

## ABSTRACT

The purpose of the thesis was to study on the organizational climate, work attitudes, readiness for change and employee job performance of OCEAN Tours Company. The research methods used were descriptive and the correlation methods were employed. A questionnaire consisting of sixty items, referring to demographic profiles, organizational climate factors, work attitudes factors, readiness for change factors and employee job performance factors, was created to correspond with the conceptual framework. The subjects of this study were the employees in a travel agency company in Thailand, which is in fact the organization that the researcher works for. The total respondents of 105 employees were included in this study. The questionnaire was the primary instrument of data collection. The questionnaires were distributed to all employees.

The results of the study showed that the employees' overall perception toward organizational climate was rated at the "neutral level". This implied that the employees were undecided about the organizational climate factors that were perceived in their organization. "Responsibilities" was a major dimension that determine employees' perception towards organizational climate. This implied that the employees agreed with the working system that each employee was responsible for making decisions and solving his/her own problems. Employees' work attitudes, readiness for change and employee job performance were rated at the "agree level". Organizational commitment in terms of affective commitment was a major factor that determines employees' work attitudes in this organization. Organization structure was a major factor that determines employee readiness for change. Job knowledge was a

major factor that determines employee job performance. In addition, the study findings showed that there was no significant relationship between organizational climate and employee job performance, however there were significant relationship between organizational climate dimension namely structure, responsibilities, support and employee job performance. Employees' work attitudes and employees' readiness for change had a significant relationship with employee job performance at the moderate positive correlation. Moreover, the study finding showed that there was no significant relationship between demographic profiles and employee job performance. Based on the results of the study, the researcher proposes organizational development intervention plans as the principal recommendation. The planned interventions are intended to improve an effectiveness of the entire organization. To improve organizational climate, the researcher recommends the management to establish clear and specific performance goals for employees' job and clarify each of the responsibilities in the work group. To improve employees' work attitudes, the researcher recommends the management to communicate excitement and enthusiasm about the work to their subordinates and involve employees in setting goals. To improve employees' readiness for change, the researcher recommends the management to establish "Change leadership class" training for all managers. And to improve employee job performance, the researcher recommends the management to develop the "Performance Management Program" for all employees.