

ANALISIS KESEJAHTERAAN SOSIAL KARYAWAN DI PT TELEPERFORMANCE

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Abstrak

Penelitian ini bertujuan untuk menganalisis kesejahteraan sosial di PT Teleperformance. Penelitian ini menggunakan metode deskriptif kuantitatif. Metode perolehan data menggunakan kuesioner yang diukur dengan skala likert. Sampel yang digunakan dalam penelitian ini berjumlah 57 responden. Teknik pengambilan sampel yang digunakan dalam penelitian ini menggunakan Teknik non probability sampling yaitu dengan purposive sampling. Metode analisis menggunakan analisis deskriptif, uji validitas, uji reliabilitas, dan rata-rata hitung. Berdasarkan hasil penelitian secara keseluruhan variabel kesejahteraan sosial karyawan memiliki nilai rata-rata hitung sebesar 2,53 yang termasuk ke dalam kategori setuju. Berdasarkan indikator integrasi sosial memiliki rata-rata hitung sebesar 2,36 yang termasuk dalam kategori tidak setuju. Berdasarkan indikator penerimaan sosial memiliki rata-rata hitung sebesar 2,43 yang termasuk dalam kategori tidak setuju. Berdasarkan indikator koherensi sosial memiliki rata-rata hitung sebesar 3,43 yang termasuk dalam kategori tidak setuju. Berdasarkan indikator aktualisasi sosial memiliki rata-rata hitung sebesar 2,63 yang termasuk dalam kategori setuju. Berdasarkan indikator kontribusi sosial memiliki rata-rata hitung sebesar 2,79 yang masuk dalam kategori setuju.

Kata Kunci: *Integrasi Sosial, Penerimaan Sosial, Koherensi Sosial, Aktualisasi Sosial, Kontribusi Sosial*

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AN ANALYSIS OF EMPLOYEE SOCIAL WELFARE AT TELEPERFORMANCE INC

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Abstract

This research aimed to analyze the employee social welfare at Teleperformance Inc. This research used the quantitative descriptive method. The data collection method using questionnaire measured by the Likert scale. The sample used in this research was 57 respondents in total. The sample-taking technique used in this research was the non-probability sampling technique of purposive sampling. The analysis method used descriptive analysis, validity test, reliability test, and mean arithmetic. Based on the overall results of the research, the employee social welfare variable had average value 2.53, which was included in the agreed category. Based on the social integration indicator, it had average value 2.36, which was included in the disagree category. Based on the social acceptance indicator, it had average value 2.43, which was included in the disagree category. Based on the social coherence indicator, it had average value 3.43, which was included in the disagree category. Based on the social actualization indicator, it had average value 2.63, which was included in the agreed category. Based on the social contribution indicator, it had average value 2.79, which was in the agreed category.

Keywords: *Social Integration, Social Acceptance, Social Coherence, Social Actualization, Social Contribution.*