

# Intervensi Analisis Jabatan dan Sosialisasinya Guna Menurunkan Ketidakjelasan Peran dan Meningkatkan Persepsi Dukungan Organisasi Karyawan Area PT Z = Intervention of Job Analysis and its Socialization to Reduce Role Ambiguity and Improve Perceived Organizational Support Area Employee at PT Z

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## Abstrak

Persepsi Dukungan Organisasi (PDO) karyawan yang positif sangat penting bagi keberlangsungan organisasi. Munculnya ketidakjelasan peran dari pihak organisasi dalam menjalankan pekerjaan dapat menurunkan PDO. Penelitian ini bertujuan untuk melihat hubungan antara ketidakjelasan peran dan PDO (Studi 1) dan mengetahui efek intervensi analisis jabatan dan sosialisasi hasilnya terhadap ketidakjelasan peran serta PDO (Studi 2) pada karyawan area PT Z. Penelitian korelasional pada studi 1 menggunakan desain penelitian cross sectional dari 176 karyawan area PT Z. Penelitian komparatif pada studi 2 menggunakan desain penelitian before and after study design. Hasil studi 1 menunjukkan bahwa terdapat hubungan negatif dan signifikan antara ketidakjelasan peran dan PDO ( $r = -0.443$ ,  $p < .01$ ). Hasil evaluasi studi 2 pada sepuluh karyawan yang telah diberikan intervensi analisis jabatan dan sosialisasi hasilnya menunjukkan penurunan ketidakjelasan peran yang signifikan ( $z = -2.533$ ,  $p < .05$ ,  $r = .011$ ), namun tidak terdapat perubahan yang signifikan pada PDO ( $z = -1.123$ ,  $p > .05$ ,  $r = .262$ ). Selanjutnya terdapat perbedaan signifikan pada ketidakjelasan peran ( $z = -2.394$ ,  $p < .05$ ,  $r = .017$ ), namun tidak terdapat perbedaan PDO yang signifikan ( $z = -1.745$ ,  $p > .05$ ,  $r = .081$ ) antara kelompok intervensi dan kelompok pembanding. Dengan demikian, dapat disimpulkan intervensi analisis jabatan dan sosialisasi hasilnya efektif dalam menurunkan ketidakjelasan peran, namun tidak efektif dalam meningkatkan PDO.

.....Employee Perceived Organizational Support (POS) are very important for the sustainability of the organization. The emergence of role ambiguity due to the lack of clarity on the role of organizational agents in carrying out work can reduce POS. The purpose of this research was to see the relationship between role ambiguity and POS (Study 1) and to find out the effect interventions of job analysis and its socialization on the role ambiguity of POS participation (Study 2) among employees of the PT Z area. Correlational research in study 1 used a cross-sectional research design of 176 employees. The comparative research in study 2 used the pre and post study design. The results of study 1 indicate that there is a negative and significant relationship between role ambiguity and POS ( $r = -0.443$ ,  $p < .01$ ). The results of the evaluation study 2 on ten employees who had been given the intervention of job analysis and socialization showed a significant reduction in role ambiguity ( $z = -2.533$ ,  $p < .05$ ,  $r = .011$ ) but there was no significant change in POS ( $z = -1.123$ ,  $p > .05$ ,  $r = .262$ ). Furthermore there was a significant difference in role ambiguity ( $z = -2.394$ ,  $p < .05$ ,  $r = .017$ ) but there was no significant difference in POS ( $z = -1.745$ ,  $p > .05$ ,  $r = .081$ ) between the intervention group and the comparison group. Thus, it can be concluded that interventions of job analysis and its socialization is effective in reducing role ambiguity, but it is not effective in increasing POS.