

***EFFECTIVENESS OF TRUST BUILDING TRAINING TO IMPROVE  
TEAM MEMBER EXCHANGE QUALITY***

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***ABSTRACT***

*The Purpose of this research is to know the effect of trust building training on the quality of the team member exchange. The research method used was experimental research with pretest-posttest control group design. The research subjects were employees of the cooperative shop “x” in Palembang. The data retrieval of this study uses TMX quality scale was adapted from the original scale of 10 items. Author tried to develop it into 20 items to do try out, the results are 12 items that are feasible to be used as a measurement tool for research. Trust building intervention used trust building training modules that have been validated and tested professional judgment and have been tested the research subjects were 32 people were divided into two experimental and control groups, so there were 16 research subjects in each group. The data analysis used Mann Whitney test different test analysis method. The results showed that there were differences in the quality of the TMX which a significant between the experimental group and the control group with the Sign value (2-tailed) of 0,000 with a value of  $p < 0.05$ . And there are differences in the quality of the TMX between the initial measurement and the final measurement using Wilcoxon test in the experimental group to get a Sign (2-tailed) value of 0,001 with a value of  $p < 0.05$ . Thus, it can be concluded that there are differences in giving trust building training improve the quality of the TMX. It means the hypothesis in this study are acceptable.*

*Keywords: Trust Building Training and Team Member Exchange Quality*

EFEKTIFITAS PELATIHAN *TRUST BUILDING* UNTUK MENINGKATKAN  
KUALITAS *TEAM MEMBER EXCHANGE*

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**ABSTRAK**

Penelitian ini bertujuan untuk mengetahui pengaruh pelatihan *trust building* terhadap kualitas *team member exchange*. Metode penelitian yang digunakan adalah penelitian eksperimen dengan *pretest- posttest control group design*. Pengambilan data penelitian menggunakan skala kualitas *team member exchange* yang diadaptasi dari skala aslinya berjumlah 10 aitem yang penulis coba kembangkan menjadi 20 aitem dan dilakukan *try out*. Hasilnya ada 12 aitem terpakai sebagai alat ukur penelitian dengan nilai reliabilitas *alpha cronbach* 0,902. Intervensi *trust building* menggunakan modul pelatihan *trust building* yang telah divalidasi oleh *professional judgment* dan sudah diuji cobakan. Subjek penelitian berjumlah 32 orang, terbagi dalam kelompok eksperimen dan kontrol masing-masing berjumlah 16 orang menggunakan teknik random. Analisa data menggunakan metode analisis uji beda *Mann Whitney test*. Hasilnya menunjukkan bahwa ada perbedaan signifikan kualitas *team member exchange* antara kelompok eksperimen dan kelompok kontrol dengan nilai *Sign (2-tailed)* sebesar 0,000 dan nilai  $p < 0,05$ . Terdapat perbedaan kualitas *team member exchange* antara pengukuran awal dengan pengukuran akhir menggunakan *Wilcoxon Signed Rank Test* pada kelompok eksperimen yang memperoleh nilai *Sign (2-tailed)* sebesar 0,001 dan nilai  $p < 0,05$ . Berdasarkan hasil tersebut dapat disimpulkan bahwa ada perbedaan yang signifikan terhadap peningkatan kualitas *team member exchange* melalui pemberian pelatihan *trust building*. Artinya hipotesis dalam penelitian ini dapat diterima.

**Kata Kunci** : Pelatihan *Trust Building* dan Kualitas *Team Member Exchange*