

Peningkatan kinerja dan persepsi dukungan organisasi pada penyuluh keluarga berencana melalui pelatihan supportive workplace di dinas XYZ = Enhancing job performance and perceived organizational support in family planning fieldworkers through supportive workplace training in the XYZ agency / Maria Gracia Manurung

Manurung, Maria Gracia, author

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Abstrak

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Program Keluarga Berencana yang merupakan tugas Dinas XYZ dinilai belum berhasil di DKI Jakarta karena salah satu tujuan programnya belum tercapai sejak tahun 2012. Penyebabnya antara lain adalah menurunnya kinerja Penyuluh Keluarga Berencana PKB karena jumlah PKB yang berkurang dan belum bisa ditambah. Reorganisasi di Dinas XYZ di Pemerintah Provinsi DKI Jakarta pada tahun 2017 berdampak pada pergantian pimpinan dan tugas pokok fungsi organisasi dan para pegawainya termasuk juga bagaimana organisasi kemudian memperlakukan pegawai. Penelitian ini bertujuan melihat hubungan kinerja dan persepsi dukungan organisasi pada PKB di Dinas XYZ. Pengambilan data dilakukan dengan kuesioner Survey of Perceived Organization Support versi singkat, pada 180 orang PKB dan penilaian kinerja diberikan oleh atasannya dengan In Role Performance Rating. Hasil yang diperoleh membuktikan bahwa terdapat hubungan yang signifikan. Program intervensi dibuat untuk meningkatkan kinerja PKB melalui persepsinya terhadap dukungan yang diterima dari tempat kerjanya. Pelatihan terhadap pimpinan dirancang berdasarkan strategi yang dikembangkan Eisenberger dkk 2016 untuk meningkatkan persepsi dukungan organisasi. Workshop dilaksanakan sebagai proyek uji coba pada 16 orang yang terdiri dari 9 PKB dan 7 atasannya untuk memantapkan persiapan pelatihan pada pimpinan di Dinas XYZ.

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**ABSTRACT**

The family planning program which is one of the objectives XYZ Agency task, has yet to achieve one of its goals since 2012. Amongst the causes were the declining number of family planning fieldworkers and the inability to recruit more workers due to national policies. The reorganization of XYZ agency as part of the Provincial Government of DKI Jakarta in 2017 affect changes in leaders and the functions of the organization and how the organization eventually treated the employees. The purpose of this research was to find out the relationship between the performance and the perception of organizational support in the family planning fieldworkers in the XYZ agency. The data was gathered using the short version of Survey of Perceived Organization Support obtained from 180 family planning fieldworkers and their performance was rated by their supervisors using the In Role Performance Rating. The result proved the significant relationship between performance and perceived organization support. An intervention program was conceived to improve the performance of the fieldworkers through perceived organization support. A training program was developed based on the strategies by Eisenberger et al 2016 to improve perceived organization support. A workshop was delivered as a pilot project to a group consisting of 16 people made up of 9 fieldworkers and 7 supervisors before implementing the training program to the leaders in the XYZ agency.