

ABSTRACT

The title of this research is the design and testing of training module to improve hardiness on tax staff working in PT X in the context of resilience at work. The purpose of this study was to design a hardiness training module on tax staff working in PT X. While the purpose of this study is to obtain a proven training module that improve hardiness for the employee to become more resilient in the face of a stressful job (stressful).

The sample was 15 people tax staff who have worked more than three months in PT X. Measuring devices used in this study is a questionnaire consisting of 27 hardiness question items. The validity of questionnaire items ranged from 0.309-0.861. It indicates that the question items can be used. While its reliability of 0.8619. It indicates that the question items have a relatively high reliability.

The results showed that most of the tax staff working in PT X showed positive reactions to the training and increased hardiness after undergoing training. This training module has been tested through reaction level and the level of learning in improving the overall hardiness and its aspects.

Advice can be given in this study to tax staff working in PT X is to apply the results obtained from the training to do the job every day. To the company, the training can be one of the efforts to improve the hardiness of employee to be more resilient in the works, so they can last a long time to work and develop a career in PT X. To further research in order to revise the existing training programs, especially in terms of training methods, so training becomes more effective to increase hardiness.

DAFTAR ISI

LEMBAR PENGESAHAN.	i
SURAT ORISINALITAS LAPORAN PENELITIAN.	ii
PERNYATAAN PUBLIKASI LAPORAN PENELITIAN.	iii
ABSTRAK.	iv
KATA PENGANTAR.	v
DAFTAR ISI.	viii
DAFTAR TABEL.	xiii
DAFTAR BAGAN.	xiv
DAFTAR LAMPIRAN.	xv

BAB I – PENDAHULUAN

PENDAHULUAN	1
1.1 Latar Belakang Penelitian.....	1
1.2 Identifikasi Masalah.....	9
1.3 Maksud, Tujuan dan Kegunaan Penelitian.....	10
1.3.1 Maksud Penelitian.....	10
1.3.2 Tujuan Penelitian	10
1.3.3 Kegunaan Penelitian	10
1.3.3.1 Kegunaan Teoritis	10
1.3.3.2 Kegunaan Praktis.....	10
1.4 Metodologi	11

BAB II – KAJIAN PUSTAKA

2.1	Teori.....	13
2.1.1	<i>Resilience</i>	13
2.1.1.1	Pengertian Resilience At Work	13
2.1.1.2	Kekuatan dari Resilience.....	13
2.1.1.3	Hardiness Kunci untuk Resilience	14
2.1.1.4	Stress yang Dapat Membangun.....	20
2.1.1.4.1	Terdapat dua macam <i>stress</i> (tekanan), antara lain:.....	20
2.1.1.4.2	Dampak <i>Stress</i>	20
2.1.1.4.3	Menghadapi <i>Stress</i> yang Ada	22
2.1.1.4.4	Suasana Kerja yang Menimbulkan <i>Stress</i>	23
2.1.1.5	Penelitian Hardiness Tambahan.....	24
2.1.1.6	Pengalaman Awal yang Membangun Resilience	25
2.1.1.7	Pengalaman Awal yang Menurunkan Resilience.....	27
2.1.2	Hardiness Training.....	28
2.1.2.1	Program Pelatihan Hardiness	28
2.1.2.2	Mengukur Hasil Pelatihan hardiness.....	28
2.1.2.3	Keuntungan dari Pelatihan hardiness	29
2.1.3	<i>Experiential Learning</i>	30
2.1.3.1	Karakteristik Experiential Learning	31
2.1.3.2	Fase Experiential Learning.....	34
2.1.4	Teori Belajar.....	39
2.1.4.1	Area Belajar.....	39
2.1.5	Teori dan Konsep Yang Berkaitan Dengan Pelatihan	42

2.1.5.1	Merancang Mocul Pelatihan.....	42
2.1.5.2	Metode Pelaksanaan Pelatihan	45
2.1.5.3	Evaluasi Program Pelatihan	50
2.1.5.4	Instruktur	54
2.2	Kerangka Pemikiran.....	55
2.3	Asumsi Penelitian.....	70
2.4	Hipotesis Penelitian.....	70

