ABSTRACT

Friction of paradigm management of college from attainment of its target of education with local or national orientation become "orientation of market driven" that oblige measurement of satisfacion costumer to all stakeholder in concerned. This condition is realized by Technological Institute 10 Nopember Surabaya (ITS), the biggest college in Indonesia East.

One of step taken by ITS is to do the measurement of performance from the actual management and also feed back for the development of program for the future. One of the stakeholder which necessary for ITS is the worker. the worker in ITS are employees and lecturer. Hence in this research of objeck to be taken is the worker of ITS.

Measurement of satisfaction worker is done by propagating the questionnaire to the worker in all unit exist in ITS, that is faculty, majors, and other unit non academic. Measurement of this satisfaction is meant to get value of baseline of Employee Satisfaction Index. Method used for the measurement of satisfaction worker is combination from the method of Luthans and of Great Place Work Institute to (GPWI). For the weight of criterions that have importance which different each ottrer, hence used Analytical Hierarchy Process (AHP).

Base on the result of analysis and calculation which have been done, value of Employee Satisfaction Index is equal to 3,27 (65.4%). From result of test of Cluster, got 2 cluster. Make an index to satisfaction of worker for the cluster I is equal to 2.94 (58.8%), and cluster II is equal to 3.57 (71.4%). While the criterions that have the smallest satisfaction index is promotion and salary. Recommendation given for the criterion of promotion more aimed at repair of promotion procedure socialization and promotion, and forwarding of information about promotion swiftly and accurate to each unit in ITS. While for the criterion of salary, recommendation is system merit.

Keyword: Stakeholder, Employee Satisfaction Model, Employee Satisfaction Index.