

## ABSTRACT

The purpose of this study is to describe and analyze the current level of Management Competence in terms of Planning and Organizing, Time Management and Leading; and Personal Skills Development in terms of Attitude, Interpersonal Skill and Teamwork of the educational workers for refugees within Karen Refugee Committee – Education Entity. The second objective is to diagnosis, identify the Management Competence and Personal Skills Development and Propose appropriate OD in intervention.

Human resource is the most important factor to concern for doing business because the one who can create excellent or poor business is depending on the human resource who participates in running business. The competent and content employees are the fundamental for the business success. The organization need to engage people with learning environment where the employees can learn and satisfied with what they are doing.

This research study designed based on three phases namely Pre-Organizational Development Intervention (Pre-ODI), the propose Organizational Development Intervention (Propose ODI) and the Expected Results. In Pre-ODI stage the researcher concerned and diagnosed the current situation of the organization which stated problems and draw attention to the areas which needed to be improve as Propose ODI.

In this research study, the researcher used mix approach (quantitative and qualitative) to collect the information and researcher distributed questionnaires for a survey with one hundred and twenty seven respondents for quantitative analysis. With

the qualitative approach researcher conducted in depth interviews to targeted respondents and observed the organization throughout the process.

The researcher used English, Burmese and Karen languages for questionnaires and researcher did the pilot-test for the questionnaires to the educational workers in other refugees' camp before distributing the focus area. The researcher used the quantitative approach for the data analysis. Frequency and percentage were used to measure the demographic profile. Average Mean and Standard Deviation were used to measure the Likert's scale questionnaires.

The findings showed that the educational workers' management competence in terms of planning and organizing, time management and leading; and personal skills development in terms of attitude, interpersonal skill and teamwork area are in satisfactory level. Opportunities for improvement, advancement are needed interventions for future development.

