ANALYSIS GAP FACTOR-FACTOR SATISFACTION OF OUTSOURCING EMPLOYEES TO DEVELOP PERFORMANCE

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ABSTRACT

Job satisfaction and organizational commitment are the two main antecedents of performance, and has been investigated by many researchers since years. Both variables believed to have great influence on the performance. Intuition, a majority of the organization’s activities focus on core business activities, but with the passage of time and the needs of the organization, some workers were transferred to outsourcing labor, such as technician at XYZ Company.

This study was conducted to investigate the effect of job satisfaction and organizational commitment in the performance which is using Service Quality method. From the results of the integration method Service Quality, there are five (5) variables are included in the category of being, those are the provision of health insurance / social, the possibility of a permanent employee, award, motivation and working relationships with vendors.

The next step is determining the priorities for company to response, analysis using Importance Performance Analysis (IPA) method, from the quadrant, known that the variable health / social is high priority (Concentrate Here).

Thus, the company XYZ and vendors may analysis its policy regarding health insurance / social in regard to that employee are an important asset for the company. The company in early January have also requires every employee and vendor with no exception to have BPJS (Badan Penyelenggara Jaminan Sosial) Kesehatan.

Key words: Job satisfaction, performance, outsourcing, Service Quality (ServQual), Importance Performance Analysis (IPA)