

Intervensi Team Building terhadap Affect Based Trust untuk meningkatkan Teamwork pada kantor pelayanan percontohan XYZ di Jakarta = the Team building intervention to affect based trust for improving teamwork on XYZ Pilot Project Office in Jakarta

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Abstrak

Studi ini membahas pengaruh interpersonal trust yang terdiri dari affect based trust dan cognition based trust terhadap teamwork. Penelitian ini dilakukan pada kantor pelayanan percontohan XYZ di Jakarta yang baru di-launching pada bulan November 2011, dan sejauh ini dideteksi terdapat beberapa masalah yang terkait dengan isu teamwork. Tipe penelitian ini adalah applied research dengan menggunakan alat ukur interpersonal trust McAllister (1995) untuk mengukur variable affective dan cognitive based trust, serta Parker team-development survey (2007) untuk mengukur variable teamwork. Teknik regresi digunakan untuk menganalisis pengaruh affect based trust dan cognition based trust terhadap teamwork. Hasil menunjukkan adanya pengaruh affect based trust yang signifikan terhadap teamwork, sedangkan cognition based trust tidak berpengaruh secara signifikan terhadap teamwork. Untuk meningkatkan affect based trust kemudian diajukan intervensi pelatihan team building. Pretest-and-posttest digunakan sebagai analisis untuk melihat efektivitas dari intervensi, dan hasil menunjukkan adanya perbedaan nilai yang signifikan sebelum dan sesudah intervensi.

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This study will look at the effect of interpersonal trust which consist of affect based trust and cognition based trust towards teamwork. This study was conduct at XYZ pilot project service office in Jakarta, which was launch on November 2011 and so far there are several problems have been detected related to teamwork issue. The type of this research is applied research, using regression technique to analyze the effect of affect based trust and cognition based trust towards teamwork. Interpersonal trust assessment by McAllister (1995) was used as a tool to measure affect based trust and cognitive based trust variables and Parker team-development survey (2007) was used to measure teamwork variable. The result shows that there is a significant effect of affect based trust towards teamwork, but there is no significant effect of cognition based trust towards teamwork. To improve affect based trust, team building training intervention was proposed. The pretest and posttest was used to analyze the effectiveness of team building intervention program, and result showed that there is a significant score difference before and after the intervention.