

## Abstract

The main purpose of this study is to determine the “Initial Impact of Organizational Development Intervention on Organization and Interpersonal Communication of Heads, Teachers and Support Personnel in Human Resource Department of Saint Gabriel’s College”. This study aimed to: (1) describe and analyze the current situation of the human resource office in terms of organization and interpersonal communication. (2) identify and implement appropriate ODI’s to improve organization and interpersonal communication in human resource office, and (3) determine the initial impact of ODI on organization and interpersonal communication in human resource office. Specifically, the study sought to answer the following questions: 1. How do the heads, teachers and support personnel organization and interpersonal communication in human resource react in terms of their a. Pre-ODI and Post-ODI? b. Problems encountered? 2. Which Organizational Development Intervention greatly affects the organizational and interpersonal communication in human resource? 3. What is the significant difference between pre-ODI and post-ODI in the organization and interpersonal communication of the heads, teachers and support personnel in human resource of Saint Gabriel’s College?

There were 219 respondents in this study that comprises of 14 heads, 146 teachers and 59 support personnel. The research design of this study uses the Action Research Model with Organizational Development Intervention to measure the components of interpersonal communication. There were two methods applied in gathering the data, the use of questionnaire and the use of interview questions.

Data analysis was divided into two methods; quantitative and qualitative data analysis. The descriptive statistic of frequency distribution and mean were the main statistic method used in order to differentiate the gaps between the pre-IDI and post-IDI. To determine the impact of organization development intervention on organization and interpersonal communication, sample paired t-test was used.

After all the data was gathered, analyzed and interpreted, concrete observation and conclusion were raised. The results obtained from this study serves as a guide and inspiration for other departments with regards to interpersonal communication such as, new policies/rules must be communicated clearly by personnel from human resource office to the members of the organization; communication lines should be always open between the members of the organization and personnel from human resource office; rich communications like face to face meetings, general assembly, and personal visitation of human resource personnel must be practiced especially for sensitive matters at all times; important announcements must be circulated among the heads, teachers and support personnel by personnel from human resource office always; lean communications like memos, written letters must be used for routine matters by personnel from human resource office at all times; the personnel from human resource office must cooperate in coaching and relaying written and verbal communication to the members of the organization; and communication room for information filing and storage must always be used and available from personnel of human resource office.

Organizational development intervention applied has a great impact in the interpersonal communication of personnel from human resource office. Monitoring, relaying, systematic data filling; flow of circulation of information; improving letters and memos; conducting meetings, assembly and visitation; coaching and availability

of communication room must be maintained and exercised by the personnel from human resource office.

Significant difference in this study was greatly achieved by the researcher. There is a very high significant effect in both heads and support personnel. Nevertheless, teachers also resulted to a high significant effect.

This research was a successful effort of the researcher in bringing and exposing the different organizational development intervention to aid the problems and weaknesses of human resource office in terms of organizational and interpersonal communication. It was suggested that, pursuing the present objective and plan, the services of human resource office will improve if there's a better and effective communication. Heads, teachers and support personnel must also cooperate with the personnel from human resource and vice versa. Communication lines must be open at all times. Flow of communication in the system must be continuous and must not be interrupted.

Interpersonal communication in the human resource office will be more effective and worthwhile if all members will cooperate, initiate and unselfishly do their jobs.