When I first thought about the idea of working on the concept of Organizational Development Interventions conducted in Bhilai Steel Plant, Bhilai, there were some voices of dissent, saying that not much work has already been done in this area. However, I persevered with the idea as I felt that the concept of Organization Development has not been widely researched in the context of outcome and effectiveness the organization gets after conduction of such interventions. My supervisors encouraged me in this idea and from there I embarked on this effort.

The present study is a product of my interest in the area of Organizational Development Interventions in Bhilai Steel Plant, Bhilai, Dist. Durg, C.G. and what exactly the Steel Plant gains by implementing these Interventions.

This study was conducted using broadly four tools of analysis. First Tool used for Competency Mapping Intervention was for measuring Role Efficacy. Second Tool used was Organizational Role Stress Scale (ORS) using five point scale for evaluating Multiskilling Programme. Third tool used for conducting Rumination analysis in Customers Delight in Services – Remote and Personal Programme which had seven items, and for the fourth Intervention Micro Planning Intervention, Organizational
Learning Diagnostics tool was used, again had five point scale with 23 items in it.

The Thesis is broadly divided into six chapters. First Chapter deals with the Introduction and theoretical aspects of the Organizational Development, dependent variables, definition, impact, importance dimensions, interventions etc. Second Chapter contains the review of literature, where an effort has been made to record researches done all over the world on this topic. Third Chapter comprises of the problem statement, hypothesis. The fourth Chapter deals with sample, tools and methodology, where as the fifth Chapter contains data analysis, results and discussions comprehensively and the Sixth Chapter is the summarization of the whole study.

An honest effort has been made in finding out the effectiveness and outcomes the Organizational Development interventions have yielded to Bhilai Steel Plant, and what aspects Bhilai Steel Plant has to focus on implementing the Organizational Development Interventions.