

Komang Diah Laxmy Prabadewi. 2016. Efektivitas Pelatihan Teknik *Coaching* Untuk Meningkatkan Kinerja dan Penyusunan Rancangan Sistem *Coaching*. Tesis, Program Studi Magister Psikologi Profesi. Program Pascasarjana. Universitas Surabaya.

INTISARI

Penelitian ini bertujuan untuk melihat efektivitas pelatihan teknik *coaching* untuk meningkatkan kinerja karyawan di CV.X Surabaya. Adapun pendekatan yang digunakan dalam penelitian ini adalah pendekatan kuantitatif dan kualitatif. Proses asesmen dilakukan dengan metode wawancara yang kemudian memperoleh hasil bahwa perusahaan memerlukan suatu pelatihan untuk mengembangkan potensi para manajer. Berdasarkan hasil *Training Need Analysis* (TNA), diperoleh data bahwa hampir seluruh level manajerial belum memiliki pengetahuan dan teknik melakukan *coaching* yang terstruktur dan memadai, sehingga diberikan suatu intervensi yaitu pelatihan teknik keterampilan *coaching* yang diharapkan dapat meningkatkan kinerja karyawan. Hasil Uji *Wilcoxon* pada program *SPSS* versi 16 menunjukkan adanya perbedaan signifikan antara *pre* dan *post test* ($p= 0,011$; $p = <0,05$) sehingga intervensi dapat dikatakan efektif untuk meningkatkan keterampilan *coaching* terkait kinerja. Selain itu, agar *coaching* dapat dilaksanakan secara berkelanjutan, maka disusun suatu rancangan sistem pelaksanaan *coaching* yang terstruktur agar nantinya seluruh level manajerial di CV.X mampu menerapkan *coaching*, meskipun terjadi perubahan struktur maupun jabatan.

Kata kunci: Pelatihan teknik *coaching*, manajer, kinerja, sistem *coaching*

Komang Diah Laxmy Prabadewi. 2016. Effectiveness of Training Coaching Techniques to Improve Performance and Coaching Drafting System. Thesis, Master of Professional Psychology. Graduate Program. University of Surabaya.

ABSTRACT

This study aims to look at the effectiveness of *coaching* techniques to improve employee performance in CV.X Surabaya. The approach used in this study is a quantitative and qualitative approach. The assessment process conducted by interview and then get the results that the company needs a training to develop potential of the managers. Based on the result of *Training Need Analysis* (TNA), data showed that almost all the managerial level do not yet have the knowledge and techniques of structured *coaching* and adequate, so the intervention is given a training technique *coaching* skills that are expected to improve employee performance. Test Results *Wilcoxon* in *SPSS* version 16 showed a significant difference between *pre* and *post test* ($p = 0.011$; $p = <0.05$), so that interventions can be considered as effective to improve *coaching* skills related to performance. In addition, in order to *coaching* can be implemented in a sustainable manner, then prepared a draft of the implementation of the *coaching* system is structured so that later the whole managerial level in CV.X able to implement *coaching*, despite the change in the structure or position.

Keywords: Training *coaching* techniques, managers, performance, *coaching* system