Abstract

CORRELATION BETWEEN ORGANIZATIONAL ACCOUNTABILITY AND SATISFACTION LEVEL OF STUDENTS SERVICES OF DHARMA WACANA STISIPOL METRO LAMPUNG

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The spirit of reform has colored the utilization of the State apparatus to realize the demands of the State Administration that is able to support the smooth and integration of the tasks and functions of the organization of the State Government with the principles of good governance. In addition, people demanding that the government give attention earnest in tackling Corruptions, Collusion and Nepotism (CCN) so as to create a clean government and be able to provide public goods and services. Thus, all government and non government agencies, Agency and State institutions, both central and local levels need to understand the scope of individual accountability. The requested include the success and failure of the mission of the organization/agency concerned.

This study aims to determine, describe and analyze the organizational accountability of Dharma Wacana Stisipol Metro, conditions of satisfaction level of the students service and also to know, describe and analyze the correlation between organizational accountability of Stisipol on the satisfaction level of students service of Dharma Wacana Stisipol Metro.

The research method used a questionnaire measuring tool (questionnaire) by means of in validity and reliability firstly, so after valid and reliable then spread to a questionnaire in the study as many as 88 people.

The results obtained are: "There is a significant correlation between organizational accountability and satisfaction level of students services of Dharma Wacana Stisipol Metro ” at 89.1 (Pearson product moment test results /SPSS.18). By the level of the correlation between 6.105 to 20.346 (result of t test) for the achievement of accountability on Stisipol at 71.10 (result of F test) and to the achievement of student services at 82.80 (F test).