

# Program team building untuk menurunkan konflik tugas dan meningkatkan komitmen organisasi : studi pada Divisi EM PT.XYZ = Team building program to reduce task conflict and enhance organizational commitment : study at EM Division PT. XYZ

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## Abstrak

Penelitian ini dilakukan untuk mengetahui pengaruh konflik tugas, konflik afektif, dan konflik peran terhadap komitmen organisasi, serta menentukan intervensi yang tepat untuk mengatasi masalah organisasi. Dalam menelusuri permasalahan organisasi, peneliti melakukan pengambilan data kuantitatif dan kualitatif, dimana data kuantitatif dijadikan sebagai data utama dan data kualitatif dijadikan sebagai data pendukung. Peneliti menyebarkan kuesioner konflik tugas, konflik afektif, konflik peran dan komitmen organisasi. Dugaan awal sesuai penggalan data kualitatif yaitu adanya pengaruh antara konflik tugas, konflik afektif, konflik peran secara bersamaan terhadap komitmen organisasi. Untuk mengetahui dugaan tersebut, kemudian peneliti mengukur korelasi antara konflik tugas, konflik afektif, dan konflik peran dengan komitmen organisasi.

Hasil perhitungan tersebut menunjukkan bahwa terdapat hubungan negatif signifikan antara konflik tugas, konflik afektif, konflik peran terhadap komitmen organisasi. Kemudian ketiga konflik tersebut secara bersamaan diuji pengaruhnya terhadap komitmen organisasi dengan menggunakan metode perhitungan standard multiple regression. Melalui perhitungan tersebut diketahui bahwa ketiga konflik berpengaruh terhadap komitmen organisasi. Selain itu, dari ketiga jenis konflik tersebut, konflik tugas memiliki skor kontribusi ( $sr^2$ ) terbesar terhadap komitmen organisasi. Artinya konflik tugas memiliki kontribusi paling penting dalam mempengaruhi komitmen karyawan terhadap organisasi di Divisi EM PT. XYZ. Kemudian melalui hasil tersebut diperoleh pula bahwa intervensi yang tepat untuk mengatasi masalah organisasi adalah intervensi pelatihan team building. Pelatihan team building dinyatakan efektif dalam meningkatkan pemahaman peserta terkait dengan materi yang diberikan.

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The study was conducted to determine the effect of task conflict, affective conflict, and role conflict on organizational commitment, and determine appropriate interventions to address organizational issues. In tracing the organizational problems, researchers conducted a quantitative and qualitative data collection, where quantitative serve as the primary data and qualitative data used as supporting data. Researcher distributing questionnaires task conflict, affective conflict, role conflict and organizational commitment. Preconception of appropriate qualitative data mining which is the relationship between task conflict, affective conflict, role conflict on organizational commitment. To find out the allegations, then the researchers measured the correlation between task conflict, affective conflict, and conflict with the role of organizational commitment.

The results of these calculations indicate that there is a significant negative relationship between task conflict, affective conflict, role conflict on organizational commitment. Then the three conflicts simultaneously tested their effects on organizational commitment using standard multiple regression methods of calculation. Through calculations it was found that all three conflicts affect organizational

commitment. In addition, the three types of conflict, task conflict has the largest score contribution ( $sr^2$ ) organizational commitment. This means that task conflict has contributed the most important in influencing employee commitment to the organization at EM Division PT. XYZ. Then through the results obtained are that the appropriate interventions to address the problems the organization is team building training interventions. Team building training is declared effective in improving participants' understanding related to the material provided.