

Abstract

The study on “The Readiness of Operational Employees on Organizational Development : A Case Study of Nakornchaisri Industry Company Limited” aims at studying the level of knowledge, understanding, and opinions on organizational development. Questionnaire is used as instrument for data collection. Statistics applied are Percentage and Arithmetic Mean.

The study finds that the majority of employees are females with an average age between 25-29 years who finish elementary and lower secondary education and work as machine controllers in the Production Department for not over 5 years and have participated in organizational development activities.

Most employees have knowledge and understanding of organizational development at advanced level. However, there are issues they have correct understanding at the end of the list which are communication given by the executives before proceeding with the implementation, and the fact that organizational development widens the knowledge on their duty, responsibility and scope of work. It is found that difference in age, work position, unit affiliation, duration of work, and participation in organizational development activities result in difference of level of knowledge and understanding of organizational development. For instance employees aged between 18-39 years working as office employees in administration unit for 10 years and over and have never participated in organizational development activities have more knowledge and understanding than employees aged between 40-55 years working as production employees in the factory unit for less than 10 years and have participated in organizational development activities.

With reference to the opinions of operational employees on organizational development, it is found that they do not go along with it. In more detail, the whole picture reflects that the employees agree the most that organizational development helps only the increase of sale volume and has nothing to do with the betterment of employees. On behavioral aspect the employees agree the most that participation in

training activities organized by the Company causes a waste of working time and does not increase their knowledge. On structural aspect they agree the most that organizational development widens the gap of relationship between the executives and operational employees. Lastly on the aspect of process the employees agree the most that work recording on paper increases the complexity and is a waste of time.

Employees with difference in gender, age, educational attainment, work position, unit affiliation, duration of working with the organization, and participation in organizational activities have different opinions toward various aspects of organizational development. For instance employees with difference in gender, educational attainment, and participation in organizational activities have different opinions on the whole picture of organizational development. On behavioral aspect employees with difference in age, work position, unit affiliation, duration of work and participation in organizational activities reflect different opinions. In the same way, on process aspect employees with difference in age, educational attainment, work position, unit affiliation, duration of work, and participation in organizational development activities reflect different opinions.

The study recommends that all parties concerned should recognize the importance of organizational development. The Company itself should communicate employees at all levels to correctly understand the need, targets, and objectives of organizational development with an emphasis on less educated groups, and at the same time support and give them the opportunity to continuously participate in order to create good attitude toward the development. The Company should establish a special unit or appoint personnel to be directly responsible for organizational development. Importantly, however, is collaboration from the employees. That is the employees at all levels should collaborate by adopting the changing practices and policies newly developed by seeking more knowledge on the changes and by adjusting their behavior to correspond with the changes to bring about a success of organization development.