

ABSTRACT

The main objective of this study was to determine the impact of OD interventions in terms of employee commitment and teamwork on the Office Operations division at BP Sports Co. Ltd. BP Sports Co. Ltd is one of the most well-known global sports manufacturers. The organization comprises of different department that work together globally. One of the divisions that contribute to the success of the organization is the Office Operations division. The Office Operations division comprised of six members, which were one manager and five subordinates. The division faced various internal problems and the researcher chose to study the commitment and teamwork problem areas that went on inside the division.

The methods used to gather data in this study were qualitative. The researcher used observation and formal one-on-one interviews with each of the Office Operation division members. The researcher found from the pre-ODI phase that the members felt they worked well with other members of the division but a majority had problems working with the manager. Communication within the division was also minimal and the members did not interact very much with each other.

The intervention recommended by the researcher was to organize monthly team meetings and for the manager to work hands-on on different tasks. The intervention was implemented during July 9, 2007 through Sept 28, 2007. The post-ODI findings revealed that the monthly team meetings worked positively for most of the members while some did not find the meetings had any impact on their work. The recommendation for the manager to do hands-on work did not make any impact on the division due to the wrong implementation of the intervention.