

# Pelatihan Komunikasi Efektif untuk Meningkatkan Perceived Organizational Support dan Motivasi Kerja = Effective Communication Training for Improving the Perceived Organizational Support and Employee Motivation

Scholastica Piscesha Karina, author

Deskripsi Lengkap: <https://lib.ui.ac.id/detail?id=20307906&lokasi=lokal>

---

## Abstrak

Tesis ini membahas tentang efektivitas program pelatihan komunikasi efektif untuk meningkatkan perceived organizational support dan motivasi kerja karyawan di PT. XYZ yang bergerak dibidang jasa keamanan. Saat ini kinerja perusahaan dirasa tidak optimal akibat rendahnya motivasi kerja dan perceived organizational support yang kurang efektif terkait masalah komunikasi. Tipe penelitian yang dipakai adalah action research pada 23 partisipan Alat ukur perceived organizational support merupakan adaptasi dari Survey of Perceived Organizational Support (Eisenberger, 1986) dengan nilai koefisien alpha ( $\alpha$ ) sebesar 0,833. Sedangkan pengukuran motivasi kerja, menggunakan adaptasi dari Motivation Survey (Moore, 2007) dengan nilai koefisien alpha ( $\alpha$ ) sebesar 0,843.

Hasil uji korelasi Pearson Correlation menunjukkan adanya hubungan yang signifikan antara perceived organizational support dan motivasi kerja ( $r = 0,584$ ) signifikansi 0,000 ( $p > 0,05$ ). Sementara hasil uji Paired Sample T-test menunjukkan peningkatan mean perceived organizational support maupun motivasi kerja sebelum dan sesudah intervensi dengan nilai signifikansi 0,517 ( $p > 0,05$ ) dan 0,625 ( $p > 0,05$ ). Dengan demikian tampak bahwa perbedaan tersebut tidak signifikan. Untuk itu perusahaan perlu melakukan program pengembangan lanjutan yang dapat mendukung intervensi pelatihan komunikasi efektif yang sudah dilakukan.

.....This thesis is discuss about effectiveness of communication effective training for increasing perceived organizational support and employee motivation in the PT. XYZ, the security service company. Thus, is action research with the participation of as many as 23 participants. Perceived organizational support measurement was adapted of Survey of Perceived Organizational Support (Eisenberger, 1986) with coefficient alpha ( $\alpha$ ) of 0.833. To measure employee motivation, Motivation Survey (Moore, 2007) with the value of coefficient alpha ( $\alpha$ ) of 0.843 was adapted.

Pearson Correlation test results showed a significant relationship between perceived organizational support and employee motivation ( $r=0.584$ ) with 0.000 significance ( $p > 0.05$ ). Results of Paired Sample T-test showed differences in scores before and after the intervention on perceived organizational support to the significance of .517 ( $p > 0.05$ ) and the motivation to work with a significance value of 0.625 significance ( $p > 0.05$ ). The result show that the mean difference was not significant. Therefore, this company need to do other development program to support interventions that have been done.