

A man in a light blue shirt and tie is meditating with his eyes closed and hands in a prayer position. He is sitting in a meeting room with other people around him. One man on the left is looking at him with a concerned expression, while others are looking at documents or talking. The background shows large windows with a view of a city.

INTERPERSONAL BEHAVIOUR

Issue between organization & employee ; privacy right, discipline & empowerment

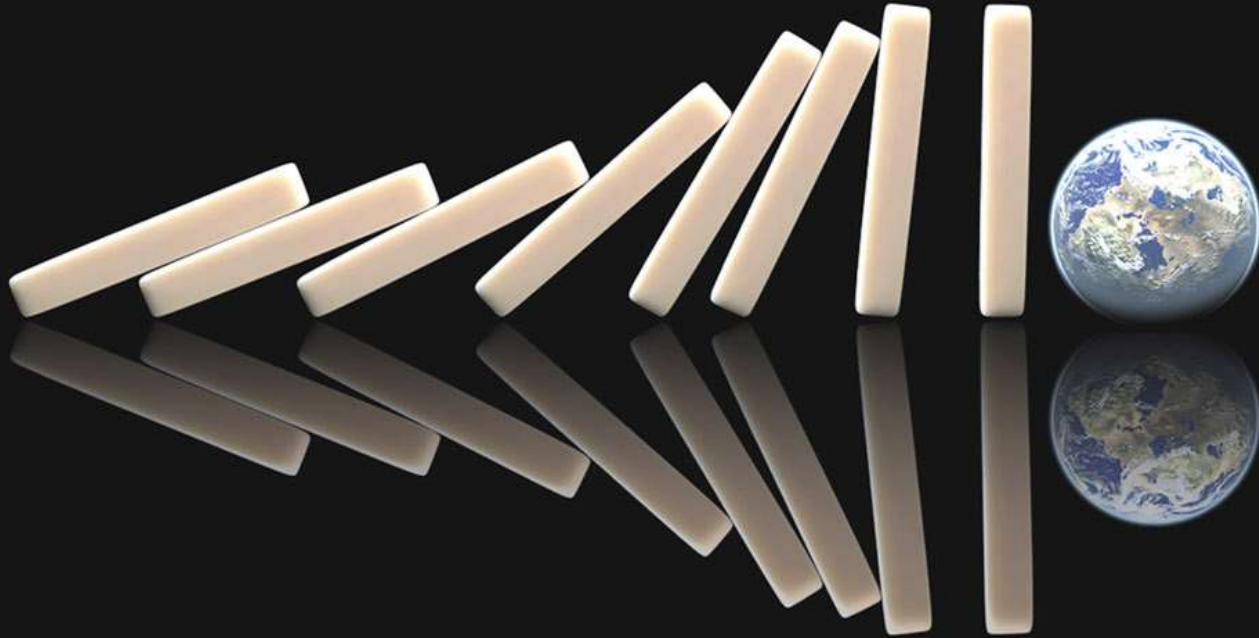
LENGKONG, ANDREW | ORGANIZATIONAL BEHAVIOR



Interpersonal behavior

is the **bond** or behavior between two people depending on the context of their relationship

the study of one's own perception, knowledge , attitude & motivation and how these affect one's behavior to the self & with others



INDIVIDUAL BEHAVIOR AFFECT'S
AND IS AFFECTED BY OTHER BEHAVIOR



Is it important ?







Interpersonal Behavior Characterized mainly by:

Communication skill

- Knowledge / literacy / intelligence
- Listening skill
- Verbal skill
- Active listening / feedback

Emotional intelligence

- Self awareness
- Emotional maturity

Social skill

- Good eye contact
- Body language
- Empathy / understanding & assimilating ability





“RAPAT

itu penting

tapi,

**TERLALU BANYAK
RAPAT**

bikin orang

***SINTING*”**

Dahlan Iskan

A black and white close-up portrait of Oprah Winfrey. She is smiling broadly, showing her teeth. Her hair is dark, voluminous, and styled in tight curls. She is wearing large hoop earrings. The background is a plain, light color.

