

ABSTRACTION

Thomas Lioe (08.2.247), Influence Quality Construction Services Partners Against Satisfaction PT. Sejahtera Intercon Palembang (Under the guidance of Mrs. M. J. Tyra, S.E., M.M)

This study was conducted to analyze the effect of quality construction services to the satisfaction of partners PT. Sejahtera Intercon Palembang, to see the variable quality of services are most dominant in influencing satisfaction partner PT. Sejahtera Intercon Palembang, and to know how much influence the variable Reliability, Assurance, Tangible, Empathy and Responsiveness to the satisfaction of partners if done together. This research is a case study and the sample used in this study are partners PT. Sejahtera Intecon Palembang as many as 100 people, divided into 2 parts: 30 responders in the office and 70 responders in the field, and the sampling technique used was purposive sampling technique. Data analysis techniques used are validity, reliability test and linear regression. These results indicate that the variable Reliability, Responsiveness, Assurance and Empathy significantly affect partner satisfaction PT. Sejahtera Intercon Palembang, while variable Tangible not significantly affect the satisfaction of partners PT. Sejahtera Intercon Palembang.

Keywords: *Reliability, Responsiveness, Assurance, Tangible, Empathy, and Partners Satisfaction*