

ABSTRACT

The establishment of a government, in its essence is to provide services to the community. In order to improve the quality of service, management and employees in public service organizations both have an important role. Job satisfaction is a generalization of attitudes toward work based on the aspects of the job variety, job satisfaction and motivation role in improving the quality of service can be done with the support of education, experience and training working lives formed. This study aims to empirically examine the effect of job satisfaction and motivation towards quality service moderated by a period of work, training and education at the Department of Transportation, Communication and Information Sleman regency.

This study conducted exploratory research approach. The research was conducted by distributing questionnaires to all employees at the Department of Transportation, Communication and Information Sleman regency, amounting to 102 people. Data analysis was performed by linear regression analysis approach to moderating variables.

The results found that: (1) There is a significant effect between the applied managerial job satisfaction on the quality of service in the Department of Transportation, Communication and Information Sleman Regency (the value of t-test = 3.030, t-test significance = 0.003 <0.05), (2) motivational variables have a significant influence on the quality of service (value of t-test = 2.597, t-test significance = 0.011 <0.05), (3) training factors have a significant influence in moderating influence of job satisfaction on service quality (value t -test = 2.085, t-test significance = 0.040 <0.05). Training factors have a significant influence in moderating the influence of motivational factors on the quality of service (value of t-test = 2.176, t-test significance = 0.032 <0.05). Educational factors have a significant influence in moderating influence of job satisfaction on the quality of the waiter (the value of t-test = 2.591, t-test sigifikansi = 0.011 <0.05).

Improved education and training variables followed by an increase in the influence of motivation on the quality of service. Variables moderating effects of training.

Keywords: job satisfaction, motivation, quality of service, period of employment, training and education, moderation