ABSTRACT

ELDY MARISSA CINDY PRATIWI "The influence of service accident compensation Information System and Employee Competency on Client satisfaction in PT. Jasa Raharja (Persero) West Java." under the guidance of Prof. Dr. Hj. Umi Narimawati, Dra., S.E., M.Si.

To Many of traffic accidents that occurred showed the presence needed PT. Jasa Raharja to serve Society, Information system and accident compensation service employees in need to competence in providing service to the Society, Society will be expected to services rendered Satisfied Employees PT. Jasa Raharja.

The Method in this Research is Descriptive analysis with Quantitative approach. The unit is 45 Employees of PT. Jasa Raharja and 45 Client PT. Jasa Raharja in 9 representative in West Java of Bnadung, Karawang, Purwakarta, Bekasi, Cirebon, Indramayu, Tasik, Sukabumi and Bogor. Retrieval technique sampling is Random Sampling Propotional. The Statistic test used in this case is Multiple Regression Analysis Counting, Normalize Assumption Test, Multicollinearity Test, Heteroskedasitisity Test, and Hypothesis Test and also use the Application Program Spss 16.0 for Windows.

Research result showed that (1). Accident compensation Information System Servive meets the needs of companies in the process of accident compensation service; (2). Respondent Response to the accident compensation Information System is very good, but on the Network Connection adequately assessed; (3). Employees Competence in category good, but work is still considered enough; (4). Client states has not been satisfied on accident compensation service to PT. Jasa Raharja; (5). Accident Compensation of Employees Simultaneosly or Partial has a significant Influence on satisfaction Client PT. Jasa Raharja, but the simultaneous effect is greater than the effect of partial.

Key Words : Influence of service accident compensation Information System,

Employees Compentency, Client Satisfaction.