

ABSTRAK

Cessa Aprila Putri Denanda, 111611133043, Pengaruh *Co-worker support* dan *Teamwork* Terhadap *Innovative Work Behaviour* Pada Karyawan Industri Pariwisata di Pulau Bali, Skripsi, Fakultas Psikologi Universitas Airlangga Surabaya, 2020.

18 + 92 halaman, 17 lampiran

Banyak pesaing industri pariwisata baik di dalam negeri maupun di luar negeri yang sudah mulai berlomba-lomba memberikan inovasi baru dan memamerkan kreatifitasnya untuk mengikat daya tarik wisatawan, menjadikan karyawan perlu meningkatkan perilaku kerja inovatifnya sebagai bentuk kontribusi terhadap organisasi. Mengingat sumber devisa terbesar yang diterima Inonesia didapatkan dari industri pariwisata. Oleh karena itu, penelitian ini dilakukan dengan tujuan untuk menguji adanya pengaruh dari *co-worker support* dan *teamwork* terhadap *innovative work behaviour* pada karyawan industry pariwisata di Pulau Bali. Penelitian ini menggunakan pendekatan kuantitatif dengan tipe survey. Terdapat 102 Karyawan industri pariwisata di Pulau Bali yang menjadi responden pada penelitian kali ini.

Teknik pengambilan data menggunakan kuesioner secara langsung dalam bentuk hardcopy maupun secara online dengan menggunakan google form. Kuesioner yang digunakan pada penelitian ini adalah *Innovative Work Behaviour Scale* milik Kleysen dan Street (2001), kemudian kuesioner *Co-worker Support* milik Setton & Massholder (2002) yang diadaptasi oleh Tews, dkk (2013), dan kuesioner *Teamwork Quality (TWQ) Scale* milik Hoegel & Gemuenden (2001) yang diadaptasi oleh Renny Rochani (2013).

Hasil dari penelitian ini menunjukkan terdapat nilai signifikansi pada tabel Anova IBM SPSS 16 sebesar 0,000 lebih kecil dari 0,05 yang artinya variabel *co-worker support* dan *teamwork* berpengaruh terhadap *innovative work behaviour* pada karyawan industri pariwisata di Pulau Bali.

Kata Kunci : *Co-worker Support, Teamwork, Innovative Work Behaviour, Karyawan, Industri Pariwisata*

ABSTRACT

Cessa Aprila Putri Denanda, 111611133043, The Effect of Co-worker Support and Teamwork on Innovative Work Behaviour in Tourism Industry Employee in Bali, Undergraduate Thesis, Faculty of Psychology Airlangga University Surabaya, 2020.

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Many competitors in tourism industry both at Indonesia or aboard have started competing to provide new innovations and show their creativity to tie the appeal of tourists, this makes employees need to improve their innovative work behaviour as a form of contribution to the organization. Given the largest source of foreign exchange received by Indonesia was obtained from the tourism industry. Therefore this study was conducted with the aim to examine the influence of co-worker support and teamwork on innovative work behaviour in tourism industry employees in Bali. This study uses a quantitative approach to the type of survey. There were 102 tourism employees in Bali as respondents in this study.

The data collective techniques used in questionnaires both spread directly with hardcopy and online questionnaires with Google Form. The questionnaires which used in Innovative Work Behaviour Scale by Kleysen dan Street (2001), and then the questionnaires which used in Co-worker Support by Setton & Massholder (2002) adapted by Tews, et al (2013), and Hoegel & Gemuenden's (2001) Teamwork Quality (TWQ) Scale Questionnaire adapted by Renny Rochani (2013).

The result of this study indicate the significance value of Anova IBM SPSS 16 table of 0,000 smaller than 0,05 which means that there is influence of Co-worker Support and Teamwork on Innovative Work Behaviour in Tourism Industry Employees in Bali.

Keywords : Co-worker Support, Teamwork, Innovative Work Behaviour, Employees, Tourism Industry