and contrast the results of the pre-ODI and post-ODI questionnaires of both groups.

The results showed that AI with Happy 8 as the ODI can enhance Happiness at Work in terms of Job Satisfaction, Subjective Happiness at a 0.05 level of significance. In terms of Feelings at Work, there was no change between the pre-ODI and post-ODI measurement at a 0.05 level of significance. However, the findings of the post-ODI questionnaires showed a mean score of positive feelings that was higher than the pre-ODI mean. In addition, the finding also showed that negative feelings were reduced after the ODI.