

SUMMARY

Dyanie Ayu Astari, 2014, Employee **Loyalty Performance (A Study Towards Differences of Loyalty Performance Between Permanent Employee and Outsourcing Employee at PT. Angkasa Pura I (Limited) Juanda International Airport Surabaya)**, Chairman of the Commission Supervising Dr. Mochamad Makmur, MS, Member of the Commission Supervising Drs. Stefanus Pani Rengu, MAP 296 Page + xvii

The main issue in this research is whether of the loyalty performance differences between permanent employee and outsourcing employee at PT. Angkasa Pura I (Limited) Juanda International Airport Surabaya. There were three aspects that used to assess the employee loyalty performances. The three aspects are among others obey the rules, responsibilities, and work attitude.. besides these three aspects, this research also analyzes the factors that become an obstacle and driving employee loyalty performances.

There is an interesting phenomenon regarding the loyalty performance shown by PT. Angkasa Pura I (Limited) Juanda International Airport Surabaya employees. There is a phenomenon in which the employment status of every employee affects the quality of work that they show loyalty performance to the job and the company. Dualism staffing system at PT. Angkasa Pura I (Limited) Juanda International Airport Surabaya also resulted in the emergence of social inequality and the gap in the self interest of each employee.

The result of research at PT. Angkasa Pura I (Limited) Juanda International Airport Surabaya regarding loyalty performance differences between permanent employee and outsourcing employee showed a significant difference between the both. The lack of a sense of belonging within the outsourcing employees, resulting that their loyalty performance are lagging far enough with the permanent employees. That's performance loyalty are showed by outsourcing employee is influenced by several factors, the factors derived from the internal and external environment around their. Several factors such as the family, quality of social interactions, and the benefits recived from the company being a factors that has a considerable influence for outsourcing employee loyalty performances. Some permanent employee were also found began to decline their loyalty performance. Age and working period has a negative effect for loyalty performance of this some employee's.

Need a special attention from company to their outsourcings employee. All this time, they feel like a stepchild in this company. An attentions to what the problem is and their expectation of job and company, will create a comfortable and stable atmosphere for their psychological condition. A stable and comfortable psychology will create a motivations in them. Motivation also needs to be given to the permanent employee. Increasing motivation and expectation of the employee to the company's, will be delivered the passion for work better and provide the best for the company's. The better performance of a person, their loyalty performance for the company also will be better too.