

ABSTRACT

People need public services to meet their needs. Quality services are closely related to the job satisfaction and life satisfaction of the service provider. A civil servant who is a government apparatus acts as a major milestone in providing public services. Dinas Perpustakaan dan Kearsipan Provinsi Jawa Timur is one of the providers of public services, which aims to provide services to the public, especially in the field of libraries and archives. This research is aimed to analyze the factors that influence job satisfaction, namely the effect of remuneration, quality of work life, promotion, supervision, teamwork and the influence of job satisfaction on the satisfaction of civil servant's life at Dinas Perpustakaan dan Kearsipan Provinsi Jawa Timur.

The sample used in this research is the distribution of questionnaires to 122 respondents by sex, age, educational background, duration of employment and type of position. For processing and analyzing data in this research that is by using SPSS ver 23 as software to process data.

The results obtained from data processing that is the positive and significant influence between job satisfaction and life satisfaction. For job satisfaction factors that have positive and significant influence are remuneration, quality of work life, promotion, teamwork, while the supervision is not significant to job satisfaction.

Keywords: Remuneration, Quality of Work Life, Promotion, Supervision, Teamwork, Job Satisfaction, Life Satisfaction