

ABSTRACT

Competition nowadays in all business types is getting higher. To always keep the organization be effective and ready for any changes is very important. The purpose of this Action Research is to improve communication and coordination between secretarial section and other departments. Secretarial section is working close to the top level person who is a decision maker for organization. When the decision is made well and fast, next processes will easily continue until it finishes. To make communication and coordination effective and help organization decrease the numbers of customer complaints about the slow service that will effect to the business, the researcher designed an appropriate OD Intervention which will deliver better communication and coordination. The first intervention was to design a manual and provide training to the departments who coordinate directly with the secretarial section. Second intervention was made for the secretarial section to be trained on how to improve communication skills.

This study included quantitative research method. It consisted two sets of questionnaire which were used for secretarial section and other departments. The statistical analysis was applied to analyze the data containing average mean, percentage, and standard deviation. T-Test was used to measure the results of the OD Intervention between the pre and the post sessions.

OD Intervention ran for three weeks. The results of the finds reveal that the designed intervention impact significantly on improving communication and coordination between secretarial section and other departments. The training for improving communication skills at secretarial section also made the average mean of communication statements in the questionnaire higher.

The researcher faced with time limitation in conducting OD Intervention. However, it is recommended to continue using manual and keep it with the departments as their guideline how to deal with secretarial section. A future study on improving intrapersonal and interpersonal skills is also recommended in order to make a full development for people in organization.