"arguably the world's most powerful woman"
CNN and Time.com





MAVRODI MONDIAL MONEYBOX

Types of Interpersonal Behavior

Types of Interpersonal Behavior

AGGRESSIVE BEHAVIOR

berarti cenderung (ingin) menyerang kepada sesuatu yang dipandang sebagai hal yang mengecewakan, menghalangi atau menghambat (KBBI: 1995: 12).

Types of Interpersonal Behavior



AGGRESSIVE BEHAVIOR

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Types of Interpersonal Behavior



AGGRESSIVE BEHAVIOR

ASSERTIVE BEHAVIOR

berarti cenderung (ingin) menanggapi perilaku
seseorang yang dianggap sebagai hambatan
untuk mencapai tujuan, menghambat atau menghambat
(KBBi: 1995: 12).

suatu tingkah laku yang penuh ketegasan yang
timbul karena adanya kebebasan emosi dan
keadaan efektif yang mendukung
Fensterheim, 1980

Types of Interpersonal Behavior



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Types of Interpersonal Behavior

AGGRESSIVE BEHAVIOR

berarti cenderung (ingin) menyerang kepada

sesuatu yang menimbulkan perasaan
mengejut, takut, cemas, tertekan dan
(KBB: 1977)

NON ASSERTIVE BEHAVIOR

Suatu perilaku yang menghindari konflik sehingga cenderung menomorduakan perasaan dan pikiran pribadi. Perilaku ini memiliki ciri yaitu banyak mengalah sehingga cenderung dikuasai oleh rasa takut, cemas, tertekan dan tidak berbuat apa-apa. Membiarkan sesuatu yang tidak nyaman terjadi begitu saja.

ASSERTIVE BEHAVIOR

Suatu tingkah laku yang penuh ketegasan yang timbul karena adanya kebebasan emosi dan keadaan efektif yang mendukung
Fensterheim, 1980

Types of Interpersonal Behavior

AGGRESSIVE BEHAVIOR

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...a, menghalangi atau menghambat



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ASSERTIVE BEHAVIOR

suatu tingkah laku yang penuh ketegasan yang timbul karena adanya kebebasan emosi dan keadaan efektif yang mendukung Fensterheim, 1980

Comparison of Interpersonal Behavior types

	Non Assertive	Assertive	Aggressive
Characteristic of the behavior	Doesn't express wants Idea, and feelings or expresses them in self-deprecating ways.	Expresses want, ideas, and feelings I direct and appropriate ways	Expresses wants, ideas, and feelings at the expense of others
Your feeling when you act this way	Anxious, disappointed with yourself, others angry, and resentful	Confident, feel good about yourself at the time and later	Self-righteous, superior, sometimes embarrassed
Other people's feelings about you when you act this way:	Guilty or superior	Usually respect	Angry, Vengeful
Outcome	Don't get what you want: Anger Builds Up	Often get what you want.	Often get what you want at the expense of others. Often feel justified at 'getting-even'
Payoff	Avoids unpleasant situation, avoids conflict, tension, confrontation	Feel good, respected by others, improved self confidence and relationships	Vent anger feels Superior

