

## BUILDING SUCCESSFUL DELEGATES: KEYS TO IMPROVING TEAM PRODUCTIVITY

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### Abstract

In the era of globalization and rapid technological development, increasing team productivity has become one of the main challenges for organizations. This research focuses on developing successful delegation as a strategy to increase team productivity. Using qualitative research methods, this study aims to identify keys that can increase delegation effectiveness and, in turn, improve team productivity. Through in-depth interviews with managers and team members from various industries, data was collected to explore their experiences and perspectives regarding delegation practices. Data analysis was carried out using a thematic approach, which resulted in several main themes: the importance of clear communication, selecting appropriate tasks, developing trust within the team, and providing constructive feedback. The research results show that effective communication and a deep understanding of team members' strengths and weaknesses are crucial factors in a successful delegation process. Additionally, building trust among team members allows for better decision making and increases commitment to delegated tasks. This research concludes that a good delegation strategy not only improves operational efficiency but also encourages team members' professional growth. By implementing the identified keys, organizations can create a more collaborative and productive work environment. These findings are expected to contribute to managerial practices and team development in various industrial sectors.

**Keywords:** *Delegation, Team, Productivity, Skills, Strategy, Effectiveness*

### INTRODUCTION

Delegation skills are a person's ability to organize and delegate authority for work to other people or team members. The ability to delegate is not limited to giving someone a task, but also organizing and designing so that the task can be done well. Usually, delegation skills are one of the basic abilities that a manager or leader must have. Even so, as Glints mentioned above, delegation skills are actually basic abilities that must be mastered by everyone on the team.

According to the KBBI, a delegate is an individual who is appointed or sent by a country in a deliberation, handover or delegation of authority from superiors to

subordinates in a task environment and must be able to be accountable to their superiors.

Delegating tasks is one of the tasks a manager carries out. This delegation is done because at the same time, managers cannot carry out tasks alone. Need help from team members or subordinates to complete the task.

There are many benefits if someone has delegation skills, here are the benefits:

1. Easier to achieve business goals

According to research by the Gallup Study, company leaders who delegate well to their teams get 33 percent higher revenue. This ability makes a lot of work completed more quickly, making targets easier to achieve.

2. Improve team performance

Not only does it cut time and energy, delegating work can also improve team performance. Everyone on the team will be more productive because the work is shared equally by the manager. Internal team communication and relationships will also be much better and more intense. With a good delegation process, everyone in the team also feels like they are contributing to achieving the target.

3. Build trust in the team

By applying delegation skills, it means that give trust to everyone on the team to complete a task. This will of course build trust and a sense of ownership of the company. In the end, team dynamics are well developed, work is more efficient, and maximum results are achieved.

The goal of the delegation is so that all work can be completed on time well, effectively and efficiently, make it easier for superiors to formulate appropriate policies from the results of job evaluations, Providing roles according to portions, duties, abilities and positions for each worker in a company, Motivate workers to focus more on performance and targets to be achieved, Helping managers to focus more on more important things so as to bring progress to the company, and Delegation is a

means of motivating workers to develop their careers, as well as learning from the successes and failures they experience

## **RESEARCH METHOD**

### **1. Types of Research**

In this research, the author used a qualitative descriptive approach. qualitative descriptive research, descriptive research is a type of research that aims to present a complete picture of a social setting or is intended for exploration and clarification of a phenomenon or social reality. This is done by describing a number of variables relating to the problem and unit being researched among the phenomena being tested. According to Nazir in his book Research Methods, the descriptive method is a method for researching the status of a human group, a subject, a set of conditions, a system of thought or a class. events in the present. Qualitative research is research that is descriptive in nature and tends to use analysis. Process and meaning (subject perspective) are more emphasized in qualitative research. Sugiyono (2015) explained that the qualitative research method is a research method based on the philosophy of postpositivism, used to research the condition of natural objects, where the researcher is the key instrument, the data collection technique is triangulation, the data analysis is inductive or qualitative, and the research results are qualitative. emphasizes meaning rather than generalization.

