

ABSTRACT

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COACHING METHOD TRAINING TO IMPROVE THE ABILITY TO EMPOWER OTHERS, COMMUNICATE EFFECTIVELY AND PROBLEM SOLVING FOR THE MANAGERS OF PT CHEMINDO INTERBUANA

(xvi + 118 pages, 10 figures, 21 tables, 13 appendixes)

The ability to empower others, communicate effectively, and to do problem solving are crucial to be owned by leaders in an organization. This study measured the ability to empower others, communicate effectively, and solve problems after training about coaching method for managers at PT Chemindo Interbuana. The research used a mixed method approach, namely a quantitative approach with a weak experimental design in one group pretest and posttest designs and a qualitative approach to analyze the training process for coaching methods through interviews and questionnaires. Sources of data obtained through the value of 12 managers as well as assessments from superiors, subordinates, and fellow managers. Based on the results of the N-gain calculation, it is concluded that there are differences in the ability to empower others (pretest: 67.4; posttest: 71.7), communicate effectively (pretest: 67.58; posttest: 71.03), and solve problems (pretest: 70,38; posttest: 73,05). Through inferential statistical data analysis, it is found differences in the ability to empower others (Asymp. Sig. (2-tailed) 0,036) and communicate effectively (Asymp. Sig. (2-tailed) 0,009). In addition, based on the interview and questionnaire, it can be concluded that the coaching method training process is carried out on the principles of adult learning.

Key words: empowering others, effective communication, problem solving, training, coaching, adult learning.

Reference: 67 (1970-2018)

ABSTRAK

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PELATIHAN METODE *COACHING* UNTUK MENINGKATKAN KEMAMPUAN MEMBERDAYAKAN ORANG LAIN, BERKOMUNIKASI EFEKTIF, DAN MENYELESAIKAN MASALAH BAGI PARA MANAJER PT CHEMINDO INTERBUANA.

(xvi + 118 halaman, 10 gambar, 21 tabel, 13 lampiran)

Kemampuan memberdayakan orang lain, berkomunikasi efektif, dan menyelesaikan masalah penting dimiliki oleh pemimpin dalam suatu organisasi untuk menghadapi berbagai tantangan dalam upaya mencapai tujuan organisasi dan menjaga produktivitas sumber daya manusia. Penelitian ini mengukur ada atau tidaknya perbedaan kemampuan memberdayakan orang lain, berkomunikasi efektif, dan menyelesaikan masalah setelah dilakukan pelatihan kepada para manajer di PT Chemindo Interbuana. Penelitian menggunakan pendekatan *mixed method*, yaitu pendekatan kuantitatif dengan desain *weak experimental one group pretest and posttest design* serta pendekatan kualitatif menganalisis proses pelatihan metode *coaching* melalui wawancara dan angket tertutup. Sumber data didapat melalui nilai 12 orang manajer serta penilaian dari atasan, anak buah, dan sesama manajer. Berdasarkan hasil perhitungan *N-gain* didapatkan kesimpulan bahwa terdapat perbedaan kemampuan memberdayakan orang lain (*pretest*: 67,4; *posttest*: 71,7), berkomunikasi efektif (*pretest*: 67,58; *posttest*: 71,03), dan memecahkan masalah (*pretest*: 70,38; *posttest*: 73,05). Melalui analisis data statistik inferensial, ditemukan perbedaan pada kemampuan memberdayakan orang lain (*Asymp. Sig. (2-tailed)* 0,036) dan berkomunikasi efektif (*Asymp. Sig. (2-tailed)* 0,009). Selain itu, berdasarkan analisis hasil wawancara dan pengisian angket tertutup, dapat disimpulkan bahwa proses pelatihan metode *coaching* dilakukan dengan prinsip pembelajaran orang dewasa.

Kata kunci: memberdayakan orang lain, komunikasi efektif, menyelesaikan masalah, pelatihan, *coaching*, organisasi, pembelajaran orang dewasa.

Referensi: 67 (1970-2018)