

Abstract

Since the world is changing, companies no longer have a choice; they must change in order to survive. Organizations encounter many different forces for change. In order to grow alongside the global market, organizations need to develop themselves and stay up-to-date in order to be ready to handle any problems that could arise in the future. This research was conducted to 1) assess and analyze the current situation, functions and performance of Grand Knitting Industry Co., Ltd. (GKI) as a human social system in terms of a) employee communication b) employee motivation c) training and development and d) employee performance at GKI, 2) determine the relationship between employee communication, employee motivation, training and development, and employee performance, 3) determine, develop, and implement the appropriate intervention programs on employee communication, employee motivation, training and development, and employee performance, 4) determine the impact of Organization Development Intervention (ODI) on employee communication, employee motivation, training and development, and employee performance.

The respondents in this study were 150. The researcher used both quantitative and qualitative methods in analyzing data. Multiple choices and a six pointscale were used. For the questionnaire survey, data were collected, encoded, and processed by the Statistical Package for Social Science (SPSS), statistical software for evaluation and analysis of the data. Qualitative methods were collected data from informal interview, observation and focus group. The organization development intervention were implemented for four and a half months, intervention techniques were goal settings, rewards, meetings, sports activity, and training.

According to the results, it was found that there was an improvement in the organization through ODI. Employee performance had improved, enhancing employee motivation, developing supervisor-subordinate communication among co-workers, and also top executives and employees. Training also enhanced employee performance, resulting in a positive impact on organization productivity.

