

## ***ABSTRACT***

*General Affairs (GA) unit at PT Bahana Pembinaan Usaha Indonesia is a unit which executes middle-office services, acting as a producer to provide the best services to all units within Bahana Group, as customers of the services. GA is required to maintain high quality of services, so it can satisfy all customers.*

*This is the background of our research, where the scope is limited to the assessments to know the impacts of quality service, which consists of tangible dimension, reliability, responsiveness, assurance and empathy on the employees' satisfaction level and performance. The research method that will be used is 'Explanatory Method'.*

*The assessment is conducted to 140 employees of Bahana Group, which act as respondents, and the questionnaires that are analyzed consist of 43 questions. And give the result that the dimensions of service quality dimensions tangible, reliability, responsiveness, assurance and empathy significantly related to satisfaction and employee performance Bahana company group according to the hypothesis at the  $\alpha < 5\%$ , as well as employee satisfaction also is significantly related to employee performance group Bahana company with a value amounting to 49.8% correlation.*

*Key words: service quality, employee satisfaction, employee performance*

U N I V E R S I T A S  
M E R C U B U A N A