

Hubungan antara komitmen afektif dan perilaku kewargaan antarpribadi: program pelatihan my company and i pada karyawan Direktorat A Bank XYZ = The relationship between affective commitment and interpersonal citizenship behavior: my company and i training program on employee at Directorate A of Bank XYZ

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Abstrak

Dalam menghadapi persaingan bisnis yang ada, bank XYZ perlu meningkatkan kinerja organisasinya saat ini yang salah satunya dipengaruhi oleh pengelolaan SDM. Penelitian ini dilakukan pada Direktorat A Bank XYZ dan terdiri dari dua studi, yaitu studi korelasi dan studi intervensi. Studi korelasi bertujuan untuk mengetahui hubungan antara komitmen afektif dan perilaku kewargaan antarpribadi. Penelitian dilakukan kepada 40 karyawan direktorat A dengan menggunakan TCM Employee Commitment Survey oleh Mayer dan Allen (2004) dan Interpersonal Citizenship Scale oleh Settoon & Mossholder (2002).

Hasil dari penelitian tersebut menunjukkan bahwa terdapat hubungan yang signifikan antara komitmen afektif dan perilaku kewargaan antarpribadi ($r = 0,38$, $r^2 = 0,14$, $p < 0,05$).

Z = -2,03, $p < 0,05$) pada karyawan sebelum dan sesudah diberikan pelatihan. Hasil evaluasi level tiga yang dilakukan setelah 2 bulan pelatihan belum menunjukkan adanya peningkatan signifikan pada komitmen afektif ($Z = -0,85$, $p > 0,05$) dan perilaku kewargaan antarpribadi yang dimiliki karyawan ($Z = -1,34$, $p > 0,05$), meskipun penilaian perilaku dari rekan dan atasan langsung menunjukkan bahwa karyawan memenuhi lebih dari 90 persen perilaku yang ditentukan.

.....To deal with existing business competition, Bank XYZ need to improve the performance of their organizations today, one of which is influenced by HR management. This research was conducted at Directorate A of Bank XYZ and consisted of two studies, namely correlation studies and intervention studies. The correlation study aims to determine the relationship between affective commitment and interpersonal citizenship behavior. The first study conducted on 40 employees of directorate A using the TCM Employee Commitment Survey by Mayer and Allen (2004) and the Interpersonal Citizenship Scale by Settoon & Mossholder (2002).

The results of this study indicated that there was a significant relationship between affective commitment and interpersonal citizenship behavior ($r = 0.38$, $r^2 = 0.14$, $p < 0.05$). Based on these results, an intervention study was conducted in the form of a training program to increase affective commitment to 5 employees of Directorate A, Bank XYZ. The evaluation results showed a significant increase in employees' knowledge ($Z = -2.03$, $p < 0.05$) before and after training. The results of level three evaluation, which was conducted after two months of training have not shown a significant increase in affective commitment ($Z = -0.85$, $p > 0.05$) nor interpersonal citizenship behavior owned by employees ($Z = -1.34$, $p > 0.05$), although behavioral assessments from colleagues and direct supervisors indicate that employees fulfill more than 90 percent of

the specified behavior.