

Studi kasus motorvate: mengapa seorang pemimpin dapat membuat situasi buruk menjadi lebih buruk? = Motorvate case study: why would a team leader make a bad situation worse?

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Abstrak

[ABSTRAK
 Makalah ini menganalisis konflik yang muncul dalam Departemen Parts and Services di Motorvate serta menyediakan beberapa rekomendasi untuk memecahkan konflik tersebut dan mencegah timbulnya konflik-konflik serupa di masa depan.

Pertama, makalah ini mengeksplorasi faktor-faktor yang dapat memacu konflik dalam organisasi dan juga hal-hal yang dapat mendorong konflik tersebut menjadi lebih buruk. Beberapa teori dijabarkan dalam makalah ini untuk menjelaskan bagaimana faktor tertentu; seperti kepemimpinan, komunikasi, dan nilai serta norma yang berbeda antar individual; dapat memacu timbulnya konflik.

Setelah mengidentifikasi faktor-faktor yang dapat memacu konflik tersebut, makalah ini kemudian memberikan beberapa rekomendasi. Masing-masing dari rekomendasi tersebut ditargetkan untuk masing-masing individual berdasarkan peranan mereka dalam organisasi (Motorvate). Rekomendasi yang dijabarkan bertujuan untuk memperbaiki social effectiveness, kepemimpinan, komunikasi, dan juga keefektifan dalam bekerja dalam organisasi. Namun, rekomendasi-rekomendasi ini pun tidak lepas dari beberapa batasan yang dapat menghambat keefektifan pengimplementasiannya. Beberapa kekurangan tersebut diungkapkan dalam makalah ini agar dapat mengemukakan titik-titik lemah dari rekomendasi-rekomendasi tersebut dan membantu pengimplementasian yang lebih baik.ABSTRACT This report analyses the conflict that occurred in the Parts and Services Department of Motorvate and provides several recommendations to resolve these issues and prevent future conflict.

Firstly, the report provides an analysis which explores the factors that created the conflict and also exacerbated it. This analysis draws on numerous theories to explain how factors such as leadership, communication and differing values contributed to the conflict.

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