A qualitative approach is an approach that intends to understand the phenomena experienced by research subjects, for example behavior, perceptions, interests, motivations, actions, by means of descriptions in the form of words and language. This qualitative approach aims to obtain complete information about " Building Successful Delegates: Keys to Improving Team Productivity".

### **2. Location and Time of Research**

The author conducted research at the Faculty of Languages and Arts, Medan State University. The reason the author chose this location is because this location is strategic in collecting data related to the focus of the research that the author will examine.

### **3. Research Focus**

The focus of this research is to find out strategies or ways to improve students' writing skills and how important it is for students to have writing skills.

### **4. Data Types and Sources**

#### **1. Data type**

This research uses qualitative data. Qualitative Data is data collected in the form of words or images rather than numbers. This data includes interview transcripts, field notes, photography, videotapes, personal documents, memos and other official recordings.

#### **2. Data Source**

The data source used by researchers in this research is interview techniques, where the researcher will collect interviewee to respond or answer the researcher's questions, both written and verbal questions. The data source is the main subject in the research process on the problem above. The data sources for this research are: First, primary data sources, namely data obtained directly from students majoring in literature and English language education. Then secondary data sources are data obtained from literature, brochures and articles that have relevance to the object of this research.

### **5. Data collection technique**

Data collection techniques are the processes and methods used by authors to obtain the required data. Every research, whether qualitative research or quantitative research, certainly uses techniques to collect the required data. The purpose of this is to help authors obtain authentic data. The step taken by the author is an interview. An interview is a conversation with a specific purpose by two parties, namely the interviewer as the asker/giver of questions and the interviewee as the giver of answers to those questions. The interview will be conducted face to face with the informant who will be interviewed.

## 6. Data Analysis Techniques

Data analysis is a systematic process of searching for and organizing transcriptions of interviews and other material that researchers have collected to increase the researcher's own understanding of the material to enable the researcher to present what the researcher has found to others.

## RESULT AND DISCUSSION

### 1. Result

This research was conducted at Medan State University, Faculty of Languages and Arts. In this research, the subjects were Medan State University students. The number of data sources for this research is based on the consideration that qualitative research is more concerned with large amounts of information than the large number of sources.

The results of interviews with Medan State University students regarding their understanding of the delegation are as follows:

a. The first question is how do you understand the task being delegated?

From the answers given by the informants, it can be concluded that their understanding of delegation is quite good, but some think they still need help to understand it.

b. The second question is What resources or support do you need to complete the delegation task?

From the responses given by the informants, it can be explained that they need software and need additional information or relevant data to complete the task. Some also think that support from colleagues or mentors will be very helpful in completing delegated tasks.

c. The last Question is What challenges do you anticipate when carrying out this assignment?

From this interview, it can be seen that there are still many people who experience difficulties in carrying out delegation tasks. Some of the informants answered that the challenges they faced when working on delegated tasks

were the many technical aspects involved in the delegated tasks and also being worried about tight deadlines. There were also those who answered because they lacked the information they had to complete the task.

## 2. Discussion

A delegate is someone who is trusted to carry out certain tasks based on appointment from a superior or organization. Later, he will be accountable for his work to the person who gave the order. Apart from that, another meaning of delegation is the act of transferring authority which is usually carried out by managers or superiors in a company to team members or subordinates so that work can run effectively and efficiently. By having delegation skills, you can become a successful leader.

Delegation is a managerial activity just as important as teamwork. It is very important that the authority is delegated, not the responsibility. The ultimate responsibility for any task lies with the manager. Unfortunately, managers tend to delegate tasks of minor importance (repetitive tasks, gathering information, details of things, etc.)

Delegation increases productivity and efficiency. Effective techniques for delegating tasks include selecting the right people, providing resources and support, and providing feedback. By delegating tasks, leaders can:

- Focus on high priority tasks
- Empower team members
- Promotes growth and development over time

## **CONCLUSION**

The conclusion from this research is that the development of effective delegation is very important to increase team productivity. The keys to success in delegation include a clear understanding of duties and responsibilities, good communication, and giving trust to team members. By applying these principles, teams can work more efficiently, leverage individual expertise, and better achieve shared goals.

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