BAB III – METODOLOGI PENELITIAN

3.1.	Rancangan Penelitian.....	71
3.2	Variabel Penelitian dan Definisi Operasional.....	72
3.2.1	Variabel Penelitian.....	72
3.2.2	Definisi Konseptual	73
3.2.2.1	Pelatihan	73
3.2.2.2	<i>Hardiness</i>	73
3.2.3	Definisi Operasional.....	73
3.2.3.1	Pelatihan <i>Hardiness</i>	73
3.2.3.2	<i>Hardiness</i>	74
3.3	Alat Ukur	75
3.3.1	Jenis Alat Ukur	75
3.3.2	Sistem Penilaian.....	76
3.3.4.1	Validitas Alat Ukur	76
3.3.4.2	Reliabilitas Alat Ukur.....	78
3.4	Populasi dan Teknik Penarikan Sampel.....	79

3.4.1	Populasi.....	79
3.4.2	Karakteristi Sampel	79
3.4.3	Teknik Penarikan Sampel	79
3.5	Rancangan Pelatihan.....	80
3.5.1	Tujuan Pelatihan <i>Hardiness</i>	80
3.5.2	Evaluasi Pelatihan.....	87
3.6	Teknik Analisis Data.....	88

BAB VI – HASIL DAN PEMBAHASAN

4.1	Gambaran Umum Responden.....	89
4.2	Hasil Evaluasi Uji Coba Modul Pelatihan.....	91
4.2.1	Hasil Penelitian Berdasarkan Evaluasi Reaksi Responden.....	91
4.2.1.1	Evaluasi Reaksi Responden Terhadap Keseluruhan Program Pelatihan.....	91
4.2.1.2	Evaluasi Reaksi Responden Terhadap Setiap Sesi Pelatihan.....	94
4.2.2	Hasil Penelitian Berdasarkan Evaluasi <i>Learning</i>	98
4.2.2.1	Gambaran Tingkatan Skor <i>Hardiness</i> Responden Sesudah Pelatihan.....	99
4.2.2.2	Gambaran Skor Sikap 3C Responden Sebelum dan Sesudah Pelatihan.....	99
4.2.2.3	Gambaran Skor Keahlian <i>Transformational Coping</i> Responden Sebelum dan Sesudah Pelatihan.....	100
4.2.2.4	Gambaran Skor Keahlian <i>Social Support</i> Responden Sebelum dan Sesudah Pelatihan.....	100

4.3	Pembahasan.....	101
-----	-----------------	-----

BAB V – SIMPULAN DAN SARAN

5.1	Kesimpulan.....	106
-----	-----------------	-----

5.2	Saran.....	107
-----	------------	-----

DAFTAR PUSTAKA

LAMPIRAN

DAFTAR TABEL

Tabel 2.1 Proses Pengukuran dan Pengumpulan Data Evaluasi

Tabel 3.2 Pembagian Nomor Item Pada Alat Ukur

Tabel 4.1 Gambaran Responden

Tabel 4.2 Gambaran Evaluasi Reaksi Responden Terhadap Program Keseluruhan Pelatihan

Tabel 4.3 Gambaran Kepuasan Responden Terhadap Keseluruhan Program Pelatihan

Tabel 4.4 Keterangan Responden Yang Merasa Puas Terhadap Keseluruhan Program Pelatihan

Tabel 4.5 Keterangan Responden Yang Merasa Tidak Puas Terhadap Keseluruhan Program
Pelatihan

Tabel 4.6 Gambaran Evaluasi Reaksi Responden Terhadap Setiap Sesi

Tabel 4.7 Uji Beda Wilcoxon

Tabel 4.8 Gambaran Tingkatan Skor *Hardiness* Responden Sesudah Pelatihan

Tabel 4.9 Gambaran Tingkatan Skor Sikap 3C Responden Sesudah Pelatihan

Tabel 5.0 Gambaran Tingkatan Skor Keahlian *Transformational Coping* Responden Sesudah
Pelatihan

Tabel 5.1 Gambaran Tingkatan Skor Keahlian *Social Support* Sesudah Pelatihan

DAFTAR BAGAN

Bagan 1.1 Rancangan Penelitian

Bagan 2.1 Kerangka Pemikiran

Bagan 3.1 Rancangan Penelitian

DAFTAR LAMPIRAN

Lampiran A Identitas dan Data Penunjang

Lampiran B Alat Ukur

Lampiran C Handout Materi Stres Kerja

Lampiran D Tugas Tertulis Mengenai Alasan Bekerja

Lampiran E Handout Materi *Resilience At Work* dan *Hardiness*

Lampiran F Tugas Tertulis Menggali Sikap 3C

Lampiran G Daftar Tugas Tertulis Melatih Keahlian *Transformational Coping*

Lampiran H Gambaran Hardiness & Aspek-aspeknya Sebelum dan Sesudah Pelatihan