

ASSERTIVENESS TRAINING FOR SUPPORT QUALITY OF WORK LIFE (QWL)

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Abstract. Employees play a role in facilitating the activities that exist in companies such as setting the plan and goals to be achieved. Without employees other resources can't be utilized and much less managed. Therefore the company must really pay attention to the Quality of Work Life (QWL). QWL is a number of circumstances and practices of organizational goals and a form of employee perception that they want to feel secure, relatively contented and have the opportunity to grow and develop as human beings. According to The European Foundation for the Improvement of Living and Working Condition (EWON, 2002) there are several dimensions of QWL namely Health and Wellbeing, Job Security, Job Satisfaction, Competency Development, and Work and Non Work Balance. This research was conducted in a cement and concrete manufacturing company in East Java. The results of the Pre-Assessment show that there are 5 dimensions of QWL in which there are 2 dimensions that need to be studied deeper i.e. Competency Development and Work and Non-Work Life Balance. This 2 dimensions still need to be developed so that the five dimensions of QWL are balanced. Problems that occur in PT.X that employees have constraints in terms of expressing opinions frankly, firmly and positively, it is influenced by the existence of a working collectivism culture. Therefore, this research will give intervention in the form of assertiveness training as an effort to improve assertive attitude on employees with the aim to support the formation of Quality of Work Life. This study included quantitative experimental research with the design of One Group Pretest - Posttest Only Design which in its implementation added follow up. Population in this research is the supervisor of the company.

Keywords: Quality of Work Life (QWL), Training, Assertiveness.

Introduction

PT.X which is a cement and concrete manufacturing company. The company also needs to take action for its employees with good quality, because then this company will be able to survive and compete in the world of similar businesses. Quality of working life (quality of life) is able to increase the participation of members or employees of the organization. Previous research has shown a positive and significant quality of life for the company's performance (Gupta, 2014). The quality of working life also fosters the desire of employees to remain in the organization. According to Luthans (2007) QWL can be described as the impact of human and organizational beliefs combined with accuracy in process and decision making. The importance of the quality of working life is not yet able to be globally given the lack of dimension standards in its measurement and the existence of support constructs that must be adapted to the type of work. Therefore, so far the quality of life can be predicted through constructs that have a relationship with the quality of work life, as one of them is a work culture.

The European Foundation for Condition Living and Work Improvement (EWON, 2002) has a concept related to QWL that has five dimensions or aspects of the quality of life can be grouped into 5, namely health and welfare aspects (health & welfare), job security (job satisfaction), Job satisfaction (job satisfaction), competence development (development competence), balance of work and non-life life (Rethinam & Ismail, 2008). To see the outline of the quality of work life in PT.X then conducted a preliminary research (pre assessment) on all employees Head Office PT.X through a

questionnaire adapted from the dimensions of EWON (2002) by the research team. The use of this EWON definition is reliable and reliable in the Asian context by some researchers, in Japan (Fujigaki, Asakura and Haratani, 1993), Singapore (Leu et al., 2001), Malaysia (Rethinam, Maimunah, Moses and Bahanam, 2004).

From the pre-assessment results, there can be seen two dimensions that need to be done. Health and welfare, Job Satisfaction and Work Life & Non Working Balance. Therefore, to create the same dimension, it is necessary to develop the three dimensions. Nevertheless, from the discussion with the company wants the development in two aspects, namely Competency Development and Work & Non-work balance, taking into account both aspects are closely related to the existing culture in PT.X is a very strong guyub culture, So appear sesame Belongs to Yang according to James Gilmor (2005) in Vadi, Allik & Realo (2002) states that "The sense of belonging is a feeling of being connected and accepted in one's family and society." A culture that has become an organizational culture in PT.X since the established organization.

The attitude of friend or kinship owned by PT.X is very strongly rooted and has become a distinctive feature of PT.X. What is apparent is that the employees of PT.X are less able to do normative things and also show the sacrifices in this field of work as a form of professionalism in the work environment. This can be seen from the weakness or lack of SWOT aliensis

column, that is, the non-harmonization of some employees which is the work style. The existence of a conflict of interest so one of life must be sacrificed.

Therefore, the researcher chose to solve the problem that happened to PT.X employee which focused on professionalism formation. The preferred form of intervention is with training progress. The target of the training is the knowledge or skill aspect. It must make for the employees of PT.X understand and apply it communicate the intent and purpose assertively so that it can have a positive implication on its performance.

Metodh

This research is an experimental quantitative research supported by qualitative data. The research design that will be used is One Group Pretest - Posttest Only Design. In this research is focused on one variable of research that is training asertivitas for employees PT.X in head office. According to Creswell (2007), quantitative study is a study to develop knowledge, implementing strategies such as experiments and surveys by collecting data through predetermined instruments and generating statistical data. This research has three stages: pre-assessment phase, assessment stage and intervention stage.

Result

This research uses interventions in the form of training asertivitas, where asertivitas training carried out in the hope to reduce and prevent negative impact caused by culture guyub in PT.X so as not to impact on the company.

This training of Assertiveness is divided into two sessions. The first session will introduce participants to what is meant by assertive communication to be performed by lecturing and video methods. Then in the second session will explain related to how to communicate the assertive appropriately by using lecturing, roleplay, and video methods. In one session will be held approximately 120 minutes.

Discussion

Assertivity training in this research has not been implemented and as planned will be implemented this year. Implementation of the training is carried out with the approval of the company. Assertivity training itself is chosen as a form of intervention that researchers use to provide knowledge and skills to employees to be assertive when communicating with colleagues, superiors or with family. Based on the research result from Kulkarni (2013) on the role of training on the improvement of employee performance proves that the training can improve the knowledge, skill and attitude of the employees, so that more effective in solving the gap that happened in the company. The hope of employees can express the desire of his heart to his interlocutor without hurting or offending his opponent. Assertive is not an aggressive, passive, submissive or destructive behavior. Assertive can be interpreted with the attitude of "Active, Reformative, Objective, Gentleman, Attractive, Normative, Selective and Innovative owned every employee in carrying out their duties and responsibilities carrying the mandate of work institutions.

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