

ABSTRACT

The main objective of this research is to study the work process, teamwork, and organization communication at TSC 1656 Company Limited (TSC Company). The significant benefit of this study is for the management team to recognize the situation and also look for the way to develop the work process, teamwork and communication inside organization.

The research design of this study is based diagnosis stage of Organization Development (OD). The 158 respondents were chosen by simple random sampling from a population 222 people who relate with job no.5 which is install “District Meter”(DM) and “Remote Terminal Unit” (RTU) that TSC Company work for Metropolitan Water Authority of Thailand (MWA). The researcher used both quantitative and qualitative approaches. Quantitative analysis was done on the data gathered from the survey questionnaire while qualitative analysis was done by interview. There are two set of questionnaire. 1) attitude of workers in term of teamwork and communication of TSC Company 2) work process of each department.

The researcher found that the workers accept concept about teamwork and they felt they work as a team from questionnaire. From interview, task manger told they do not work as a team or there was not much support from other workers both inside and outside department. The workers also did not communicate to each others sometimes even it was important. Work process of install DM and RTU was changed but there was not communicate well and it was cause of time late, ineffective work, even conflict among workers. So the researcher is going to propose Organization Development Intervention (ODI) to the project director in order to solve the problem as well as improve company performance. Activities which can tighten and build

strong relationship among workers make teamwork happen. Some policies will be set to solve problem about communication. And work process management will be used to increase effective level of work process in installing DM and RTU.