ISSUE BETWEEN ORGANIZATION & EMPLOYEE



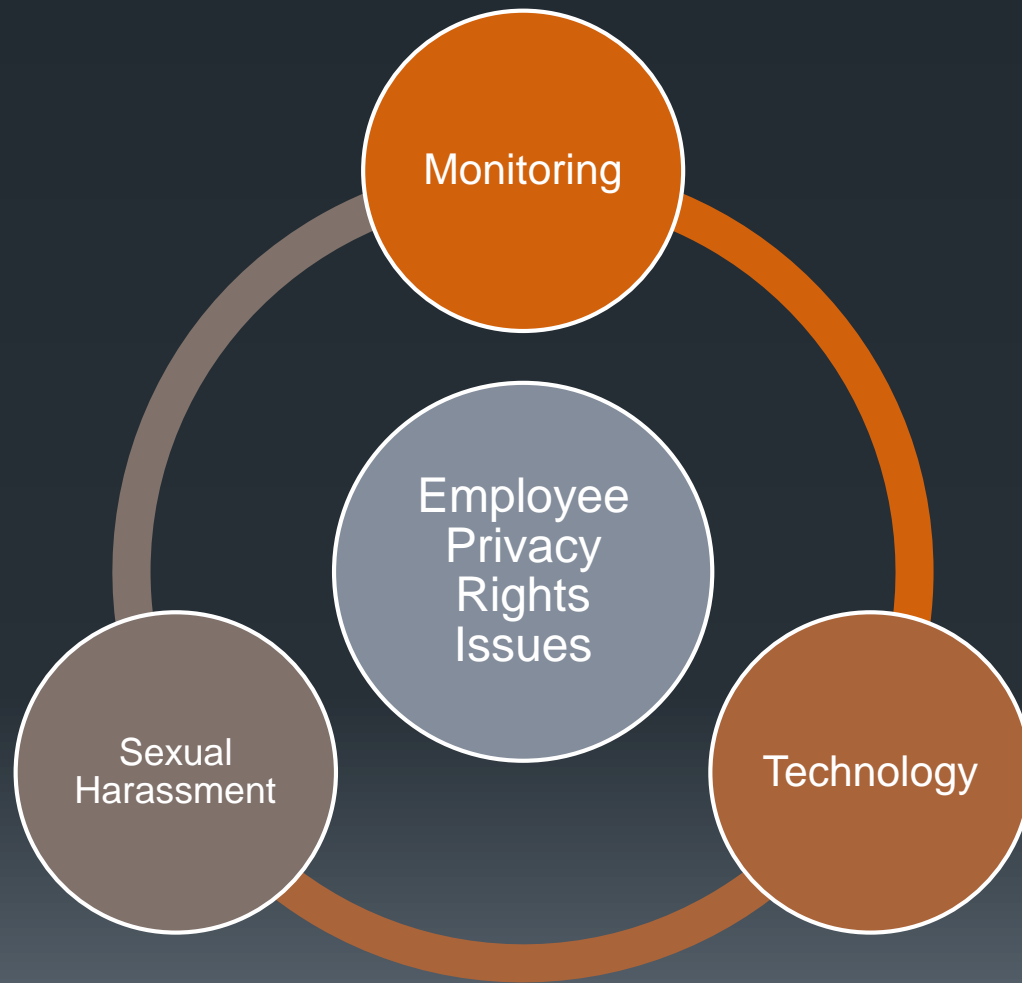




AKIL MOCHTAR

**EMPLOYEE
PRIVACY RIGHTS
ISSUES**





Sexual Harassment = Unwanted Sexual Attention

Gender Harassment

Unwanted Sexual Attention

Sexual Coercion

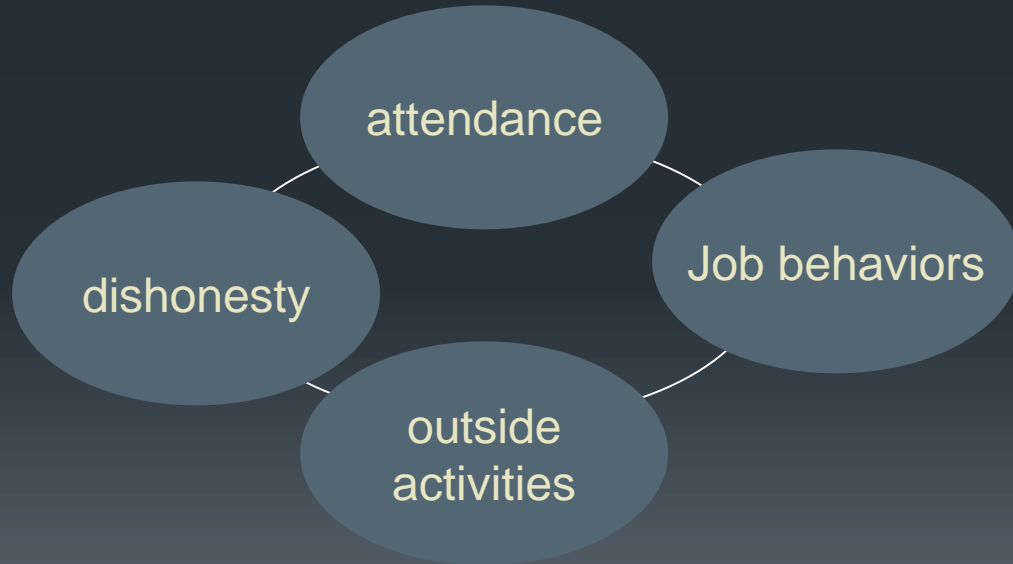


DISCIPLINE

A condition where employees conduct themselves in accordance with the organization's rules and standards of acceptable behavior.



The most frequent violations requiring disciplinary action



em**POWER**ment





Issue with Empowerment

- Many employee don't want the added responsibility and accountable & are uncomfortable with.
- Not all people are conscientious enough to be empowered



So...How to maintain it?




TRANSACTIONAL ANALYSIS

technique used to help people ***better understand*** their own and other's behavior, especially in interpersonal relationship."

EGO-STATES

Suatu perilaku yang dibentuk oleh pengalaman





People during interaction with others
operate from different ego states...

Parent Ego (exteropsychic)

Adult Ego (neopsychic)

Child Ego (archaeopsychic)

Parent Ego (exteropsychic)

- a state in which people behave, feel, and think in response to an unconscious mimicking of how their parents (or other parental figures) acted, or how they interpreted their parent's actions.

Adult Ego (neopsychic)

- a state of the ego which is most like a **computer processing information and making predictions** absent of major emotions that could affect its operation.

Child Ego (archaeopsychic)

- a state in which people behave, feel and think similarly to how they did in childhood. For example, a person who receives a poor evaluation at work may respond by looking at the floor, and crying or pouting, as they used to when scolded as a child.

LIFE POSITIONS

general feeling about life



4 Life Position

I am Okay
you are
Okay.

I am Okay
you are
not Okay.

I am not
Okay you
are Okay.

I am not
Okay you
are not
Okay



I am not OK

I am OK

You are not OK

A
Avoidant / averse

B
Bossing

You are OK

D
Difficult

C
Competent / confident /
creative



Improving Interpersonal Skill

- **Communication Skills:**

Communion demands that we listen as well as speak

- **Assertiveness Skills :**

Expressing yourself and your rights without violating the rights of others

- **Conflict Resolution:**

Conflict is natural and inevitable. Conflict Resolution helps you resolve differences so that you may continue with the relationship in an effective way.

- **Anger Management:**

Knowing how to recognize and express anger appropriately can help us to reach goals, handle emergencies, solve problems and even protect our health.

THANK YOU





TAKING EMPOWERMENT TO THE NEXT LEVEL:


