

# Meningkatkan kepuasan kerja dan efektivitas komunikasi interpersonal atasan-bawahan melalui program pelatihan komunikasi interpersonal pada supervisor di PT.X = Improving job satisfaction and superior-subordinate interpersonal communication effectivity through interpersonal communication training program for supervisor in PT.X

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## Abstrak

Tesis ini dilakukan untuk mengetahui hubungan antara kepuasan kerja dan efektivitas komunikasi interpersonal atasan-bawahan melalui intervensi pelatihan komunikasi interpersonal untuk supervisor di PT X. Alat ukur Kepuasan Kerja (Spector, 1997) dengan  $\alpha = .897$  dan Efektivitas Komunikasi Interpersonal (DeVito, 1996) dengan  $\alpha = .891$ . Hasil uji korelasi Pearson terhadap 39 karyawan non-supervisory level, adalah terdapat hubungan signifikan antara kepuasan kerja dan efektivitas komunikasi interpersonal atasan-bawahan ( $r = .451$  dan signifikansi  $.004, p < .05$ ). Peneliti memberikan intervensi pelatihan komunikasi interpersonal bagi supervisor untuk meningkatkan efektivitas komunikasi interpersonal antara atasan dan bawahan. Sosialisasi kepada manajemen perusahaan dilakukan untuk menggantikan program pelatihan yang direncanakan. Tanggapan manajemen terhadap program pelatihan ini ialah cukup bagus karena memaparkan secara lengkap agenda pelatihannya. Dengan demikian, pelatihan komunikasi interpersonal sesuai untuk meningkatkan efektivitas komunikasi interpersonal pada supervisor di PT.X. Walaupun demikian, manajemen perlu melakukan pelatihan yang sudah diprogramkan secara konsisten.

.....The research was performed to observe relationship of job satisfaction and superior-subordinate interpersonal communication effectivity through interpersonal communication training at PT.X. The reliability of Job Satisfaction Survey (Spector, 1997) is  $.897$  and the reliability of interpersonal communication effectivity (DeVito, 1996) is  $.891$ . The result of Pearson Correlation from 39 non-supervisory employees, there is a significant relationship between job satisfaction and superior-subordinate interpersonal communication effectivity ( $r = .451$  and significance score of  $.004, p < .05$ ). Researcher planned to intervene by interpersonal communication training for supervisor to improve communication interpersonal effectivity between superior and subordinate. Socialization to the management about the intervention was held as substitution of the training itself. Management said that the intervention program is good enough to apply because the researcher described from training stage to evaluation stage. The conclusion is interpersonal communication training for supervisor is suitable to improve superior-subordinate interpersonal communication effectivity. However, management still needs to hold the programmed training constantly.