

**PENGARUH KETERBUKAAN PADA DIVERSITAS TERHADAP
PERCEIVED TEAMWORK QUALITY YANG DIMODERASI OLEH GAYA
PENANGANAN KONFLIK PADA KARYAWAN DI KOTA BANDUNG**

SKRIPSI

Diajukan untuk memperoleh gelar Sarjana Psikologi di Departemen Psikologi
Fakultas Ilmu Pendidikan Uiversitas Pendidikan Indonesia



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**DEPARTEMEN PSIKOLOGI
FAKULTAS ILMU PENDIDIKAN
UNIVERSITAS PENDIDIKAN INDONESIA
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Sebuah skripsi yang diajukan untuk memenuhi salah satu syarat
memperoleh gelar Sarjana Psikologi pada Departemen Psikologi
Fakultas Ilmu Pendidikan

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Februari 2020

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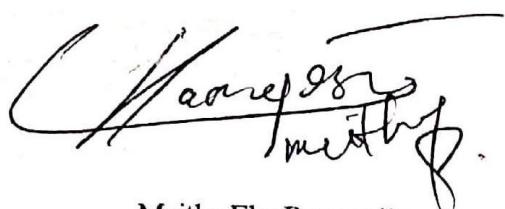
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ABSTRAK

Meitha Eka Pangestika (1503693). *Pengaruh Keterbukaan pada Diversitas terhadap Perceived teamwork quality yang Dimoderasi oleh Gaya Penanganan Konflik pada Karyawan di Kota Bandung.* Skripsi. Departemen Psikologi, Fakultas Ilmu Pendidikan, Universitas Pendidikan Indonesia, Bandung. (2020).

Penelitian ini bertujuan untuk mengetahui pengaruh keterbukaan pada diversitas terhadap *perceived teamwork quality* yang dimoderasi oleh gaya penanganan konflik pada karyawan di Kota Bandung. Penelitian ini menggunakan pendekatan kuantitatif dengan metode korelasional. Sampel dalam penelitian ini adalah 350 karyawan yang bekerja dalam tim di perusahaan di Kota Bandung. Teknik sampling yang digunakan adalah quota sampling. Instrumen untuk mengukur keterbukaan pada diversitas adalah *openness to diversity scale* dari Hobman, Bordia, dan Gallois (2004), instrumen untuk mengukur gaya penanganan konflik adalah *Organizational Communication Conflict Instrument* dari Putnam dan Wilson (1982), dan instrumen untuk mengukur *perceived teamwork quality* adalah *Teamwork Quality (TWQ) scale* dari Hoegl dan Gemunden (2001). Teknik analisis data yang digunakan adalah regresi linier untuk mengetahui pengaruh keterbukaan pada diversitas terhadap *perceived teamwork quality* dan regresi berganda untuk mengetahui pengaruh keterbukaan pada diversitas terhadap *perceived teamwork quality* yang dimoderasi oleh gaya penanganan konflik. Hasil penelitian ini menunjukkan: 1) gaya penanganan konflik *non-confrontation* memoderasi pengaruh dari keterbukaan pada diversitas terhadap *perceived teamwork quality*; 2) gaya penanganan konflik *solution-orientation* memoderasi pengaruh dari keterbukaan pada diversitas terhadap *perceived teamwork quality*; dan 3) gaya penanganan konflik *control* memoderasi pengaruh dari keterbukaan pada diversitas terhadap *perceived teamwork quality* pada karyawan di Kota Bandung.

Kata kunci: *Perceived Teamwork Quality*, Karyawan, Gaya Penanganan Konflik, Keterbukaan pada Diversitas.

ABSTRACT

Meitha Eka Pangestika (1503693). *The Effect of Openness to Diversity on Perceived Teamwork Quality Moderated by Conflict Handling Style of Employee in Bandung.* Unpublished research paper. Department of Psychology, Faculty of Educational Sciences, Universitas Pendidikan Indonesia, Bandung (2020).

This study aims to determine the effect of openness to diversity on perceived teamwork quality moderated by conflict handling style of the employee in Bandung. This research used a quantitative approach with a correlational method. The sample in this study were 350 employees worked in team at companies in Bandung. The sampling technique used in this study was quota sampling. The instruments used in this study were: openness to diversity scale from Hobman, Bordia, and Gallois (2004), Organizational Communication Conflict Instrument from Putnam and Wilson (1982), and Teamwork Quality (TWQ) scale from Hoegl dan Gemuenden (2001). Data were analyzed by linear regression analysis to determine the effect of openness to diversity on perceived teamwork quality and multiple regression to determine the effect of openness to diversity on perceived teamwork quality moderated by conflict handling style. The results were: 1) the non-confrontation conflict handling style is able to moderate the effect of openness to diversity on perceived teamwork quality; 2) the solution-orientation conflict handling style is able moderate the effect of openness to diversity on perceived teamwork quality; and 3) the control conflict handling style is also able to moderate the effect of openness to diversity on perceived teamwork quality in the employee in Bandung.

Keywords: *Perceived Teamwork Quality, Employee, Conflict Handling Style, Openness to Diversity.*

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Meitha Eka Pangestika, 2020

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