
Pelatihan *coaching* dan *counseling* bagi supervisor untuk menangani *work life balance* pada prajurit Marinir

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Abstract

Every organization must have a goal and be moved to achieve the intended goal. Goals can be achieved if all members have the same commitment to achieving goals. But often organizational goals are hampered due to members who experience problems (problems), both problems related to performance and personal problems that have an impact on the decline in performance concerned. Therefore, the organization strives to pay attention to the Work Life Balance of all members. According to (Fisher, Bulger, &Smith, 2009) there are several dimensions of WLB, namely Work Interference with Personal Life, Personal Life Interference with Work, Personal Life Enhancement of Work, and Work Enhancement of Personal Life. It is possible to separate the growth of WLB from the supervisors' responsibilities to support and take care of members' welfare when they are at work. (Rhoades and Eisenberger, 2002). This situation can appear everywhere inside the company, including in the Navy's military setting, particularly in the Marine unit. In the Marine Corps, the officer is responsible for resolving member issues. (supervisor). But often member problems are not resolved properly. One of the causes is the lack of knowledge and skills in solving problems, especially skills in providing coaching and counseling. Generally, officers (supervisors) handle member problems not based on standardized coaching and counseling skills, but rather based on experience alone so that it often becomes less effective. Based on the results of the study, all participants experienced an increase in knowledge, both coaching and counseling. In the skill evaluation, all participants also experienced a significant improvement. In this case, although there has been an increase in learning evaluation, the reality in the organizational environment is still not applicable. This is due to several factors, both external and internal. It can be concluded that, organizations need to support personnel to be able to apply coaching and counseling in their work environment. Organizations need to continue to develop other programs to support and prepare personnel to face the dynamic conditions of the upcoming work.

Keywords: Work life balance, perceived organization support, coaching and counseling

Abstrak

Setiap organisasi pasti memiliki tujuan dan tergerak untuk mencapai tujuan yang dimaksud. Tujuan dapat dicapai apabila seluruh anggota memiliki komitmen yang sama dalam mencapai tujuan. Namun seringkali tujuan organisasi terhambat akibat adanya anggota yang mengalami masalah (bermasalah), baik permasalahan yang berkaitan dengan kinerja maupun permasalahan pribadi yang berimbas pada menurunnya kinerja yang bersangkutan. Oleh karenanya, organisasi berupaya untuk memperhatikan *Work Life Balance* seluruh anggota. Menurut (Fisher, Bulger,&Smith, 2009) terdapat beberapa dimensi WLB yaitu *Work Interference with Personal Life*, *Personal Life Interference with Work*, *Personal Life Enhancement of Work*, dan *Work Enhancement of Personal Life*. Terciptanya WLB tidak lepas dari peran atasan (supervisor) dalam memberikan dukungan dan perhatian terhadap kesejahteraan kehidupan anggota ketika mereka bekerja (Rhoades dan Eisenberger, 2002). Kondisi ini dapat terjadi diseluruh organisasi, tidak terkecuali di lingkungan militer TNI Angkatan Laut khususnya pada kesatuan Marinir. Pada kesatuan Marinir, penanganan masalah anggota merupakan tugas perwira (supervisor).

Namun seringkali permasalahan anggota tidak terselesaikan dengan baik. Salah satu penyebabnya adalah kurangnya pengetahuan dan keterampilan dalam menyelesaikan permasalahan, khususnya keterampilan dalam memberikan *coaching* dan *counseling*. Umumnya perwira (supervisor) menangani permasalahan anggota tidak didasari dengan keterampilan *coaching* dan *counseling* yang sudah terstandarisasi, namun lebih mendasarkan pada pengalaman saja sehingga seringkali menjadi kurang efektif. Berdasarkan hasil penelitian seluruh peserta mengalami peningkatan *knowledge* baik *coaching* maupun *counseling*. Pada evaluasi *skill* seluruh peserta juga mengalami peningkatan yang signifikan. Dalam hal ini, walaupun sudah terdapat peningkatan pada evaluasi *learning* namun kenyatannya di lingkungan organisasi masih belum dapat diaplikasikan. Hal ini dikarenakan beberapa faktor baik eksternal maupun internal. Hal ini dapat disimpulkan bahwa, organisasi perlu mendukung personel untuk dapat mengaplikasikan *coaching* dan *counseling* dalam lingkungan pekerjaannya. Organisasi perlu untuk terus mengembangkan program lainnya untuk mendukung dan mempersiapkan personel dalam menghadapi kondisi dinamika pekerjaan yang akan datang.

Kata Kunci : *Work life balance, perceived organization support, coaching, counseling*
