

Reaktivasi program coaching untuk meningkatkan kualitas hubungan atasan bawahan dan kepuasan terhadap atasan pada karyawan kantor pusat PT. ABC = Coaching program reactivation to improve employee s supervisor subordinate relationship quality and supervision satisfaction in head office of PT. ABC

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Abstrak

[ABSTRAK

Tujuan dari penelitian ini adalah untuk menentukan penyebab utama masalah rendahnya kepuasan terhadap atasan pada karyawan Kantor Pusat PT. ABC dan mendesain sebuah rancangan intervensi untuk mengatasi permasalahan tersebut. Penelitian ini menggunakan pendekatan kuantitatif dan kualitatif dengan jumlah responden 79 orang. Hasil penelitian menunjukkan bahwa faktor penyebab yang secara signifikan paling mempengaruhi kepuasan karyawan Kantor Pusat PT. ABC terhadap atasannya adalah kualitas hubungan atasan-bawahan, yang secara spesifik berasal dari faktor kontribusi atasan dalam mendukung kinerja bawahan. Oleh sebab itu, maka intervensi yang dilaksanakan untuk mengatasi permasalahan akan difokuskan pada bagaimana meningkatkan kontribusi atasan terhadap pencapaian kinerja bawahan, yaitu melalui reaktivasi program coaching yang akan dilakukan dengan menggunakan pendekatan komunikasi suportif.

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ABSTRACT

The purpose of this study is to determine the cause of employee?s supervision satisfaction problem in PT. ABC Head Office and design an intervention program to overcome the problem. This study used quantitative and qualitative approach with 79 employees as its respondents. Results show that supervisor-subordinate relationship quality had most significant influence to supervision satisfaction, specificaly from the supervisor?s contribution to support the subordinate performance and goal. Therefore, the intervention is focused on how to improve the contribution of supervisor in supporting their subordinate performance by reactivate the coaching program with a supportive communication approach.;The purpose of this study is to determine the cause of employee?s supervision satisfaction problem in PT. ABC Head Office and design an intervention program to overcome the problem. This study used quantitative and qualitative approach with 79 employees as its respondents. Results show that supervisor-subordinate relationship quality had most significant influence to supervision satisfaction, specificaly from the supervisor?s contribution to support the subordinate performance and goal. Therefore, the intervention is focused on how to improve the contribution of supervisor in supporting their subordinate performance by

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