

Pengaruh komunikasi internal terhadap kepuasan komunikasi organisasi dan citra institusi pemerintah penerapan layanan terpadu pada direktorat jenderal perimbangan keuangan kementerian keuangan = The influence of internal communication in accordance to organization communication satisfaction and image of government organization application of integrated services at directorate general of fiscal balance ministry of finance

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Abstrak

[ABSTRAK

Penelitian ini bertujuan untuk menguji pengaruh komunikasi internal dengan kepuasan komunikasi organisasi dan citra organisasi pemerintah pada Layanan Terpadu Direktorat Jenderal Perimbangan Keuangan Kementerian Keuangan Republik Indonesia Pengumpulan data dilakukan dengan menggunakan metode survei melalui kuesioner Populasi penelitian ini adalah pegawai pemerintah daerah yang pernah menggunakan layanan terpadu DJPK Kementerian Keuangan Sampel penelitian ini sebanyak 234 responden Dari hasil analisis data diketahui bahwa penggunaan komunikasi internal berpengaruh positif dan kuat terhadap kepuasan komunikasi organisasi Penggunaan komunikasi internal juga berpengaruh positif dan kuat terhadap citra organisasi pemerintah.

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ABSTRACT

Purpose of this research is to verify the influence of internal communication in accordance to organization communication satisfaction and image of government organization in Directorate General of Fiscal Balance Ministry of Finance of Republic of Indonesia Data collection was done by survey method with questionnaire Research population was employee of local government that used "layanan terpadu" integrated services at Directorate General of Fiscal Balance Ministry of Finance of Republic of Indonesia Research sample are picked from 234 respondents Analysis result shown that internal communication affected to communication satisfaction level with strong effect Furthermore internal communication also affected the image of government organization with a strong effect ; Purpose of this research is to verify the influence of internal communication in accordance to organization communication satisfaction and image of government organization in Directorate General of Fiscal Balance Ministry of Finance of Republic of Indonesia Data collection was done by survey method with questionnaire Research population was employee of local government that used "layanan terpadu" integrated services at Directorate General of Fiscal Balance Ministry of Finance of Republic of Indonesia Research sample are picked from 234 respondents Analysis result shown that internal communication affected to communication satisfaction level with strong effect Furthermore internal communication also affected the image of government organization with a strong effect , Purpose of this research is to verify the influence of internal communication in accordance to organization communication satisfaction and image of government organization in Directorate General of Fiscal Balance Ministry of Finance of Republic of Indonesia Data collection was done by survey method with questionnaire Research population was employee of local government that used "layanan terpadu"

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