

Pelatihan Team Building untuk meningkatkan Feedback Environment dan kualitas Team Member Exchange (studi pada PT. X Kantor Cabang Jakarta Timur) = Team building training for improving feedback environment and team member exchange quality (study at PT. X East Jakarta Branch Office)

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Abstrak

Penelitian ini dilakukan untuk meningkatkan feedback environment para anggota tim yang nantinya diharapkan akan dapat meningkatkan kualitas team member exchange sehingga nantinya diharapkan kerjasama antar anggota dalam tim meningkat. Berdasarkan data awal yang diperoleh, diketahui bahwa kerjasama tim pada PT.X masih perlu untuk ditingkatkan. Salah satu hal yang dapat menyebabkannya adalah feedback environment yang belum mendukung terjadinya pertukaran umpan balik antar anggota tim, sehingga dapat menyebabkan kualitas hubungan antar anggota tim menjadi kurang baik, hal ini dapat mengarah kepada kinerja tim yang kurang optimal. Untuk mengetahui apakah asumsi peneliti benar, dilakukan penelitian untuk melihat korelasi antara feedback environment dengan kualitas team member exchange.

Hasil menunjukkan bahwa terdapat hubungan yang positif dan signifikan antara feedback environment dan kualitas team member exchange. Berdasarkan hal tersebut, peneliti berusaha untuk meningkatkan feedback environment melalui pemberian pelatihan team building. Untuk mengetahui efek dari pelatihan team building ini, peneliti membandingkan skor alat ukur feedback environment (Steelman, Levy & Snell, 2004) dan kualitas team member exchange (Seers, Petty & Cashman, 1995) antara sebelum dan setelah pelatihan team building. Hasil menunjukkan bahwa pelatihan team building yang diberikan belum berhasil untuk meningkatkan feedback environment dan kualitas team member exchange.

.....This research is aimed to improve feedback environment poses by team member. By improving feedback environment, researcher assume there will be improvement on team member exchange quality, so team performance will improve also. Based on initial data, result showed that at PT.X, the teamwork still need to improve. One of the reason is the feedback environment poses by team member didn't support feedback exchange between team members, thus it can cause poor team member exchange quality which affect poor team performance. To determine whether the assumption is true, researcher correlates the feedback environment and team member exchange quality.

Result showed that there is a significant and positive correlation between feedback environment and team member exchange quality. Therefore, the researcher improves the feedback environment by giving team building training for PT.X employees. To determine the effect of the training, researcher compare the feedback environment (Steelman, Levy & Snell, 2004) and team member exchange (Seers, Petty & Cashman, 1995) inventory score of before and after the training. Result showed that the training haven't improve whether the feedback environment nor team member exchange quality.