

ABSTRACT

The purpose of this research is to determine the initial impact of Organization Development Intervention on Assessing and Improving Employee's Attitude and Quality of Service in Service Department at Saint Gabriel's College.

The research design of this study uses the Action Research Model. ODI Intervention is used to improve attitude of the respondents towards organization, and quality of service efficiency. The assessment has been conducted before and after OD Intervention by using two main tools which are questionnaires and interview guides.

The target respondent was 145 employees, the data are collected by questionnaire which consisted three parts: 1st part is personnel demographic, 2nd part is Employee's Attitude, and 3rd part is Employee's Quality of Service.

Data were analyzed by SPSS for Windows program. The statistics used in data analysis are percentage, mean, standard deviation, and difference analysis using t-test were methods used in order to differentiate the gaps between the pre and post OD intervention. T- test was used to determine the initial impact of ODI on employee's attitude and quality of service.

After OD Intervention training, the result of the findings showed that there is a significant difference between pre and post OD Intervention on assessing and improving employee's attitude and quality of service.

From the findings of Employee's Attitude, training can improve, They work together to solve problems, they felt specifically honor, of their present position they felt very satisfied with

their job stability, they had a good relationship and in the meeting time everyone gets along with each other and would like to share ideas. Findings are uncertainty about salary, training to improve their skills and other technical requirements for their work and occasion to get reward from their job.

From the findings of Employee's Quality of Service, training can improve them to become kinder and like to do things for other people, they will politely provide consistent service, they think the most responsible tasks successfully operating as intended and they enjoy getting things done on time. They accept that implementing OD Intervention can improve their attitude and quality of service.

Finally, OD Intervention is an ongoing process. The concerned areas need continuing OD process as it would take time to create the impact. The researcher recommends the school to continue to implement an OD Intervention, because the OD Intervention activity should not only be done in a short time.

