

ABSTRACT

The main purpose of the study is on job competencies, knowledge management, job satisfaction and proposed organization development intervention (ODI).

This study used action research model. In pre-OD, the researcher diagnosed the organization to know the current situation of the organization, states the problems and highlight the areas that ODI have to be taken. This study used both quantitative and qualitative approach for analyzing the data. ODI is the application for solving the problems occurred in pre-ODI. Finally, this paper presented the desired stage of the organization after ODI is taken.

The researcher examined the respondents of all the seven full-time staffs and six part-time staffs in the organization. In order to find out the perspective of the customer service for the topic job competencies, the researcher distributed the questionnaires to 54 students.

Both English and Burmese languages questionnaires are used. The researcher did the pre-test for the questionnaires to the similar organization before distributing the organization.

The researcher used the quantitative approach for the data analysis. Frequency and percentage were used to measure the demographic profile. Average mean and standard deviation were used to measure the Likert's scale questionnaires.

The results showed that the staffs required enhancing their competencies in order to face unnoticed challenges, willingly to accept the knowledge management in terms of knowledge sharing and overall they are satisfied with their job.