



DINAMIKA *FOLLOWERSHIP* PADA *VOLUNTEER* DI *NON-GOVERNMENTAL ORGANIZATION*

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INTISARI

Kesuksesan organisasi ditentukan oleh berbagai hal, salah satunya adalah peran anggota di dalam organisasi tersebut. Hal ini menimbulkan kebutuhan organisasi terhadap anggota yang berkualitas atau dikaji dengan istilah *followership*. Penelitian ini bertujuan untuk mengungkap dinamika *followership* pada individu yang menjadi *volunteer* di *non-governmental organization* (NGO). Untuk memahami hal-hal yang terkandung dalam dinamika *followership* pada *volunteer*, penelitian ini dilakukan menggunakan metode kualitatif dengan pendekatan fenomenologi. Data pada penelitian ini didapat melalui wawancara terhadap 3 responden yang merupakan anggota *Project Child* Indonesia, NGO yang bergerak di bidang pendidikan. Responden yang terpilih merupakan anggota yang dinilai telah memberikan kontribusi positif untuk organisasi meskipun mereka tidak mendapatkan insentif dalam bentuk finansial dari organisasi tersebut. Data penelitian didapatkan dengan menggunakan teknik wawancara mendalam. Pengujian keabsahan data dilakukan melalui triangulasi dengan mewawancarai *significant other* yaitu manajer dari masing-masing responden. Hasil analisis menunjukkan bahwa *followership* didasari oleh dimensi organisasional berupa budaya organisasi, dimensi kelompok yaitu gaya kepemimpinan atasan dan dukungan dari rekan kerja, dan dimensi individual yaitu aktualisasi diri *volunteer* itu sendiri. Hal-hal tersebut mendasari kualitas *followership* yang memungkinkan *volunteer* menjalankan perannya dengan optimal demi tercapainya visi organisasi.

Kata kunci: *followership*, kepemimpinan, organisasi non-pemerintahan, *volunteer*



THE DYNAMICS OF VOLUNTEER'S FOLLOWERSHIP IN NON-GOVERNMENTAL ORGANIZATION

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ABSTRACT

The success of the organization was determined by various things, e.g. the role of members within the organization. This led to escalation of organization's need toward efficient members, examined in terms of followership. This study aimed to understand the dynamics of followership in individual who volunteer in non-governmental organization (NGO). To understand various matters contained in the dynamics of followership on volunteer, this research was conducted using qualitative method with phenomenology approach. The data in this study were obtained through in-depth interview with 3 respondents who were members of Project Child Indonesia, NGO engaged in educational issues. Selected respondents were members who appraised to have positive contribution toward the organization, even though they weren't getting any financial incentives. Validity testing of the data was done through triangulation by interviewing significant other i.e. manager of each respondent. The results of the analysis showed that followership was based on organizational dimension in form of organizational culture, group dimension which refer to both the managers' leadership style and support from colleagues, and individual dimension which manifested in volunteer's self-actualization itself. These things underlie the quality of followership that allowed the volunteer to perform his or her role optimally in order to achieve the organization's goals.

Keywords: followership, leadership, non-governmental organization, volunteer