

# **The Effects of Organization Climate and Job satisfaction with Service Quality at X. Company**

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## **Abstract**

The purpose of this research is to investigate the effects of organization climate and Job satisfaction with service quality at x company. Service quality was measured using: Service Quality (Parasuraman et al, 1998). Organization Climate (Davis & Newstrom, 1994). Job satisfaction (Luthans, 2006). The participatans of this research is population of PT.x, about 137 subject. Data is processed using the Multiple Regression. the main result of this research show has significance effect on organizational climate and Job satisfaction with Service Quality about 30.1%. Organization climate and job satisfaction has effects positive with service quality. Effects of job satisfaction biggest than organization climate with service quality. The results of effects from dimation job satisfaction had the biggest effect on dimation coworkers and significance effect service quality about 0.338. Intervention this research is a quality circle by kaizen. The methode brainstorming, sharing knowledge in briefing. Quality Circle tobe one of work programs and performance appraisal. Quality circle of this research show has significance effect on organizational climate and Job satisfaction with Service Quality

Keywords : Organization Climate, Job Satisfaction, Service Quality