

# Pengaruh Penurunan Inter-Sender Role Conflict dengan Pelatihan Komunikasi Asertif terhadap Perceived Organizational Support pada Karyawan PT ABC = The Influence of Decreasing Inter-Sender Role Conflict by Assertive Communication Training toward Perceived Organizational in Employees at PT ABC

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## Abstrak

Penelitian ini dilakukan untuk mengetahui adanya pengaruh role conflict terhadap perceived organizational support pada karyawan PT ABC. Berdasarkan hasil identifikasi masalah organisasi, para karyawan menampilkan role conflict, terutama inter-sender role conflict yang tinggi dan hal tersebut dianggap menjadi salah satu faktor yang menghambat munculnya perceived organizational support pada karyawan PT ABC. Alat pengumpul data yang digunakan adalah kuisioner Role Conflict (Rizzo, Haouse, Lirtzman, 1970) dan Survey of Perceived Organizational Support (Eisenberger, Huntington, Hutchison, & Sowa, 1986). Responden berjumlah 118 karyawan dari empat direktorat di PT ABC yang diambil secara random. Hasil uji regresi menunjukkan bahwa role conflict terbukti secara signifikan memengaruhi perceived organizational support ( $r = -.512$ ,  $R^2 = .262$ ,  $p < .05$ ). Artinya, penurunan role conflict dapat memunculkan terjadinya peningkatan pada perceived organizational support. Intervensi untuk menurunkan role conflict terutama inter-sender role conflict yang terjadi pada PT ABC dilakukan melalui pelatihan komunikasi asertif pada atasan maupun bawahan.

Uji perbedaan sebelum dan sesudah pelatihan menunjukkan peningkatan yang signifikan pada role conflict dan perceived organizational support pada karyawan PT ABC. Dengan demikian, maka pelatihan komunikasi asertif disarankan untuk dijadikan kegiatan untuk menurunkan role conflict, terutama inter-sender role conflict pada karyawan PT ABC.

.....This study aims to determine the effect of role conflict on perceived organizational support on employees of PT ABC. Based on identification of organizational problems, employee indicate a high role conflict, especially inter-sender role conflict and it is considered to be the one of factors that inhibit perceived organizational support on employee of PT ABC. Role conflict and perceived organizational support was measured by Role Conflict Questionnaire (Rizzo, Haouse, Lirtzman, 1970) and Survey of Perceived Organizational Support Questionnaire (Eisenberger, Huntington, Hutchison, & Sowa, 1986). A total of 118 employees in four directorates PT ABC participated randomly in this study.

Regression analysis result indicated that role conflict proven to significantly affect perceived organizational support ( $r = -.512$ ,  $R^2 = .262$ ,  $p < .05$ ). This result means that a decrease in role conflict causes an increase in perceived organizational support. Thus, the researcher concluded that the appropriate intervention to decrease role conflict, especially inter-sender role conflict on employee of PT ABC was through assertive communication training between superior and subordinate.

The difference between pre-test and post test result demonstrated a significant decrease in role conflict and increase perceived organizational support on employees of PT ABC. Hence, the assertive communication training should take place as a way to decrease role conflict, especially inter-sender role conflict of employees PT ABC.