

Hubungan antara Kualitas Pelayanan Internal dengan Kepuasan Kerja pada Awak Kabin Perusahaan Penerbangan Milik Negara

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Abstract

The general objectives of this study was to determine whether there's a relationship between Internal Service Quality and Job Satisfaction in Public Airlines Companies.

The samples for the study consisted of 185 out of 3219 cabin crews in Two Public Airlines Companies. A stratified random sampling technique was employed to select the samples. A Spearman Rank Correlation Test was employed to determine whether a significant relationship between Internal Service Quality and Job Satisfaction. Internal Service Quality consist of : Tools, Policies and Procedures, Teamwork, Management, Goal Alignment, Training, Communication, Reward and Recognition. Job Satisfaction consist of : The Work Itself, Supervision, Coworkers, Pay and Promotion. Data from the samples were obtained through use of questionnaires and personal interviews.

Based on the data analyzed in this study the following findings were revealed : (1) The Internal Service Quality is significantly associated with the Job Satisfaction, (2) Good condition of Internal Service Quality affected Job Satisfaction positively.

The findings of this study suggest that a good Internal Service Quality makes Job Satisfaction better. So that the company must pay attentions for its Internal Service Quality to get a better Job Satisfaction for its employees.