

PENINGKATAN KOMPETENSI *DEVELOPING OTHERS* DITINJAU DARI KEMAMPUAN MEMBERIKAN UMPAN BALIK

Penulis: Nabilla Aulia Rizkha (154120009)

Program Studi: Magister Psikologi Profesi, Fakultas Psikologi

Pembimbing: Dr. Drs. A.J. Tjahjoanggoro, M.Si.

ABSTRAK

Tesis ini membahas efektivitas peningkatan kompetensi *developing others* yang ditinjau dari kemampuan memberikan umpan balik pada *section head* departemen produksi PT FARMA. Penelitian ini menggunakan metode penelitian kuantitatif *one group pre-test post-test design*. Jumlah peserta yang mengikuti penelitian ini berjumlah lima *section head*. Akan tetapi, data yang dapat dianalisis hanya berjumlah tiga *section head* akibat keterbatasan waktu. Pelatihan memberikan umpan balik dilakukan dalam satu sesi selama 150 menit. Pengukuran terkait kompetensi *developing others* dilakukan menggunakan metode BBI, sedangkan pengukuran terkait kemampuan memberikan umpan balik dilakukan menggunakan metode *checklist* perilaku yang dikembangkan oleh peneliti serta. Kedua pengukuran dilakukan sebelum dan sesudah pelaksanaan pelatihan. Analisis data kuantitatif menunjukkan peningkatan skor pada aspek pengetahuan terkait kompetensi *developing others* dan kemampuan memberikan umpan balik sesudah *section head* mendapatkan pelatihan. Selain itu, ditemukan juga peningkatan skor pada aspek perilaku terkait kompetensi *developing others* dan juga kemampuan memberikan umpan balik sesudah *section head* mendapatkan pelatihan. Penelitian selanjutnya diharapkan dapat menambahkan intervensi *coaching* individu untuk mengoptimalkan perubahan perilaku dan peningkatan kompetensi *developing others* pada *section head* departemen produksi PT FARMA.

Kata kunci: kompetensi, kompetensi *developing others*, memberikan umpan balik

IMPROVING DEVELOPING OTHERS' COMPETENCY IN TERMS OF ABILITY TO GIVE FEEDBACK

Author: Nabilla Aulia Rizkha (154120009)

Study Programme: Master in Professional Psychology, Faculty of Psychology

Contributor: Dr. Drs. A.J. Tjahjoanggoro, M.Si.

ABSTRACT

This dissertation examines the efficacy of improving developing others' competency in terms of the ability to give feedback to the section head of PT FARMA's production department. This study uses a quantitative research approach one group pre-test post-test design. Five section heads participated in this study. Feedback training was conducted in a single 150-minute session. However, the data that could be analyzed only amounted to three section heads due to time constraints. Measurements related to developing others' competency are assessed using the BBI method. Meanwhile, measurements related to the ability to give feedback are assessed using the behavioural checklist. Both measurements are developed by researchers and conducted before and after training. Quantitative data analysis demonstrates an increase in scores learning evaluation for developing others' competency and ability to give feedback after the section head has undergone training. In addition, this study also revealed enhancement scores in behaviour evaluation for developing others' competency and ability to give feedback. It is anticipated that forthcoming research will incorporate individual coaching interventions to augment the behavioural transformation and increase the developing others' competency in the production department's section head at PT FARMA.

Key words: *competency, developing others competency, giving feedback*