

ABSTRAK

Mohammad Madun, Program Magister Manajemen Pascasarjana Universitas Muhammadiyah Jember, Juni 2021, Pengaruh Kerjasama Tim Dan Pendelegasian Wewenang Terhadap Kinerja Pegawai Melalui Komunikasi Interpersonal (Studi Kasus Pada Kantor Samsat Situbondo). Dosen Penguji: Dr. Toni Herlambang, MM. Dosen Pembimbing Utama: Dr. NNP.Martini G,MM. Dosen pembimbing pendamping: Dr. Eko Satoto, M.Mt.

Penelitian kuantitatif yang berjudul tentang pengaruh kerjasama tim dan pendelegasian wewenang terhadap kinerja pegawai melalui komunikasi interpersonal dilakukan di Kantor bersama SAMSAT Situbondo. Tujuan penelitian adalah untuk menguji pengaruh langsung dan pengaruh tidak langsung diantara variabel kerjasama tim, pendelegasian wewenang dan komunikasi interpersonal terhadap kinerja pegawai. Penelitian ini menggunakan teknik pengambilan sampling yaitu dengan sampel jenuh dikarenakan jumlah pegawai di kantor bersama SAMSAT Situbondo sebanyak 60 orang. Alat yang digunakan dalam pengumpulan data adalah kuesioner dan teknik analisis data menggunakan analisis jalur WARP PLS.

Hasil penelitian menunjukkan terdapat pengaruh positif variabel kerjasama tim terhadap komunikasi interpersonal. Terdapat pengaruh positif variabel pendelegasian wewenang terhadap komunikasi interpersonal. Terdapat pengaruh positif variabel kerjasama tim terhadap kinerja pegawai. Terdapat pengaruh positif variabel pendelegasian wewenang terhadap kinerja pegawai. Terdapat pengaruh positif variabel komunikasi interpersonal terhadap kinerja pegawai. Terdapat pengaruh positif variabel kerjasama tim terhadap kinerja pegawai melalui komunikasi interpersonal. Terdapat pengaruh positif variabel pendelegasian wewenang terhadap kinerja pegawai melalui komunikasi interpersonal.

Kata kunci: kerjasama tim, pendelegasian wewenang, komunikasi interpersonal dan kinerja pegawai

ABSTRACT

Mohammad Madun, Postgraduate Management Master Program at Muhammadiyah University of Jember, June 2021, The Effect of Teamwork and Delegation of Authority on Employee Performance Through Interpersonal Communication (Case Study at the Situbondo Samsat Office). Examiner: Dr. Toni Herlambang, MM. Main Advisor: Dr. Ni Nyoman Putu Martini, MM. Co-supervising lecturer: Dr. Eko Satoto, M.Mt.

A quantitative study entitled on the effect of teamwork and delegation of authority on employee performance through interpersonal communication was conducted at the joint office of SAMSAT Situbondo. The purpose of the study was to examine the direct and indirect effects between the variables of teamwork, delegation of authority and interpersonal communication on employee performance. This study uses a sampling technique with a saturated sample because the number of employees in the office of SAMSAT Situbondo is 60 people. The tools used in data collection are questionnaires and data analysis techniques using WARP PLS path analysis.

The results showed that there was a positive influence of the teamwork variable on interpersonal communication. There is a positive effect of delegation of authority on interpersonal communication. There is a positive effect of teamwork variable on employee performance. There is a positive influence on the delegation of authority variable on employee performance. There is a positive influence of interpersonal communication variables on employee performance. There is a positive influence of teamwork variables on employee performance through interpersonal communication. There is a positive influence of the delegation of authority on employee performance through interpersonal communication.

Keywords: teamwork, delegation of authority, interpersonal communication and employee performance