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CORRELATION OF COORDINATION AND COMMUNICATION ON SERVICE EXCELLENT AT THE BPJS KESEHATAN OF KABANJAHE BRANCH OFFICE

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ABSTRACT

Coordination and communication as well as their correlation on good service servant at the BPJS Kesehatan of Kabanjahe Branch Office. This study was directed to reveal the correlation of the two independent variables (coordination and communication) on the dependent variable (good service servant) with the employes of BPJS Kesehatan of Kabanjahe Branch Office as the study population. It's promoted three associative hypothesis based upon the review result conducted on relevant theories and selectively previous study finding. Some suitable techniques such as data collection and data analysis had been employed to ensure some tenable study finding. The crucial finding include: the first, the normal distribution procedures (parametric statistic: normality of data distribution and homogeneity of variances) had also been tenably proved; the second all alternative hypophoteses promoted in this study had been completely tested and accepted: a Correlation of Coordination and Communication, both separately and jointly on Good Service Servant exists.

Keyword : Coordination, Communication, Service Excellent

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