

Coaching kompetensi supervisor sebagai intervensi untuk meningkatkan kepuasan kerja dan organizational citizenship behavior pada karyawan Primagama Rotacy = Supervisory competency's coaching as an intervention to enhance job satisfaction and organizational citizenship behavior for Primagama Rotacy's employees / Indri Dwi Wahyuni

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Abstrak

ABSTRAK

Penelitian ini bertujuan untuk mengetahui apakah intervensi berupa coaching dapat meningkatkan kepuasan kerja karyawan pada Primagama Rotacy, sehingga berdampak pada peningkatan Organizational Citizenship Behavior (OCB). Penelitian ini dilakukan terhadap 35 karyawan (10 karyawan full time dan 25 karyawan part time) pada Primagama Rotacy, dengan menggunakan alat ukur Organizational Citizenship Behavior dari Podsakoff, MacKenzie, Moorman dan Fetter (1990) serta Minnesota Satisfaction Questionnaire (MSQ) dari Weiss, Dawis, England dan Lofquist (1967). Dengan menggunakan analisa regresi terhadap variabel OCB dan kepuasan kerja, maka diperoleh hasil 88,4% variasi skor OCB disebabkan skor kepuasan kerja dengan data seluruh karyawan dan 93,6% variasi skor OCB disebabkan skor kepuasan kerja dengan data karyawan part time. Di sisi lain, dimensi kompetensi supervisor memiliki pengaruh paling signifikan terhadap OCB. Program intervensi yang dirancang untuk meningkatkan OCB adalah coaching pada supervisor. Coaching disusun berdasarkan hard competency supervisor yang belum terpenuhi. Hasil diskusi dengan kepala cabang menyatakan bahwa intervensi ini akan menjadi salah satu cara pengelolaan karyawan di organisasi sehingga dapat memberikan kepuasan kepada karyawan dengan harapan mampu meningkatkan OCB dan jumlah konsumen.

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ABSTRACT

The research aimed to determine the effect of coaching, as intervention program, to enhance employee's job satisfaction in Primagama Rotacy, in order to improve Organizational Citizenship Behavior (OCB). Research conducted on 35 employees (10 full time employees and 25 part time employees), by using Podsakoff, MacKenzie, Moorman dan Fetter (1990), Organizational Citizenship Behavior and Weiss, Dawis, England dan Lofquist (1967), Minnesota Satisfaction Questionnaire (MSQ). By using regression analysis to both variable, the result show that 88,4% variance of OCB's score depend on job satisfaction's score for all employees and the result show that 93,6% variance of OCB's score depend on job satisfaction's score for part time employees. On the other hand, supervisor's competency, working condition, and compensation as job satisfaction factor, were having most significance influence among other factors. Based on this, therefore, interventions program was designed to improve OCB, which is design of coaching at supervisor. Coaching was designed depend on supervisor's hard competency that still unfilled. Discussion with branch director showed that this intervention will one of way to manage employee in organization so that employee satisfaction will be increase and hopefully can increase OCB and amount of customer.