

***THE ANALYSIS OF RELATIONSHIP BETWEEN TEAMWORK,
DIVERSITY, CONFLICTS MANAGEMENT TOWARD ORGANIZATIONAL
PERFORMANCE OF BANKING INDUSTRY IN BATAM***

NPM : 1541352

Veronica

Abstract

The condition of global banking organizations has undergone many changes in the current era, including in Indonesia. The banking challenges in the future must be able to develop products that can spoil consumers. Banking must provide maximum service for its customers. Customer satisfaction is the main goal of every banking product and service provided. To find out customer satisfaction with banks, a Customer Satisfaction Management (SLE) survey was conducted.

The importance of customer satisfaction as a standard assessment of the performance of banking organizations is influenced by several factors such as teamwork, diversity and conflict management that occur and occur in the banking organization. The function of this study was to examine the effect of Teamwork, diversity, conflict management on the performance of banking organizations in Batam City.

The population of this study is banking in Batam City. Data were collected as many as 200 questionnaires distributed to banking employees from Bank Mandiri, Bank BRI, Bank BCA, Bank BNI and Bank Danamon, after going through the process of selecting as many as 192 questionnaires that used as research samples. The results showed that teamwork variables had a significant positive effect on organizational performance in Batam City. Variables of diversity have a positive significant effect on organizational performance in Batam City. Variable conflict management does not have a significant negative effect on organizational performance in Batam City.

Keywords: *Teamwork, Diversity, Conflict Management, Organizational Performance*