A MULTIPLE-LEVEL MODEL OF EMPOWERMENT,
PERFORMANCE, AND SATISFACTION



Empowerment Adalah

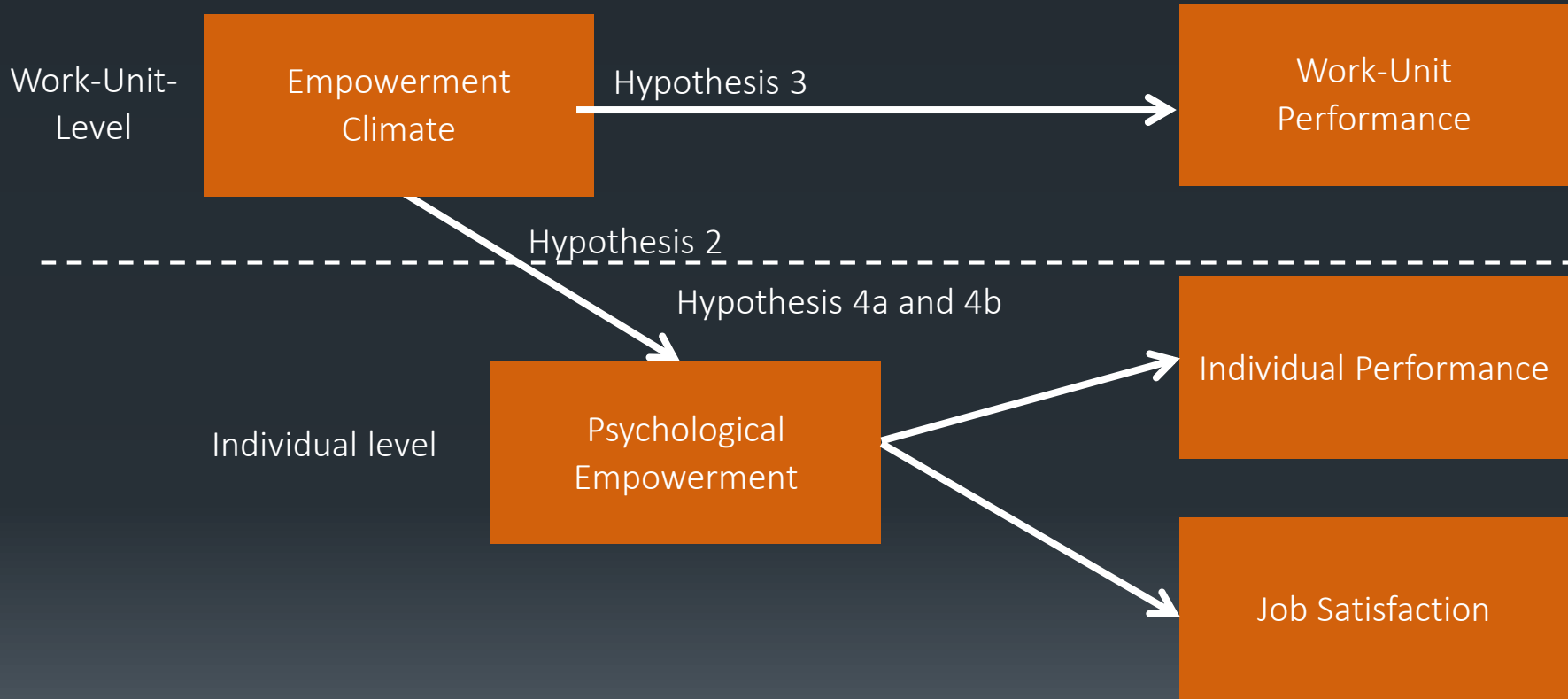
- Pemberdayaan adalah suatu proses dimana individu mempunyai kekuasaan untuk berpartisipasi secara langsung untuk mengendalikan dan mempengaruhi suatu kejadian yang memiliki efek langsung terhadap kehidupannya

