

Meningkatkan persepsi dukungan organisasi dan kepuasan kerja karyawan melalui rangkaian program coaching (studi pada Kantor Pusat PT BBA) = Improving perceived organizational support and job satisfaction on employee through coaching program series (study at PT BBA s head office)

Ummu Raudha, author

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Abstrak

Penelitian ini bertujuan untuk melihat peningkatan hubungan antara Persepsi Dukungan Organisasi dan Kepuasan Kerja pada karyawan level staf PT BBA di kantor pusat melalui pemberian serangkaian program coaching. Responden penelitian ini ialah 87 orang karyawan level staf. Alat ukur yang digunakan Survey of Perceived Organizational Support (SPOS) (Eisenberger dkk., 1986) dan alat ukur Job Satisfaction Survey (JSS) (Spector, 1985). Hasil uji korelasi Pearson terhadap 87 orang karyawan level staf PT BBA di kantor pusat menunjukkan terdapat hubungan yang signifikan antara Persepsi Dukungan Organisasi dan Kepuasan Kerja ($r = .829$, dan $p = .000$ ($p < .05$)). Peneliti memberikan intervensi berupa rangkaian program coaching untuk meningkatkan hubungan antara Persepsi Dukungan Organisasi dan Kepuasan Kerja. Presentasi kepada pihak manajemen perusahaan dilakukan sebagai penyesuaian terhadap sejumlah keterbatasan yang mengakibatkan tidak dapat dilaksanakannya rangkaian awal dari program coaching, berupa pelatihan yang telah direncanakan. Pihak manajemen memberikan respon positif terhadap rangkaian program coaching yang diajukan dan menganggap program layak untuk dijalankan di PT BBA. Dengan demikian, program coaching dianggap sesuai dan dapat meningkatkan hubungan antara Persepsi Dukungan Organisasi dan Kepuasan Kerja.

.....This research was designed to examine the improving of correlation between Perceived Organizational Support (POS) and Job Satisfaction at employee on staff level in head office of PT BBA by giving coaching program series. The participants for this research were 87 employees on staff level. This research use Survey of Perceived Organizational Support (SPOS) (Eisenberger et al., 1986) and Job Satisfaction Survey (JSS) (Spector, 1985). By using Pearson Correlation test, the result of this research showed that there was significant correlation between Perceived Organizational Support (POS) and Job Satisfaction ($r = .829$, and $p = .000$ ($p < .05$)). In order to improve the correlation between Perceived Organizational Support (POS) and Job Satisfaction, coaching program series should had been given. Unfortunately, due to some difficulties which had found during research, this coaching program series cannot be done so that it was replaced by giving presentation to management. The presentation received positive response from management and perceived as worth program for the company. Therefore, coaching program series is suitable and can improve the correlation between Perceived Organizational Support (POS) and Job Satisfaction.