

ABSTRACT

Diah Pramatti, *The Influence of Employee Satisfaction to Public Satisfaction : a Survey of Public Service in Hospital and Government Administration in Kecamatan Pasar Minggu, Jakarta*. Thesis : Postgraduate Program, Universitas Indonusa Esa Unggul, Jakarta.

The objectives of this research are want to know the influence of employee satisfaction to public satisfaction in public service for instance : hospital and government administration in Kecamatan Pasar Minggu, Jakarta. Research design to be used are descriptive and causal design.

To measure the employee satisfaction, we used a concept called Job Satisfaction Survey (JSS). This concept has nine dimensions. To measure the people satisfaction, we used a concept from Zeithmal and Bitner. Thei concept has five dimentions.

We used questionnaire for collecting data from the employee and the people. And we used SPSS software package for processing and analizing the data.

The results of this research are :

1. The level of employee satisfaction in health organization is moderate.
2. The level of employee satisfaction in administrative sector is moderate.
3. The level of people satisfaction from health service are almost satisfy.
4. The level of people satisfaction from administration service are almost satisfy.
5. The influence of employee satisfaction in health organization to people satisfaction is $Y = 0,690 + 0,936 X$
6. The influence of employee satisfaction in administration service to people satisfaction is $Y = 2,776 + 0,539 X$