

ABSTRAK

PENGARUH KINERJA KARYAWAN DALAM PRODUKTIVITAS PELAYANAN PRIMA DI PT. TASPEN (PERSERO)

Penelitian ini bertujuan untuk mengetahui bagaimana pengaruh dari kinerja karyawan terhadap pelayanan prima yang diberikan PT. TASPEN kepada para pensiunan pegawai negeri. Penelitian ini dilakukan dengan menggunakan metode kualitatif deskriptif berdasarkan atas data yang dianalisis atas hasil wawancara dan keterangan dari narasumber, yaitu karyawan PT. TASPEN (PERSERO) yang bekerja di Bidang Umum dan SDM, serta menelaah dokumen-dokumen maupun informasi dari *website* dan media cetak PT. TASPEN (PERSERO).

Pelayanan Prima PT. TASPEN (PERSERO) diatur berdasarkan etika – etika dan standar operasional yang ada, dan karyawan PT. TASPEN telah bekerja dengan baik dalam mengikuti aturan serta standar operasional yang diberikan PT. TASPEN (PERSERO). Pelayanan Prima merupakan salah satu kunci dari keberhasilan suatu perusahaan yang bergerak dibidang penjualan jasa seperti PT. TASPEN (PERSERO), karena dengan memberikan pelayanan yang baik dapat meningkatkan kepuasan nasabah dalam melakukan transaksi jasa sehingga jasa – jasa dari perusahaan akan selalu dimanfaatkan dengan baik oleh nasabah. Sehingga, diharapkan agar pelayanan prima dapat selalu diterapkan sesuai dengan etika dan standar operasional yang ditetapkan PT. TASPEN (PERSERO).

Kata kunci : kinerja karyawan, pelayanan prima

ABSTRACT

THE IMPACT OF EMPLOYEE'S PRODUCTIVITY IN EXCELLENCE SERVICE OF PT. TASPEN (PERSERO)'s.

This research has such aim to knowing how the impact of employee's productivity in excellence service that PT. TASPEN gives to the pension of government employees. This research was done with using descriptive qualitative method of the analyzed data from interview results and some explanations from the interviewees, which is PT. TASPEN (PERSERO)'s employees who work in the general and human resources department, and researching some documents also informations from PT. TASPEN (PERSERO)'s website and press medias.

PT. TASPEN (PERSERO)'s excellence service was ruled by etiquettes and operational standarts, and PT. TASPEN (PERSERO)'s employees already worked better with following those rules and operational standarts. Excellence service is one of the most efficient key to achieve a sucessful company that has service as its core business like PT. TASPEN (PERSERO), because if they give those excellence services it could effecting the customers satisfactory, so when they do some service transactions it would make their customers always using the service in satisfaction. So in the end, writer hoped that the excellence service could always be used with PT. TASPEN (PESRSERO)'s right etiquettes and operational standarts.

Keywords : employees' productivity, excellence service