

Analisis perbedaan manajemen konflik manajer Jepang dan manajer Indonesia: studi kasus pada PT. X dan PT. Z = Analysis of distinction conflict management Japanese and Indonesian managers: case study on PT. X dan PT. Z

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Abstrak

Penelitian ingin mengetahui penerapan manajemen konflik manajer Jepang dan Indonesia serta mengetahui perbedaan penerapan gaya manajemen konflik. Manajemen konflik yang terdiri dari integrating, obliging, avoiding, dominating dan compromising. Responden adalah pegawai di perusahaan manufaktur PT.X dan PT. Z. Penelitian menggunakan kuesioner sesuai Rahim Organization Conflict Inventory II (ROCI-II), lalu diolah dengan menggunakan analisis deskriptif dan t-test.

Hasil penelitian menemukan bahwa manajer Jepang menerapkan manajemen konflik dengan urutan integrating, compromising, obliging, dominating dan avoding. Sedangkan manajer Indonesia menerapkan manajemen konflik dengan urutan integrating, compromising, dominating, obliging dan avoiding. Ditemukan juga bahwa perbedaan penerapan manajemen konflik antara manajer Jepang dan Indonesia terdapat dalam gaya avoiding dan dominating.

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This research is conducted to discover the application of conflict management between Japanese and Indonesian managers and the applied distinction of conflict management. Conflict management consists of integrating, obliging, avoiding, dominating, and compromising. The respondents are employees from PT. X and PT. Z. The research uses questionnaire based on Rahim Organization Conflict Inventory II (ROCI-II) and is processed by using descriptive analysis and t-test.

The result of this research finds out that Japanese manager applies conflict management by sequence of integrating compromising, obliging, dominating, and avoiding while Indonesian manager applies conflict management by sequence of integrating, compromising, dominating, obliging, and avoiding. There is also applied distinction of conflict management between Japanese and Indonesian managers in avoiding and dominating manners.