

# Intervensi team communication training untuk meningkatkan efektivitas komunikasi interpersonal dalam tim dan efektivitas teamwork di Pusdiklat X = The intervention using team communication training for improving interpersonal communication effectiveness in team and teamwork effectiveness at Pusdiklat X

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## Abstrak

Tesis ini bertujuan untuk mengetahui pengaruh efektivitas komunikasi interpersonal pegawai dalam tim terhadap teamwork di Pusdiklat X. Alat ukur efektivitas komunikasi interpersonal diadaptasi dari alat ukur yang digunakan oleh Loina (2012) berdasarkan aspek efektivitas komunikasi interpersonal yang dikemukakan oleh DeVito (1989, 2009, 2010). Alat ukur teamwork menggunakan alat ukur five functional team dari Lencioni yang telah diadaptasi oleh Delta (2012). Hasil uji regresi sederhana menunjukkan adanya pengaruh signifikan efektivitas komunikasi interpersonal pada pegawai dalam tim terhadap teamwork di Pusdiklat X dengan koefisien determinasi 0,239 ( $p < 0,01$ ).

Dengan demikian dapat disimpulkan bahwa skor efektivitas komunikasi interpersonal dalam tim mampu memprediksi skor teamwork sebesar 23,9%. Intervensi Team Communication Training dirancang untuk meningkatkan efektivitas komunikasi interpersonal dan teamwork. Uji Wilcoxon's signed rank test dilakukan untuk melihat efek intervensi. Nilai z untuk efektivitas komunikasi interpersonal dalam tim sebesar - 2,941 ( $p < 0,05$ ) dan teamwork sebesar - 2,352 ( $p < 0,05$ ). Hal ini menunjukkan peningkatan skor secara signifikan pada skor efektivitas komunikasi interpersonal dalam tim dan teamwork.

.....This thesis was performed to find out the influence of the effectiveness of employees interpersonal communication in the team for the teamwork effectiveness at Pusdiklat X. The interpersonal communication effectiveness measurement tool was adapted from the measurement tool used by Loina (2012), based on aspects of interpersonal communication effectiveness expressed by DeVito (1989, 2009, 2010). The instrument tool for measuring teamwork effectiveness used the five functional team questionnaire from Lencioni, had been adapted by Delta (2012). A simple regression test results showed the existence of significant influence of the effectiveness of interpersonal communication on the employees in the team of teamwork effectiveness at the Pusdiklat X with coefficients of determination of 0,239 ( $p < 0,01$ ).

Thus it can be concluded that the effectiveness of interpersonal communication in the team was able to predict the teamwork effectiveness score of 23.9%. The Intervention using Team Communication Training was designed to improve the effectiveness of interpersonal communication and the effectiveness of teamwork. The test of Wilcoxon signed rank was used to see the effects of the intervention. The score of z for the effectiveness of interpersonal communication in team = -2,941 ( $p < 0,05$ ) and the teamwork effectiveness = -2,352 ( $p < 0,05$ ). The final score strongly indicated the increasing of interpersonal communication effectiveness score in teamwork effectiveness significantly.