

# **Analisa Pengaruh Kualitas Pelayanan Internal Terhadap Kinerja Karyawan Koperasi Taksi di Indonesia**

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## **Abstract**

*This paper suggest that to deliver high levels of customer satisfaction, organizations must identify, measure, and manage the internal elements that produce it. Internal service quality (defined this purpose as employee satisfaction with the service received from internal service provider) has received little attention in the empirical literature, yet internal service quality remains complex, in part because its composition can vary for different organization at different times. In short, which internal services are important, and how important their quality is, depends on an organization's task employee. Despite this variability, that are internal service quality has basic components important to most organizations.*

*On this paper also explores the relationship between internal service quality and job satisfaction, one important indication of an organization's work environment. We propose that internal service quality is important because it relates to job satisfaction. This relationship may begin to explain the observation that service firms rarely have satisfied customers without having satisfied employees*

Keywords: Internal service quality, individual attributes, organizational attributes, performance employee