

Intervensi pelatihan dan pendampingan Coaching untuk meningkatkan Perceived Organizational Support dan komitmen organisasi karyawan di PT XYZ = Industrial and organizational psychology intervention of coaching training and supervisory for improving perceived organizational support and organizational commitment of XYZ's Employee

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Abstrak

Penelitian ini dilakukan untuk mengetahui pengaruh perceived organizational support (POS) terhadap komitmen organisasi karyawan di PT XYZ. Tipe penelitian action research dengan responden sebanyak 66 karyawan. Alat ukur dalam penelitian ini adalah adaptasi dari Organizational Commitment Questionnaire (Allen dan Meyer, 1997) dan Survey Perceived of Organizational Support (Eisenberger dkk., 1986).

Hasil uji regresi berganda ($R^2=0,208$, $p<0,05$), menunjukkan bahwa ketiga komponen POS secara bersama-sama berpengaruh signifikan terhadap komitmen organisasi karyawan. Adapun dimensi POS yang memiliki sumbangan terbesar terhadap ketiga komponen komitmen organisasi adalah perceived of supervisor support (PSS). Oleh karena itu, intervensi dirancang untuk meningkatkan PSS melalui pelatihan coaching terhadap atasan dan pendampingan saat atasan memberikan coaching kepada bawahannya.

Dari hasil uji signifikansi perbedaan pre-test dan post-test, diketahui bahwa intervensi yang diberikan berhasil meningkatkan POS ($t=-2,899$, $p<0,05$), namun tidak berhasil meningkatkan komitmen organisasi karyawan ($t=-1,489$, $p>0,05$). Hal ini disebabkan rendahnya pengalaman kerja responden (dibawah 2 tahun) atau jarak pengukuran pre-test dan post-test yang terlalu singkat. Dengan demikian, perusahaan perlu memberikan bentuk dukungan lain yang dapat meningkatkan komitmen organisasi, misalnya kebijakan, penghargaan, dan kondisi kerja yang dipersepsikan adil oleh karyawan.

.....The study was conducted to determine the effect of perceived organizational support (POS) to organizational commitment of XYZ employees. Type of action research study with the respondents as many as 66 employees. Measuring tool in the study were adapted from the Organizational Commitment Questionnaire (Allen and Meyer, 1997) and the Survey of Perceived Organizational Support (Eisenberger et al., 1986).

The results of multiple regression test ($R^2=0,208$, $p<0,05$), showed that all three components of POS is jointly significant effect on organizational commitment of employees. The dimensions of POS which has the largest contribution to the three components of organizational commitment is perceived supervisor support (PSS). Therefore, the interventions was designed to improve the PSS through coaching training and supervisory to superordinates.

The results of pre-test and post-test significance differences that intervention given had been able to improve POS ($t=-2,899$, $p<0,05$), but have not been able to improve organizational commitment ($t=-1,489$, $p>0,05$). This is due to lack of work experience of respondents (under 2 years) or a distance measurement of pre-test and post-test that is too short. Thus, companies need to provide other forms of support that can improve organizational commitment, such as policies, fair rewards, and working conditions are perceived by employees.