



**UNIVERSITY OF INDONESIA
FACULTY OF SOCIAL AND POLITICAL SCIENCES
DEPARTMENT OF ADMINISTRATIVE SCIENCES
UNDERGRADUATE EXTENSION PROGRAM**

ABSTRACT

Ismail Sumawijaya (0902320725), Satisfaction of Administrative Officer from Central of Administration University of Indonesia (CAUI) with the Service Stationery Procurement Unit of Directorate of Facility and General Affair for Stationery Fulfillment at 2008., xiii+71 pages+22 bibliographies (1987-2006)

The role of higher education is significant in developing a nation to produce superior human resources that compete in international level. The vision of University of Indonesia as a world class research university required professionalism and best effort from all the academic and non academic human resources. University function as a service organization conduct at the Central of Administration University of Indonesia (CAUI), the application of the service based on the effort to developing structure and culture that support with efficiency and effectively of the university (enterprising), one of the effort is a good and integrated administration system. Part of this effort is by the fulfilment of the stationery that matched with the need and in proper condition. Focuses of the problem from this research is how the satisfaction of Administrative Officer from CAUI with the service Stationery Procurement Unit of Directorate of Facility and General Affair of stationery fulfilment at 2008.

The purpose of this research is to know the satisfaction of Administrative Officer from CAUI with the service Stationery Procurement Unit of Directorate of Facility and General Affair of stationery fulfilment at 2008. Researcher used quantitative approach for this research, and the goal is to measures the satisfaction of administrative officer as internal customer based on Availability, Responsiveness, Convenience, and Time Lines dimensions. Refer to the goal of this research, so the type of this research is descriptive.

The primary data used in this research, researcher did survey and give the respondent a questionnaire and calculating the mode of each indicator from the questionnaire to measure the satisfaction. The secondary data collected from library research, source of the secondary data from the library and online journal.

From this research it can be concluded that 55% of the customer quite satisfied and 45% satisfied by the service of the Directorate of Facility and General Affair Staff. Based from the result, researcher propose few recommendation which is the process of delivery for stationery fulfillment to its customer required a service schedule, standard operation procedures and personal development so the service of stationary procurement unit conducted as everyone expected.