ABSTRACT

ERVIN PURBASARI. 10507843."Ticketing Software Quality Analysis Impact On Employee Performance and Employee Satisfaction At The Train Station Kiaracondong". under the guidance of Prof. Dr. Hj. Umi Narimawati, Dra, SE, M.Si

Ticketing Software is the software used on the Railway Station to process transactions Kiaracondong long-distance travel ticket sales, ticket sales and create reports. The purpose of this study was to determine the impact of kuallitas ticketing software to employee performance and employee satisfaction at the Railway Station Kiaracondong.

The method used in this study is deskiftif with quantitative approach. To find out analysis of ticketing software that is running on Kiaracondong Railway Station, it can be seen in flowmap, context diagrams and data flow diagrams. Data collection techniques using the techniques of data collection, observation, interviews and questionnaires distribution. Quantitative analysis using the statistical analysis of correlation Person, deteminasi coefficient, T test to test the hypothesis with the help of SPSS For Windows 18:00.

Results of research has been conducted by researchers is the level of response categories of respondents expressed Ticketing Software quality is very good . Respondents to the employee's performance is very good declared, then the responses of respondents to the satisfaction of employees for excellent performance good to hope. accepted or mean Ticketing Software Quality impact on employee satisfaction. Performance impact employee satisfaction corelation 0,8373%. This shows that the impact Ticketing Software Quality Performance and Employee Satisfaction in Railway Station Kiaracondong.

Keywords: Quality Ticketing Software, Employee Performance, Employee Satisfaction