

Intervensi berbagi pengetahuan untuk mengatasi tingkah laku disfungsi organisasi pada tenaga penjual di BUXXI = Knowledge sharing intervention to overcome organization dysfunction behaviors in BUXXI

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Abstrak

[ABSTRAK

Tujuan penelitian ini adalah mengetahui penyebab utama dari tingkah laku disfungsi organisasi. Terdapat tiga (3) variabel independen yaitu isu hubungan intra/interpersonal, implementasi strategi dan struktur, dan praktik-praktik dalam proses di organisasi. Data diolah dengan menghitung standard multiple regression dan average mean untuk mendapatkan gambaran kontribusi dan kondisi tiap variabel. Kontribusi yang paling besar berasal dari variabel implementasi strategi dan struktur diikuti dengan variabel isu hubungan intra/interpersonal. Namun diputuskan memberikan intervensi pada variabel independen isu hubungan intra/interpersonal. Kontribusi variabel ini juga signifikan, dan kondisinya paling membutuhkan perbaikan. Intervensi yang digunakan untuk mengatasi isu hubungan intra/interpersonal adalah berbagi pengetahuan. Intervensi ini digunakan karena dengan berbagi pengetahuan maka karyawan akan mendapatkan masukan dari kolega mengenai isu yang sedang dialami.

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ABSTRACT

The purpose of this study was to determine the main cause of the behavior of organizational dysfunction. There are three (3) independent variables: issue of the relationship of intra/interpersonal; implementation strategies, structures; and process of the organization. Result showed that all variable had significant contribution and relationship issues intra/interpersonal was the one that need improvement. Interventions used to address the issue of the relationship of intra/interpersonal knowledge sharing. This intervention is used for the sharing of knowledge, the employee will receive feedback from colleagues on issues that are being experienced, The purpose of this study was to determine the main cause of the behavior of organizational dysfunction. There are three (3) independent variables: issue of the relationship of intra/interpersonal; implementation strategies, structures; and process of the organization. Result showed that all variable had significant contribution and relationship issues intra/interpersonal was the one that need improvement. Interventions used to address the issue of the relationship of intra/interpersonal knowledge sharing. This intervention is used for the sharing of knowledge, the employee will receive feedback from colleagues on issues that are being experienced]