ABSTRACT

THE EFFECT OF BENEFITS AND SERVICES ON JOB SATISFACTION
(Survey on Civil Servants of the Public Works and Spatial Planning
Tasikmalaya City)

By:

GINA ASYAPITRI ANUGRAH
173402079

Undet the guidance of:

Ane Kurniawati
Indi Ramadhani

The objectives of this research was to determine and analyze the benefits, services and job satisfaction of civil servants at the Department of Public Works and Spatial Planning in the City of Tasikmalaya and how the effect of Benefits and Services on Job Satisfaction of civil servants at the Department of Public Works and Spatial Planning in Tasikmalaya City. The research method used was a survey method, data obtained directly through questionnaires to 78 respondents who were civil servants of the Tasikmalaya City Public Works and Spatial Planning Office. Sampling technique using the Census and the analytical tool used in this study was Path Analysis. Based on the results of the research, benefits are classified as good, services are classified as good and job satisfaction is classified as good. Based on the result and analysis of benefits and services had a correlation. Furthermore, benefits and services had an effect on job satisfaction.

Keyword: Benefits, Services, Job Satisfaction

ABSTRAK

PENGARUH TUNJANGAN DAN PELAYANAN TERHADAP KEPUASAN KERJA
(Survei pada PNS Dinas Pekerjaan Umum dan Tata Ruang
Kota Tasikmalaya)

Oleh:

GINA ASYAPITRI ANUGRAH
173402079

Dibawah bimbingan:

Ane Kurniawati
Indi Ramadhani

Tujuan penelitian ini adalah untuk mengetahui dan menganalisis tunjangan, pelayanan dan kepuasan kerja PNS Dinas Pekerjaan Umum dan Tata Ruang Kota Tasikmalaya dan bagaimana pengaruh tunjangan dan pelayanan terhadap kepuasan kerja PNS Dinas Pekerjaan Umum dan Tata Ruang Kota Tasikmalaya. Metode penelitian yang digunakan adalah metode survei, data diperoleh langsung melalui kuesioner kepada 78 responden yang merupakan PNS Dinas Pekerjaan Umum dan Tata Ruang Kota Tasikmalaya. Penarikan sampel menggunakan sensus dan alat analisis yang digunakan dalam penelitian ini adalah Analisis Jalur. Berdasarkan hasil penelitian tunjangan termasuk klasifikasi baik, pelayanan termasuk klasifikasi baik dan kepuasan kerja termasuk klasifikasi baik. Berdasarkan hasil analisis diketahui tunjangan dan pelayanan memiliki hubungan. Selanjutnya tunjangan dan pelayanan berpengaruh terhadap kepuasan kerja.

Kata kunci: Tunjangan, Pelayanan, Kepuasan Kerja