

ABSTRACT

The purpose of this action research study is to determine the current situation of the organization in terms of employees and volunteers development, responsiveness and beneficiaries' satisfaction in South Dagon World Vision and Hlaing Thar Yar World Vision. The second objective is to identify and implement appropriate ODI on promoting employees' and volunteers' capacity development. The last one is to determine the differences between the pre and post ODI on promoting employees' and volunteers' development, responsiveness and beneficiaries' satisfaction after interventions.

As an INGO in Myanmar, human resource development and organization development are critical for high quality services to fulfill the beneficiaries' expectation on rights based and sustainability. The organizations need to engage the capacity building platform and continuously enhance the human resources. The researcher designed this study based on three phases, Pre-Organizational Development Intervention (Pre-ODI), Organizational Development Intervention (ODI) and the result of Post Organizational Development Intervention. Then, the researcher proposed workable ODI design for future.

The researcher used quantitative and qualitative approaches to gather data and information. The researcher distributed questionnaires for survey in Pre-ODI and Post-ODI stages to 10 employees, 10 volunteers and 40 beneficiaries from South Dagon and Hlaing Thar Yar townships. All questionnaires were in Burmese only. The researcher also conducted four sessions of in depth interview in Pre-ODI and Post-ODI as well. Two management level employees, four operation level employees, four volunteers and 10 beneficiaries have participated in each group of interview session.

In this action research, the researcher used descriptive analysis, frequency, percentage, mean, paired sample T-test and correlation to measure the Likert's scale questionnaires. The qualitative analysis were based on interaction, key words and phrases that reflected to the interviewees' belief and ideas.

The research findings showed that the development and responsiveness of the employees and volunteers and the beneficiaries' satisfaction are in satisfactory level. The researcher recommended to promote the technical support, project management, communication and create the learning environment within organization.