Splitzer, 1995



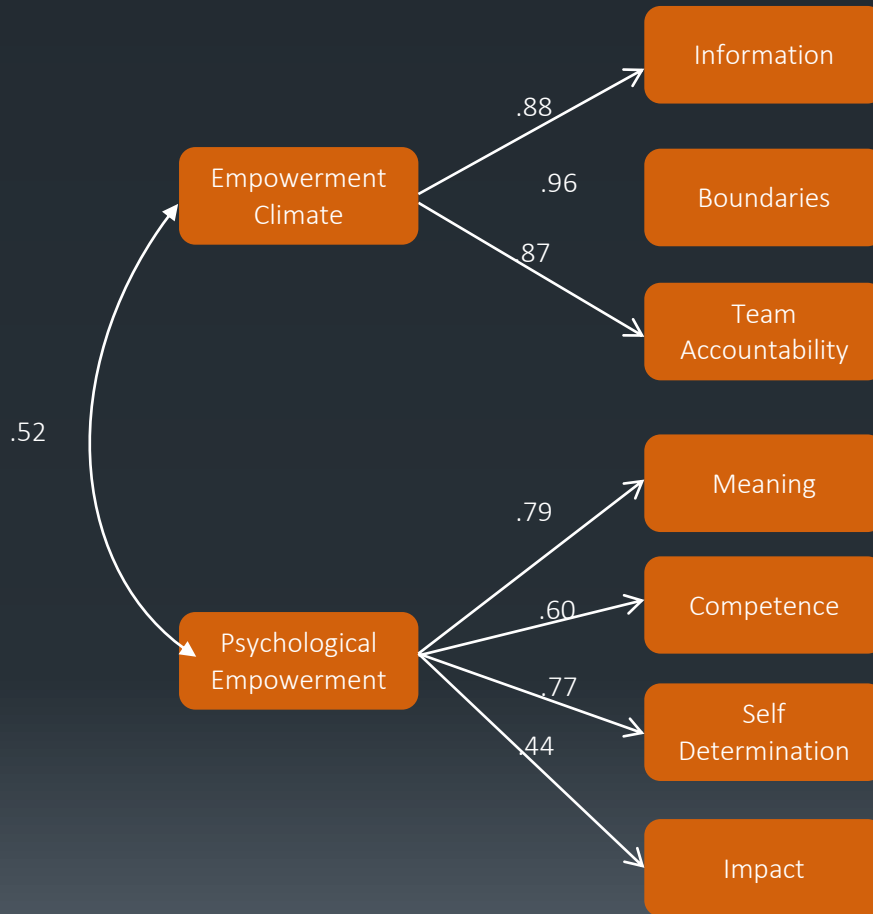
Menurut Liden & Arad (1996) 2 Perspective yang mempengaruhi empowerment

- **Macro perspective** : yang berfokus pada struktur dan kebijakan dari organisasi.
- **Micro perspective** : focus pada empowerment sebagai intrinsic motivation.



Findings





indexes: $\chi^2 = 1,597$, $df = 694$, $RMSEA = .07$, $SRMR = .07$, $CFI = .98$. Standardized parameter estimates are presented. Observed variables and paths are omitted for clarity.



H1

- **Hypothesis 1.** *Empowerment climate and psychological empowerment are empirically distinct constructs.*
- Hypothesis 1 : Terbukti merupakan suatu konsep yang berbeda



H2

- *Hypothesis 2. Empowerment climate and psychological empowerment will be positively and significantly related.*
- Hypothesis 2: Adanya hubungan yang positif dan signifikan antara empowerment climate dan psychological empowerment



H3

- ***Hypothesis 3. Empowerment climate will be positively and significantly related to work unit performance.***
- Hypothesis 3: Adanya hubungan antara empowerment climate dan work unit performance.



H4

- **Hypothesis 4a.** *Psychological empowerment will be positively and significantly related to individual job performance.*
- **Hypothesis 4b.** *Psychological empowerment will be positively and significantly related to job satisfaction*
- **Hypothesis 4a & Hypothesis 4b :** Adanya hubungan hubungan yang positif antara psychological empowerment dan individual performance serta job satisfaction.



H5

- ***Hypothesis 5a.*** *Psychological empowerment will mediate the relationship between empowerment climate and individual performance.*
- Hypothesis 5a: Tidak adanya hubungan antara empowerment climate dan individual job performance.



H5

- ***Hypothesis 5b.*** *Psychological empowerment will mediate the relationship between empowerment climate and job satisfaction.*
- Hypothesis 5b : Adanya hubungan yang positif antara empowerment climate dan job Satisfaction.