

ABSTRACT

Nowadays, changes in Information & Technology happens very fast and has influenced the world's health system. Many experts in the health industry try to find the new treatment methods related to the world's change. Treatment has become famous in world's modernization. The Ministry of Health of many countries have changed their old treatment systems. And the persons who have to use this system directly are doctors. Therefore the new era schools need to have more capability to be treating consultants for their students. So, all schools need to have an infirmity teacher. They need to have the abilities to develop the treating processes efficiently. They have to understand very well about societies, economies, the policies and cultures of the world and they need the skills in cooperating with the others. The infirmity teachers have to improve their skill all the time. Infirmity teachers must have knowledge as they have to be supporters and consultants for student's treatment and health.

The main purpose of the study is about the impact of OD intervention on quality service, user behavior and communication of infirmity department of Saint Gabriel's College. This study aimed to achieve three main objectives including (1) To describe and analysis current situation, functioning and

performance of the infirmary department of Saint Gabriel's College in terms of as "quality service, user behavior and communication", (2) To identify and implement appropriate OD intervention on quality service, user behavior and communication and (3) To determining the impact OD Intervention on quality service, user behavior and communication.

For the research methodology, the researcher focused on structured interview, observation and questionnaire which were applied for gathering primary data. In the research, the participants were 571. The researcher could conclude that grade 5-12 students, teachers and workers in Saint Gabriel's College needed to develop and improve their infirmary department. Based on the research results, the researcher used quality service, user behavior and communication for students, teachers and workers in Saint Gabriel's College. After that, the researcher collected the data to check the impact of OD Intervention on quality service, user behavior and communication of infirmary department of Saint Gabriel's College. It shows there were positive feedback in the infirmary department, it didn't have impact. Therefore, based on the research hypothesis, there is high satisfaction on quality service, medium satisfaction on user behavior and high satisfaction on communication in infirmary department of Saint Gabriel's College. And OD intervention has no impact on quality service, user behavior and communication of infirmary

department of Saint Gabriel's College.

