

Abstrak

Anindita Chatrawening. (154115002). Pembuatan Panduan Rancangan Program Pelatihan Untuk Menunjang Dimensi *Competency Development* Pada *Quality Of Work Life* (QWL) Di PT.X. Tesis. Magister Psikologi Profesi. Surabaya : Fakultas psikologi Universitas Surabaya, Laboratorium Psikologi Industri dan Organisasi (2017).

PT. X merupakan sebuah perusahaan yang bergerak di bidang manufaktur khususnya semen. Seluruh perusahaan, diharapkan dapat memerhatikan kebutuhan karyawannya, sehingga karyawan dapat menampilkan performa kerja yang baik dan dapat membantu perusahaan dalam mencapai tujuan perusahaan. Terdapat beberapa konsep yang dapat meningkatkan performa kerja karyawan, salah satu konsep tersebut adalah kualitas kehidupan kerja atau yang disebut dengan *Quality of Work Life (QWL)*. Berdasarkan penelitian-penelitian sebelumnya, QWL memiliki korelasi terhadap peningkatan performa kerja (Gupta, 2014). Menurut Rethinam & Ismail (2008), QWL ialah konsep yang meliputi remunerasi, keselamatan dan kondisi lingkungan kerja, lingkungan sosial yang memberikan kesempatan pada karyawan untuk mengembangkan keahlian mereka didalam kehidupan kerja. Menurut The European Foundation for The Improvement of Living and Working Condition (EWON, 2002) terdapat beberapa dimensi QWL yaitu *Health and Wellbeing*, *Job Security*, *Job Satisfaction*, *Competency Development*, dan *Work and Non Work Balance*. Hasil pre-asesmen menunjukkan bahwa PT. X skor pada dimensi *competency development* sudah termasuk tinggi namun berdasarkan penggalan data lebih dalam, dimensi tersebut masih belum terpenuhi. Peneliti menggunakan intervensi dalam bentuk rancangan desain program pelatihan, dimana sistem tersebut akan membantu perusahaan dalam memahami pembuatan program pelatihan. Sehingga, diharapkan PT. X akan mampu membuat program pelatihan secara mandiri tanpa mempekerjakan pihak eksternal dalam pembuatan program pelatihan. Selain itu, program pelatihan juga akan dilakukan secara rutin, sehingga dapat membantu perusahaan dalam meningkatkan performa kerja karyawan, yang dapat membantu perusahaan dalam mencapai tujuan.

Kata Kunci: *Quality of Work Life (QWL)*, Desain Program Pelatihan.

Abstract

Anindita Chattrawening. (154115002). *Designing A Training Program In Support Competency Development On Quality of Work Life Dimensions.* Thesis. Master of Professional Psychology. Surabaya: Faculty of Psychology, University of Surabaya, Laboratory of Industrial and Organizational Psychology (2017).

PT. X is a company that runs in cement and concrete manufactory. All companies must taking care of their employee needs. So that, they will performing a good work and company goals can be achieved. There are some concept that could increase employees performance, one of those concept is Quality of Work Life (QWL). Based on previous research quality of work life has a positive correlation to increase employees performance (Gupta, 2014). According to Rethinam and Ismail (2008) quality of work life is a concept that include remuneration, safety and work environment condition, social environment that giving chances for employees to develop their skill in work life. According to The European Foundation for Condition Living and Work Improvement (EWON, 2002) Quality of work life has five dimension, such as job security, health & well being, job satisfaction, competency development and balancing work and non work life. The pre-asesment result shown that the competency development dimation has a high score, but based on interview that score did not fulfilling QWL yet. This research use intervention in the form of how to design a training program, where the design will helping the company to understanding the way training program have to be done. So that, PT. X will design a training program without hiring an outsider ever again. Also, if training program will be held periodically, it will help company to increase employee performance, which can support company to achieve their goals.

***Keywords:* Quality of Work Life (QWL), Training, Assertive Communication.**