

# Pengaruh penurunan role ambiguity dengan pelatihan komunikasi efektif terhadap perceived organizational support pada karyawan PT ABC = The influence of decreasing role ambiguity by effective communication training toward perceived organizational support in employees at PT ABC

Endah Setyarini, author

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## Abstrak

Penelitian ini bertujuan untuk mengetahui pengaruh role ambiguity terhadap perceived organizational support pada karyawan PT ABC. Berdasarkan hasil identifikasi masalah organisasi, para karyawan menampilkan role ambiguity dan hal tersebut dianggap menjadi salah satu faktor yang menghambat munculnya perceived organizational support. Alat pengumpul data yang digunakan adalah kuisisioner Role Ambiguity (Rizzo, House & Lirtzman, 1970) dan Survey of Perceived Organizational Support (Eisenberger, Huntington, Hutchison & Sowa, 1986). Partisipan penelitian berjumlah 118 orang karyawan yang dipilih secara random dari empat direktorat di PT ABC.

Hasil uji regresi menunjukkan bahwa role ambiguity terbukti secara signifikan memengaruhi perceived organizational support ( $r = -.456$ ,  $R^2 = .208$ ,  $p < .05$ ). Artinya, penurunan role ambiguity dapat memunculkan terjadinya peningkatan pada perceived organizational support. Peneliti kemudian menyimpulkan intervensi yang tepat untuk menurunkan role ambiguity yaitu melalui pelatihan komunikasi efektif antara atasan dan bawahan.

Uji perbedaan sebelum dan sesudah pelatihan menunjukkan penurunan yang signifikan pada role ambiguity dan peningkatan yang signifikan pada perceived organizational support pada karyawan PT ABC. Dengan demikian, maka pelatihan komunikasi efektif disarankan menjadi kegiatan untuk menurunkan role ambiguity pada karyawan di PT ABC.

.....This study aims to determine the effect of role ambiguity on perceived organizational support in employees at PT ABC. Based on identification of organizational problems, employees indicate a role ambiguity and it is considered to be the one of factors that inhibit perceived organizational support. Role ambiguity and perceived organizational support was measured by Role Ambiguity Questionnaire (Rizzo, House & Lirtzman, 1970) and Survey of Perceived Organizational Support Questionnaire (Eisenberger, Huntington, Hutchison & Sowa, 1986). The study sample comprised of 118 employees selected randomly from four directorates at PT ABC.

Regression analysis result indicated that role ambiguity proven to significantly affect perceived organizational support ( $r = -.456$ ,  $R^2 = .208$ ,  $p < .05$ ). This result means that a decrease in role ambiguity causes an increase in perceived organizational support. Thus, the researcher concluded that the appropriate intervention to decrease role ambiguity was through effective communication training between superior and subordinate.

The difference between pre-test and post test result demonstrated a significant decrease in role ambiguity and increase perceived organizational support in employees at PT ABC. Hence, the effective communication training should take place as a way to decrease role ambiguity of employee at PT ABC.