

ABSTRAK

Penelitian ini dilaksanakan untuk mengetahui persepsi mengenai gambaran area blockages yang terjadi di PT. "X" pada karyawan office. Pemilihan sampel menggunakan teknik purposive sampling, dan sampel dalam penelitian ini berjumlah 91 orang. Rancangan yang digunakan dalam penelitian ini adalah rancangan penelitian deskriptif dengan metode pengumpulan data teknik survei.

Alat ukur yang digunakan merupakan "The Blockage Questionnaire" yang dirancang oleh Mike Woodcock & Dave Francis (1990) yang telah diterjemahkan oleh penulis. Menurut teori Mike Woodcock & Dave Francis, terdapat 14 area blockages yang dapat menghambat efektivitas dan efisiensi dari sebuah perusahaan. 14 area blockages tersebut adalah : Unclear aims, Unclear values, Inappropriate management philosophy, Lack of management development, Confused organizational structure, Inadequate control, Inadequate recruitment and selection, Unfair rewards, Poor training, Lack of personal development, Inadequate communication, Poor teamwork, Low motivation, Low creativity. Dalam kuesioner ini setiap area diwakili oleh 10 pernyataan sehingga keseluruhan item kuesioner berjumlah 140 item. Total skor dari setiap area dijumlahkan lalu dibuat ranking.

Berdasarkan pengolahan data, didapatkan bahwa terdapat 3 area blockage yang paling berpotensi menghambat efektivitas dan efisiensi perusahaan yaitu Unfair Rewards skor 887, Low Creativity skor 670, Lack of Management Development skor 625.

Peneliti mengajukan saran bagi perusahaan agar meninjau ulang sistem reward karyawan, meningkatkan kreativitas dan lebih berani dalam mengambil resiko, serta mengembangkan kompetensi para managernya melalui program-program pelatihan dan pengembangan

Kata kunci : blockage, blockage area, persepsi, karyawan

ABSTRACT

This study aims to determine the blockage areas happen in the organization through employees' perception. This study was conducted at PT. "X", one of Indonesia's garment and apparel manufacturer. Purposive sampling technique was used in this study with total of sample 91 employees. The method used in this study is descriptive and all data is collected through survey method.

The measuring instrument used is "The Blockage Questionnaire" designed by Mike Woodcock & Dave Francis (1990) that had been translated by the researcher. Based on blockage theory, there are 14 blockage areas that can obstruct organization's effectiveness and efficiency. The 14 blockage areas are : Unclear aims, Unclear values, Inappropriate management philosophy, Lack of management development, Confused organizational structure, Inadequate control, Inadequate recruitment and selection, Unfair rewards, Poor training, Lack of personal development, Inadequate communication, Poor teamwork, Low motivation, Low creativity. The total number of items in this questionnaire is 140 items, every area is represented in 10 statements. The total score of each areas is calculated and then ranked from one to fourteen.

The results have shown there are 3 main blockage areas that have the most potential in obstructing organization's effectiveness and efficiency. They are Unfair Rewards with the score of 887, Low Creativity with the score of 670, and Lack of Management Development with the score of 625.

Researcher suggests that the company review their employees' reward system, improve their creativity and have more courage in taking risks, also develop the managers' competency though training and development program.

Key words : blockage, blockage areas, perception, employee

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LAMPIRAN

Area - Area *Blockages* yang Terjadi di Tiap Divisi.....

Uji Validitas.....

Uji Reliabilitas.....

Kata Pengantar.....

Lembar Persetujuan.....

Petunjuk Pengisian.....

Lembar Jawab Kuesioner.....

The Blockage Questionnaire.....

