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ABSTRACT

GITA MENTARI (0606056505), *The Perception of Outbondcall Employee About Work Satisfaction and Work Productivity in Personal Customer`Care Division at Telkom,tbk Company, Central Jakarta*, xiii + 106 pages + 42 tables + 1 graphic + 33 bibliographies (1975 - 2008) + 5 additions

In this global era, the business competition among the firms is so tight, including in this field. The serve in this field need special attention, because it's about consumer's satisfaction. So good moral workers, professional, discipline in doing his duty is needed. These terms are needed in increasing work productivity, serve quality and competition power in our own country and aboard. But in fact, there are still workers that are less in work productivity. Some research told that work productivity is also influenced by satisfaction and work motivation. But in this research the writer not explain about the influence between work satisfaction and productivity because none theory which is explain both of them. For that reason this research will explain about employee perception in work satisfaction and productivity. Based on the background above, in this research the writer choose Telkom, Tbk Company in central Jakarta as an object of the research.

The research question is how The Perception of Outbondcall Employee About Work Satisfaction and Work Productivity in Personal Customer Care Division at Telkom,tbk Company? To answer of that research question, researcher used quantitative approach and using research method by using the survey approach, which implies the use of questioners as the major tool used to collect data and information, beside the others secondary and literature sources.

The conclusion of this research is the outbondcall employee feel uncomfortable in work satisfaction but they still improve their work productivity because they are afraid about the hire. For the conclusion, the company should be attending to the work satisfaction because the employee is the basic of the resource company.