

ABSTRACT

The main objective of this action research is to study the initial impact of organization development intervention on team effectiveness and conflict management at Bearings Corporation Company Limited. The significant benefit of this action research is for the management team to realize the current situation of the organization on team effectiveness and conflict management. This action research had been developed and implemented on organization development intervention program to Bearings Corporation.

The action research had been designed from scouting phase, entry phase, problem definition phase, data collection phase, data feedback phase, diagnosis phase action plan phase, action implementation phase, and evaluation phase. The researcher used both the qualitative and quantitative approaches. Four data collection techniques had been applied which are surveys used of questionnaires, in-depth interviews, focus group discussion, and observation. The data was collected from 44 respondents of Bearings Corporation.

The organization development intervention program of this research was applied in the eight step of change. The purpose of the organization development intervention program is to develop team development, participation, collaboration, communication, and trust among members together with improving conflict management style of Bearings Corporation to collaborating or at least compromising. The organization development intervention program was follow step by step of “eight step of change” as from unfreezing to finally refreezing.

The organization development intervention program was performing effectively since the program could create an initial impact to the organization on

team effectiveness and conflict management. The program could create improvement in team development, collaboration, participation, communication and trust. The conflict management could impact by increasing of the level of collaborating and compromising.

