

Analisis pengaruh trust, community leadership, member connectedness, member commitment, dan management support terhadap community of practice effectiveness dan problem solving effectiveness = The effect of trust community leadership member connectedness member commitment and management support on community of practice effectiveness and problem solving effectiveness / Rahmat Fitriadi Herman

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Abstrak

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Tesis ini membahas pengaruh rasa saling percaya antar anggota (Trust), kepemimpinan dalam komunitas (community leadership), keterikatan antar anggota (member connectedness), komitmen anggota (member commitment), dan dukungan manajemen (management support) terhadap efektifitas community of practice (community of practice effectiveness) untuk efektifitas pemecahan masalah (problem solving effectiveness) di PLN Unit Distribusi Jakarta Raya dan Tangerang (PLN Disjaya). Penelitian ini dilakukan secara kuantitatif dan melalui survey kuesioner untuk uji hipotesis terhadap anggota community of practice yang ada di PLN Disjaya.

Hasil penelitian menunjukkan bahwa kepemimpinan dalam komunitas, rasa keterikatan anggota, dan dukungan manajemen memainkan peranan penting dalam efektifitas community of practice yang juga berperan dalam menentukan efektifitas pemecahan masalah. Namun, tidak ditemukan adanya pengaruh yang signifikan dari rasa saling percaya anggota dan komitmen komunitas terhadap efektifitas community of practice dan efektifitas pemecahan masalah. Penelitian ini dapat menjadi masukan dalam mempertimbangkan cara pengukuran dampak COP terhadap kinerja perusahaan.

**ABSTRACT**

This study analyze the effect of trust, community leadership, member connectedness, member commitment, and management support on community of practice effectiveness for problem solving effectiveness in PLN Jakarta Raya and Tangerang Distribution Unit (PLN Disjaya). The study employs quantitative method and questionnaire survey of community of practice member in PLN Disjaya in order to conduct hypotheses testing.

The results show that community leadership, member connectedness, and management support have significant effect on community of practice effectiveness,

which in turn affect problem solving effectiveness. However, this study cannot found the effect of trust and member commitment on community of practice effectiveness for problem solving effectiveness. This study suggest insights in measuring the impact of community of practice on organizational performance.