

Implementation of Communication Training as an Intervention To Increase Teamwork Effectiveness in Marketing Division and Production Division

(Case Study at PT. KFR)

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Abstract

Researcher expect that through the implementation of communication training and giving feedback to the employee will increase the teamwork effectiveness and decrease the conflict between all of the employee. Researcher use the quasi experimental method to analyze the teamwork change. The employees divided into experiment group and control group. Each group consists of three people from marketing division and three people from production division. The experiment group get the communication training and feedback for six weeks periodically. The control group just get the communication training only. The result show that giving the communication training and feedback can increase the teamwork and decrease the conflict between employees. He result show that giving training and feedback periodically are more effective than just giving the training only.

Key word : training, communication, intervention, teamwork