

Abstract

This study targeted an exporting company-Thai Mee Co., Ltd.- to discover the problematic areas centering on employees' personal competency, commitment, social interaction, job satisfaction and job performance.

Firstly, questionnaires were distributed to the 24 office employees within Thai Mee to obtain the employees' perception on those five problematic areas. The researcher adopted four-point-scale to determine the level of the employees' perception and used the means and frequency tables to describe and demonstrate the employees' perception. In the meanwhile, the researcher conducted in-depth interviews respectively with the company's owner and the two managers to further appreciate the company's problems.

Secondly, substantial OD interventions were designed, developed, proposed and suggested to the company's owner focusing on these five problematic areas. However, based on the realistic situation these proposed OD interventions currently could not be implemented and the effects of the implementation of these interventions could not surface right now. The researcher visualized the prospects and foresaw what would happen within this company if these proposed OD interventions could be able to be implemented with the company.

Finally, the summary of the findings were that the employees of this company were perceived as being lack of personal competency, commitment, social interaction, job satisfaction and job performance. To address the findings, a set of ODI recommendations was designed and developed as proposed for implementation.